

Bland Shire Council

Disaster Recovery and Business Continuity Plan

Adopted February 2011



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PLAN OWNER: DIRECTOR, CORPORATE SERVