



## Business Continuity Plan

## Contents

<b>DISTRIBUTION LIST .....</b>	<b>2</b>
<b>EXECUTIVE SUMMARY .....</b>	<b>3</b>
<b>OBJECTIVES .....</b>	<b>3</b>
<b>GLOSSARY .....</b>	<b>4</b>
<b>RISK ASSESSMENT .....</b>	<b>4</b>
<b>BUSINESS IMPACT ANALYSIS .....</b>	<b>9</b>
<b>INCIDENT RESPONSE PLANS.....</b>	<b>10</b>
<b>LOSS of ADMINISTRATION BUILDING.....</b>	<b>10</b>
<b>COMPLETE IT HARDWARE FAILURE .....</b>	<b>16</b>
<b>LOSS of DEPOT BUILDINGS.....</b>	<b>17</b>
<b>EVACUATION PROCEDURES.....</b>	<b>23</b>
<b>KEY CONTACT SHEET .....</b>	<b>24</b>
<b>EVENT LOG.....</b>	<b>25</b>
<b>MAINTAIN AND REVIEW .....</b>	<b>26</b>
<b>APPENDIX 1 -ACTION PLAN FOR IMPLEMENTATION .....</b>	<b>27</b>
<b>APPENDIX 2– IMMEDIATE RESPONSE CHECKLIST .....</b>	<b>28</b>
<b>APPENDIX 3 – INCIDENT RECOVERY CHECKLIST .....</b>	<b>29</b>

**DISTRIBUTION LIST**

The following table provides an up to date list of all locations and personnel supplied with a copy of the Diamantina Shire Council Business Continuity Plan.

<b>Copy Number</b>	<b>Name</b>	<b>Position Title</b>	<b>Location</b>
001	Leon Love	Chief Executive Officer	Bedourie Administration Office
002	Cassie White	Deputy Chief Executive Officer	Bedourie Administration Office
003	Trevor Stewart	Infrastructure Manager	Bedourie Administration Office
004	Jessica Greenaway	Tourism and Event Manager	Wirrarri Centre Birdsville
005	Dave Roberts	Facilities Maintenance Coordinator	Facilities Maintenance Office
006	Amanda Schnitzerling	Executive Assistant	Bedourie Administration Office
007	Thomas Higgs	Safety and Quality Coordinator	Bedourie Administration Office
008	Matt Young	IT Officer	Bedourie Administration Office
009	Bill Dillon	Workshop Coordinator	Workshop
010	Rachael Browne	Administration Officer (Infrastructure)	Works Donga
011	Greg Barber	Storeperson	Store
012	Michelle O'Toole	Finance Officer	Bedourie Administration Office
013	Geoff Morton	Mayor	Private Residence
014	Kurt Ball	Strategic Services Coordinator	Works Donga
015	Jodie Girdler	Bedourie Town Supervisor	Town Crew Office
016	Jock McDonald	Birdsville Town Supervisor	Birdsville Depot

## EXECUTIVE SUMMARY

The Diamantina Shire Council Business Continuity Plan has been developed in line with Councils adopted Enterprise Risk Management Framework and Guidelines and is essentially a risk treatment strategy which addresses the business continuity risk identified in Council's Risk Register that will impact Council in delivering its core services.

Having identified the risks to Council operations, the Plan includes a Business Impact Analysis to assess the identified risks and impacts in relation to critical business activities to determine recovery requirements.

Incident response plans have been developed to outline the actions required in the event Council core services are disrupted and the processes that will be put into action in the event a disaster does occur. The highest risk to Council's operations have been identified as:

- Building incident – total loss of administration building due to fire, flood/inundation or earthquake,
- Building incident – partial loss of Depot buildings due to fire, flood/inundation, earthquake or vehicle collision, and
- Complete IT Hardware failure.

The Diamantina Shire Council Business Continuity Plan is not a prescriptive plan; it is designed to allow the decision makers to make appropriate decisions based on the information available at the time. No plan is able to document each and every emergency or disaster, but should allow those charged with reacting to a situation the flexibility to make the necessary decisions.

## OBJECTIVES

This plan provides preventative actions and contingency plans for an event which could disrupt Council's core business functions.

The objectives of this plan are to:

- Define Council's critical business functions.
- Detail Council's immediate and recovery response to those risks assessed as a high or extreme risks.
- Detail strategies and actions to be taken to enable Council to continue to provide critical business functions in the event of an emergency or disaster.
- Review and update this plan on an annual basis.

## GLOSSARY

Business Continuity Plan	A document containing all of the information required to ensure that Council is able to resume critical business activities should an emergency or disaster occur.
Critical Business Activity	Is a business activity that must be operative within 72 hours (3 working days) of any significant event that causes interruption to Council core services
Recovery Time Objective (RTO)	The time from which you declare a crisis/disaster to the time that the critical business functions must be fully operational in order to avoid serious financial loss, provide critical business functions and mitigate service impacts to the extent possible.

## RISK ASSESSMENT

The risks addressed on the following pages for the Bedourie Administration Centre, Wirrarri Centre and Bedourie Depot and IT Infrastructure have been identified and assessed in Councils' risk register which has been established in line with the Diamantina Shire Council Enterprise Risk Management Framework and Guidelines.

Council's risk register identifies ***"Failure to maintain business continuity in emergency situations"*** as an enterprise risk that has an inherent risk level of **extreme**. The risk treatment requires Council to ***"Establish and maintain an effective business continuity plan"***. The assessed residual risk after the business continuity plan has been established is rated at **low**.

It is considered that failure to maintain business continuity is the inability to provide Council core services.

## **Risk      Contingency Plans**

### ***Building Incident***

*Partial loss of building due to fire, earthquake or vehicle collision*

- Initiate Incident Response Plan.
- Secure equipment, furniture etc.
- Undertake assessment of damage, obtain quotes and engage suppliers.
- Where damage to critical IT infrastructure occurs refer to IT failure contingencies and response plan.
- Where damage to critical machinery occurs obtain temporary replacement from hire firm.
- Inform Local Government Mutual and LG Assets and make claim.

### ***Building Incident***

*Total loss of building due to fire or earthquake*

- Initiate Incident Response Plan.
- Salvage equipment, furniture etc.
- Implement diversion to mobile phones.
- Relocate staff to another facility – refer to IT failure contingencies for IT related incident.
- Where possible relocate critical equipment to alternate site to ensure basic operation of services.
- Source replacement items immediately from a preferred supplier.
- Engage preferred supplier for replacement of equipment and restoration of IT data/software systems etc.
- Notify community of alternate site via local radio and notices on community notice boards.
- Inform Local Government Mutual and LG Assets and make claim.
- Undertake assessment of damage, obtain quotes and engage suppliers.

### ***IT incident***

*Complete IT Hardware Failure*

- Initiate Incident Response Plan.
- Assess scope of damage and engage preferred suppliers to source hardware replacement/repair and determine the outage time.
- Engage offsite recovery option if applicable.
- Inform the community (if they will be impacted).
- Instigate manual or recovery processes for key functions:
  - Payroll
  - Receipting
  - Creditor payments
  - Email management
- Re-establish and bring all information up to date.
- Inform LG Assets and make claim if appropriate

### ***IT incident***

## **Risk      Contingency Plans**

### *IT Software failure*

- Assess scope of damage and engage preferred suppliers to source software replacement/repair and determine the outage time.
- Instigate manual or recovery processes for key functions if required:
  - Payroll
  - Receipting
  - Creditor payments
  - Email management
- Re-establish and bring all information up to date.

### **Telecommunication outage**

#### *Telecommunication failure*

- Maintain adequate mobile communications.
- Set up phone diversion to mobiles through supplier.
- If outage is greater than 24 hours notify community.

### **Electrical outage**

#### *Electrical failure*

- Ensure enough UPS capacity to allow for critical transfer of communications to alternative sources.
- Start and run emergency generators.

### **Terrorism**

#### *Bomb Threat*

- Contact police.
- Where outage is greater than 2 hours implement diversion to mobile phones.

### **Criminal Activity**

#### *Theft and malicious hacking*

- Contact police.
- Source replacement items immediately from a preferred supplier.
- Engage preferred supplier for replacement of equipment and restoration of IT data/software systems etc.
- Where critical IT outage occurs refer to IT failure contingencies above.
- Implement counselling or disciplinary action for staff after investigation is completed (if required).

### **Criminal Activity**

#### *Fraud*

- Contact police.
- Identify nature of fraud and its impact on operations.
- Implement counselling or disciplinary action for staff after investigation is completed (if required).

### **Water damage**

## **Risk      Contingency Plans**

### *Flood/Inundation*

- Initiate Incident Response Plan.
- Secure equipment, furniture etc
- Where outage is greater than 2 hours:
  - implement diversion to mobile phones.
  - begin planning for relocation of staff to another facility if event timeframe is expected to be long term.
- Relocate critical equipment to alternate site to ensure basic operation of services.
- Notify community.
- Undertake assessment of damage, obtain quotes and engage suppliers.
- Where relocation takes place and/or critical IT outage occurs refer to IT failure contingencies and recovery response plan.

### **Key staff not available**

#### *Illness/Injury*

- Where there are staff off work for other purposes, contact those staff to determine availability to work.
- Source temporary staff from labour hire agencies.
- Seek assistance from neighbouring Council's or outside staff resources.

### **Key staff not available**

#### *Pandemic*

- Where there are staff away from work for other purposes, contact those staff to determine availability to work.
- Source temporary staff from labour hire agencies.
- Seek assistance from neighbouring Council's or outside staff resources.

### **Key staff not available**

#### *Sudden loss of key personnel*

- Seek assistance from local Councils and/or external support providers until the recruitment of a replacement.
- Reprioritise work program, reschedule works to match available resources.

### **Key staff not available**

#### *Inability to attract suitable key personnel*

- Seek assistance from local Councils and/or external support providers until the recruitment of a replacement.
- Reprioritise work program, reschedule works to match available resources.

### **Loss of corporate knowledge**

#### *Key staff exiting the organisation*

- Regular review and updating of documented procedures, processes and job tasks for all positions.



## **Risk      Contingency Plans**

### ***Industrial action***

#### *Industrial dispute*

- Utilise the services of an independent facilitator to hear and suggest resolutions to grievances.
- If a resolution cannot be found, and as a last resort strike action occurs, notify the community that the office/depot will be closed.

### ***Contract work not carried out***

#### *Contractor failure*

- Council undertake works or short term contract with alternate supplier whilst contract being re let.

## BUSINESS IMPACT ANALYSIS

As part of the Business Continuity Plan, a Business Impact Analysis has been undertaken which uses the information in the Risk Assessments to assess the identified risks and impacts in relation to critical business activities and determine basic recovery requirements.

### Critical Business Activities

The following table lists the critical business activities that must be performed to ensure Council's business continues to operate effectively.

<b>Critical Business Activity</b>	<b>Description</b>	<b>Priority</b>	<b>Impact of Loss</b> <i>(losses in terms of financial, staffing, loss of reputation etc)</i>	<b>Recovery Time Objective</b> <i>(critical period before business losses occur)</i>
Payroll	Staff and Councillor payroll services.	High	If a payroll cannot be run, Council could issue direction to the bank to make identical payments to staff as were paid in the previous fortnight. This would mean payroll staff would have to calculate and make adjustments as required when the system is restored.	48 hours
Electronic communications	Access to Council email accounts.	High	There will be no emails lost but staff will not be able to send or receive emails via their Council accounts until the system is restored.	48 Hours

## INCIDENT RESPONSE PLANS

The following incident response plans present detailed plans to address the highest risk areas identified in the risk management assessment outlined earlier in this plan.

The plans are not exhaustive as any major incident will require more detailed and potential long term considerations; however the plans below provide a structured response to major incidents that are of the highest threat to service provision and Council operations.

### LOSS of ADMINISTRATION BUILDING (Bedourie or Wirrarri Centre)

Types of incidents eg: Fire, Flood/Inundation, Earthquake

[Refer to Attachment for Incident Response checklist at Appendix 2.]

Disaster Recovery Site :

Bedourie community centre, Herbert Street Bedourie

Birdsville Indoor Sports Centre

#### **Task 1 - Immediate Response – [Loss of Administration Building]**

This task provides the necessary command and control to enable the Diamantina Shire Council's Incident Response Team to conduct an initial assessment of the Disaster and to co-ordinate Council's initial response to the disaster.

Incident Response Team

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer	Infrastructure Manager
	Executive Assistant
	IT Officer
	Tourism & Events Manager
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator
	Deputy CEO

Recovery Procedure

Incident Response Team Leader to: Steps to be undertaken:

- Ensure site has been evacuated and all personnel are accounted for.
- Secure site and prevent access.
- Contact emergency services and police.
- Identify any injuries and render assistance.
- Undertake an initial assessment of damage and risks.
- Instigate the "Complete Hardware failure" response plan.

- Arrange diversion of phone lines to existing Council mobile or satellite telephones.
- Determine time frame to switch to disaster recovery site.

#### Recovery Time Objective

Timeframe for this activity is within 24 hours of the incident.

#### Recovery Location:

Primary Site: Bedourie Community Centre.

#### Resource Requirements:

Mobile and satellite telephones phones.

Office equipment and stationary.

#### Other considerations:

1. Liaise with Emergency Services and Police.
2. Inform elected members and employees.
3. Inform Press and community where possible.
4. Inform Local Government Mutual \* LG Assets

### **Task 2 – Commence operations from Disaster Recovery Site – [Loss of Administration Building]**

This task provides the necessary steps to commence core Council operations from the Disaster Recovery site and commence the planning for restoration of services in the short and longer term.

#### Incident Response Team

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer	Infrastructure Manager
	Executive Assistant
	IT Officer
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator
	Deputy CEO

#### Recovery Procedure

Steps to be taken:

1. Establish the disaster recovery site.

*Responsible Person: **Facilities Maintenance Coordinator***

- Layout workspace utilising tables and chairs from community centre.
- Source telephones and establish telecommunications and redirect calls to

landline liaising with IT Officer.

- Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.
- Cancel all forward bookings of the Community centre.

2. Address IT needs

*Responsible Person: **IT Officer***

- Source available computers and arrange alternative server facility in Boulia.
- Recover data backups.
- Arrange for back up tape to be loaded onto the Boulia Shire Council server and establish dial in capability.
- Source quotations for replacement hardware or alternative cloud based solution.
- Prepare an options report for Consideration by Council.

3. Assess damage and undertaken salvage operations.

*Responsible Person[s]: **Chief Executive, Infrastructure Manager, Building Inspector***

- Undertake initial assessment of salvageable materials, items and records etc.
- Contact staff to remove items to the salvage site (Institute or works depot).

4. Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process:

*Responsible Person: **Chief Executive***

- Liaise with Mayor to issue a media statement.
- Coordinate meetings of Incident Response Team
- Authorise all immediate purchasing requirements.
- Liaise with Council's insurers.

Recovery Time Objective

It is the aim of the recovery plan to achieve this task within **72 hours**.

Resource Requirements:

- Office furniture and stationery
- Administration and works staff
- IT Hardware and software
- Communications (land line and internet)

### **Task 3 – Assess damage and prepare medium term recovery plans – [Loss of Administration Building]**

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

#### **Incident Response Team**

<b>Team Leader:</b>	<b>Team Members</b>
Deputy CEO	Infrastructure Manager
	Executive Assistant
	IT Officer
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator

#### **Recovery Procedure**

Steps to be taken:

1. Establish the disaster recovery site for full operations in the medium to longer term.

*Responsible Officer: **Chief Executive Officer***

- Recover data to pre disaster state.
- Bring all records up to date.
- Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary.
- Establish necessary equipment and infrastructure requirements to provide full operations from recovery site including demountable buildings and other office accommodation.

2. Establish new server arrangements

*Responsible Person: **IT Officer***

- Place order for replacement components or arrangements.
- Contact Council's insurers if necessary.
- Set up and install new hardware / arrangements.
- Install all software and restore from backups.
- Reconcile and rebuild all data.
- Commission new system.

3. Finalise damage assessment and commence planning for re- establishing services through full or partial rebuild.

*Responsible Officer: **Chief Executive Officer***

- Undertake assessment of building and determine action to fully or partially rebuild and make recommendation to Council.

4. Coordinate all communications, media and elected members, insurers and general co-ordination of recovery process.

*Responsible Officer: **Chief Executive Officer***

- Oversee assessment and recovery.
- Coordinate meetings of Incident Response Team
- Oversee planning for medium term operation from Disaster Recovery Site (6-12 months).

#### Recovery Time Objective

4 weeks

#### Resource Requirements:

- IT contractors
- Additional infrastructure as identified.
- Contractors to clean up disaster site.

#### **Task 4 – Long term recovery plan and relocation to permanent Council office building – [Loss of Administration Building]**

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Council office building.

#### Incident Response Team

Team Leader: Chief Executive

Team Members:

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer	Mayor
	Infrastructure Manager
	IT Officer
	Executive Assistant

#### Recovery Procedure

Steps to be taken:

*Responsible Officer: **Chief Executive Officer***

1. Establish working party to:
  - Review options for location of new premises
  - Undertake design and tendering processes
  - Oversee construction of new premises.
  - Oversee commissioning of new premises.
2. Present review findings to Council for decision.
3. Appoint architect, exterior and interior designers, engineers and other necessary

assistance to design, specify and document new premises.

4. Issue tenders, appoint contractor and commence construction.
5. Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all Council functions permanently operating from the rebuilt Council office in 12 months

Resource Requirements:

- Planning assistance
- Consultants/architects
- Contractors



## COMPLETE IT HARDWARE FAILURE

[Refer to Attachment for Incident Response checklist at Appendix 2.]

This task provides the necessary steps to recover Council's IT system as a result of complete failure resulting in replacement of the IT System.

### **Task 1 - Immediate Response – [Complete IT hardware failure]**

This task provides the necessary command and control to enable the Diamantina Shire Council's Incident Response Team to conduct an initial assessment of the Disaster and to co-ordinate Council's initial response to the disaster.

#### **Incident Response Team**

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	IT Officer
	Finance Officer
	Executive Assistant

#### **Recovery Procedure**

Steps to be taken:

*Responsible Officer: IT Officer*

1. Assess severity of outage and determine likely outage time if it can be restored.

#### **Recovery Time Objective**

Timeframe for this activity is within 4 hours of the incident.

#### **Recovery Location:**

Primary Site: Council administration office.

### **Task 2 – Commence recovery operations – [Complete IT hardware failure]**

This task provides the necessary steps to commence recovery operations and commence the planning for restoration of services in the short and longer term.

#### **Incident Response Team**

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	IT Officer
	Finance Officer
	Executive Assistant

#### **Recovery Procedure**

Steps to be taken:

1. Commence disaster recovery.

*Responsible Person: IT Officer*

- Arrange with IT Vision to recovery most recent backup and restore Synergy Soft.
- Source quotations for replacement hardware or alternative cloud based solution.
- Prepare an options report for Consideration by Council.

#### Recovery Time Objective

It is the aim of the recovery plan to achieve this task within **48 hours**.

#### Resource Requirements:

- Telecommunication link to allow dial in access.

### **Task 3 – Complete recovery operations – [Complete IT hardware failure]**

This task provides the necessary steps to complete recovery operations and finalise the restoration of services.

#### Incident Response Team

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	IT Officer
	Finance Officer
	Executive Assistant

#### Recovery Procedure

Steps to be taken:

1. Establish new server arrangements

*Responsible Person: **IT Officer***

- Place order for replacement components or arrangements.
- Contact Council's insurers if necessary.
- Inform Council, community and business contacts (ie banks, creditors and contractors) of potential delays in providing services.
- Set up and install new hardware / arrangements.
- Install all software and restore from backups.
- Reconcile and rebuild all data.
- Commission new system.

#### Recovery Time Objective

It is the aim of the recovery plan to achieve this task within **10 days**.

#### Resource Requirements:

- Funding for new server or hosted system.

### **LOSS of DEPOT BUILDINGS**

Types of incidents eg: Fire, Flood/Inundation Earthquake

[Refer to Attachment for Incident Response checklist at Appendix 2.]

Disaster Recovery Site: Council administration office

### **Task 1 - Immediate Response – Loss of Depot Buildings**

This task provides the necessary command and control to enable the Diamantina Shire Council's Incident Response Team to conduct an initial assessment of the Disaster and to co-ordinate Council's initial response to the disaster.

#### **Incident Response Team**

Team Leader: Chief Executive Officer/Deputy CEO

Team Members:

1. Infrastructure Manager
2. IT Officer
3. Facilities Maintenance Coordinator
4. Safety and Quality Coordinator
5. Workshop Coordinator
6. Stores person.
7. Infrastructure administration officer.

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	Infrastructure Manager
	IT Officer
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator
	Workshop Coordinator
	Storeperson
	Administration Officer - Infrastructure

#### **Recovery Procedure**

Steps to be undertaken:

- Ensure site has been evacuated and all personnel are accounted for.
- Secure site and prevent access.
- Contact emergency services and police.
- Identify any injuries and render assistance.
- Engage Incident Response Team.
- Undertake an initial assessment of damage and risks.
- Arrange diversion of phone lines to existing Council mobile or satellite telephones.

- Team leader determines time frame to switch to disaster recovery site.

#### Recovery Time Objective

Timeframe for this activity is within 24 hours of being called by the Incident Response Team Leader.

#### Recovery Location:

Primary Site: Council Administration Office

Secondary site: Bedourie industrial estate depot

#### Resource Requirements:

Mobile or satellite telephones.

#### Other considerations:

1. Secure the affected area as necessary.
2. Restrict access to the building/site
3. Liaise with Emergency Services and Police
4. Inform Local Government Mutual
5. Inform Elected members and employees.
6. Inform Press and community.

### **Task 2 – Commence operations from Disaster Recovery Site – [Loss of Depot Buildings].**

This task provides the necessary steps to commence core Council operations from the Disaster Recovery site and commence the planning for restoration of services in the short and long term.

#### Incident Response Team

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	Infrastructure Manager
	IT Officer
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator
	Workshop Coordinator
	Storeperson
	Administration Officer - Infrastructure

#### Disaster Recovery Site:

Primary Site: Bedourie industrial estate depot

Secondary site: Council administration office

#### Recovery Procedure

Steps to be taken:

1. Establish the disaster recovery site.

*Responsible Person: **Infrastructure Manager***

- Establish appropriate temporary workshop and store at the industrial estate depot.
- Administration function to resume from Council office.
- Liaise with other Incident Response Team members to determine items to be immediately replaced and what is recoverable.

2. Assess damage and undertake salvage operations.

*Responsible Person: **Infrastructure Manager***

- Undertake initial assessment of salvageable materials, items and records etc.
- Engage staff to remove items to the salvage site.

3. Coordinate all communications, media and elected members, insurers and general co-ordination of recovery process:

*Responsible Person: **Chief Executive Officer/Deputy CEO***

- Liaise with Mayor and issue a media statement.
- Oversee assessment and recovery.
- Coordinate meetings of Incident Response Team
- Liaise with Council's insurers, facilitate assessment and confirm go ahead to commence site clean-up.
- Authorise all immediate purchasing requirements.

#### Recovery Time Objective

It is the aim of the recovery plan to achieve this task within 72 hours.

#### Recovery Location:

Primary Site: Bedourie industrial estate depot

Secondary site: Council administration office

#### Resource Requirements:

- Office furniture and stationery
- Administration and works staff
- IT Hardware and software
- Communications (land line and internet)

**Task 3 – Assess damage and prepare medium term recovery plans – [Loss of Depot Buildings].**

This task provides the necessary steps to commence planning for medium term operations from the Disaster Recovery Site.

**Incident Response Team**

<b>Team Leader:</b>	<b>Team Members</b>
Chief Executive Officer/Deputy CEO	Infrastructure Manager
	IT Officer
	Facilities Maintenance Coordinator
	Safety and Quality Coordinator
	Workshop Coordinator
	Storeperson
	Administration Officer - Infrastructure

**Recovery Procedure**

Steps to be taken:

1. Establish the disaster recovery site for full operations in the medium to longer term.

*Responsible Person: **Infrastructure Manager***

- Contact all necessary persons to inform of incident, expected delays and seek documentation where necessary.
- Liaise with Chief Executive Officer to establish necessary equipment and infrastructure requirements to provide full operations from recovery site.

2. Finalise damage assessment and commence planning for re - establishing services through full or partial rebuild.

*Responsible Officer: **Infrastructure Manager***

- Engage service provider to undertake assessment of building damage and determine action to fully or partially rebuild and make recommendation to Council.

3. Coordinate all communications, media and elected members, Local Government insurers and general co-ordination of recovery process.

*Responsible Officer: **Chief Executive Officer/Deputy CEO***

- Oversee assessment and recovery.
- Coordinate meetings of Incident Response Team
- Oversee planning for medium term operation from Disaster Recovery Site (6-12 months).

**Recovery Time Objective**

4 weeks

**Recovery Location:**

Primary Site: Bedourie industrial estate depot

Secondary site: Council administration office

Resource Requirements:

- IT contractor.
- Consultant to assess damage and develop action recommendations.
- Staff and equipment to clean up disaster site.
- Equipment, shelving and minor building works to get operations established.

**Task 4 – Long term recovery plan and relocation to permanent Council depot building – [Loss of Depot Buildings].**

This task provides the necessary steps to finalise planning, rebuilding and recommencement of operation from the permanent Council depot building.

Incident Response Team

Team Leader: Chief Executive Officer

Team Members: Working group appointed by Council

Recovery Procedure

Steps to be taken:

*Responsible Officer: **Chief Executive Officer***

1. Establish working party to:
  - Review options for location of new premises.
  - Undertake design and tendering processes.
  - Oversee construction new premises.
  - Oversee commissioning of new premises.
2. Present review findings to Council for decision.
3. Appoint architect, exterior and interior designers, engineers and other necessary assistance to design, specify and document new premises.
4. Issue tenders, appoint contractor and commence construction.
5. Commission new premises and commence operations from new building.

Recovery Time Objective

From the commencement of this task, after 4 weeks from the incident, it is the target to have all operations permanently operating from the new facility within 12 months from the disaster.

Resource Requirements:

- Planning assistance
- Consultants/architects
- Contractors

## **EVACUATION PROCEDURES**

### **GO Pack**

If there is damage to the Administration building or if it must be evacuated and operations need to be moved to the Disaster Recovery Site, the “GO Pack” emergency kit can be picked-up and quickly and easily carried off site. Additionally, a pack has been stored at the Chief Executive Officer’s residence, 1 Herbert Street Bedourie.

Those items and documents included in Diamantina Shire Council “Go- Pack” are:

#### **Documents:**

- Business Continuity Plan incorporating key contactlist.
- Building site plan (this could help in a salvage effort), including location of electricity and water shut offpoints.
- Evacuation plan.
- Latest building contents and equipment inventory.
- Passwords / logins etc for on line activities / systems. Bank accounts, Fuel system etc.
- Procedure manuals.
- Instructions for the diversion of telephone lines.

#### **Equipment:**

- General stationery (pens, paper, etc).



**KEY CONTACT SHEET****Contact List – Internal**

<b>Person</b>	<b>Position</b>	<b>Mobile Number</b>	<b>Home Number</b>
Leon Love	Chief Executive Officer	0428 461 202	07 47461605
Trevor Stewart	Infrastructure Manager	0407 232 762	07 47461621
Thomas Higgs	Safety and Quality Coordinator	0428 751 906	07 47461601
Matt Young	IT Officer	0417 005 607	07 47461606
Bill Dillon	Workshop Coordinator	0404 496 319	07 47461626
Jody Girdler	Bedourie Town Supervisor	0428 035 184	07 47461629
Jock McDonald	Birdsville Town Supervisor	0407 146 902	07 46562093
Dave Roberts	Facilities Maintenance Coordinator	0428 859 294	
Kurt Ball	Strategic Services Coordinator	0484 605 493	07 47461623

**Contact List – Key External**

<b>Key contacts</b>	<b>Contact number/s</b>
Police	000
RFDS	07 3860 1100
Fire and rescue	0428 461 202
SES	0428 461 202
Ambulance	000
Medical - Bedourie	07 4746 1226
Medical - Birdsville	07 4656 3245
IT Vision	08 9315 7000
Electricity (Ergon)	13 22 96 (Faults)
Telephone (Telstra)	13 29 99
Local Government Mutual	07 3000 5550
Local Government Workcare	07 3000 5560
ABC radio Longreach	07 4658 4011

**EVENT LOG**

The Event Log is to be used to record information, decisions and actions in the period immediately following the critical event or incident.

<b>Date</b>	<b>Time</b>	<b>Information / Decisions / Actions</b>	<b>Initials</b>

**MAINTAIN AND REVIEW**

The plan will be amended as required to ensure any new threats, staffing and member changes or any other factors arise that require the reviewing of the plan.

The Coordinators group shall be charged with practicing and reviewing the plan on a periodic basis.

<b>Review Date</b>	<b>Reason for Review</b>	<b>Changes Made</b>
July 2018	Scheduled Review	Updated position titles, phone numbers and some minor formatting changes
July 2019	Scheduled Review	Updated position titles, phone numbers and distribution list

**APPROVAL TABLE**

<b>Approved by Council</b>	<b>Meeting number and date</b>
	June 24 2019
	<b>Resolution number</b>
	Minute No. 2019.06.24-OM-15
<b>Approval by CEO</b>	
<b>Effective date</b>	<b>Review date</b>
24 June 2019	<b>July 2020</b>
<b>Policy Author</b>	
Chief Executive Officer	

**APPENDIX 1 -ACTION PLAN FOR IMPLEMENTATION**

<b>Action</b>	<b>Responsible Officer</b>	<b>Timeframe</b>
Commence planning and undertake test of documented incident plans.	Chief Executive	March 2019
Review document as a result of test and in preparation for Council.	Chief Executive	June 2019
Investigate and document the procedure to divert Council land lines to mobile phone (both from existing land lines and in the event the land lines are destroyed)	Executive Assistant	November 2018
Prepare 'Go Pack' with contents as identified in this Plan	Executive Assistant	November 2018

**APPENDIX 2– IMMEDIATE RESPONSE CHECKLIST**

INCIDENT RESPONSE	✓	ACTIONS TAKEN
Have you: • assessed the severity of the incident?	<input type="checkbox"/>	
• evacuated the site if necessary?	<input type="checkbox"/>	
• accounted for everyone?	<input type="checkbox"/>	
• identified any injuries to persons?	<input type="checkbox"/>	
• contacted Emergency Services?	<input type="checkbox"/>	
• implemented your Incident Response Plan?	<input type="checkbox"/>	
• started an Event Log?	<input type="checkbox"/>	
• activated staff members and resources?	<input type="checkbox"/>	
• appointed a spokesperson?	<input type="checkbox"/>	
• gained more information as a priority?	<input type="checkbox"/>	
• briefed team members on incident?	<input type="checkbox"/>	
• allocated specific roles and responsibilities?	<input type="checkbox"/>	
• identified any damage?	<input type="checkbox"/>	
• identified critical activities that have been disrupted?	<input type="checkbox"/>	
• kept staff informed?	<input type="checkbox"/>	
• contacted key stakeholders?	<input type="checkbox"/>	
• understood and complied with any regulatory/compliance requirements?	<input type="checkbox"/>	
• initiated media/public relations response?	<input type="checkbox"/>	

**APPENDIX 3 – INCIDENT RECOVERY CHECKLIST**

INCIDENT RESPONSE	✓	ACTIONS
Now that the crisis is over have you: • refocused efforts towards recovery?	<input type="checkbox"/>	
• deactivated staff members and resources as necessary?	<input type="checkbox"/>	
• continued to gather information about the situation as it affects you?	<input type="checkbox"/>	
• assessed your current financial position?	<input type="checkbox"/>	
• reviewed cash requirements to restore operations?	<input type="checkbox"/>	
• contacted your insurance broker/company?	<input type="checkbox"/>	
• developed financial goals and timeframes for recovery?	<input type="checkbox"/>	
• kept staff informed?	<input type="checkbox"/>	
• kept key stakeholders informed?	<input type="checkbox"/>	
• identified information requirements and sourced the information?	<input type="checkbox"/>	
• set priorities and recovery options?	<input type="checkbox"/>	
• updated the Recovery Plan?	<input type="checkbox"/>	
• captured lessons learnt from your individual, team and business recovery?	<input type="checkbox"/>	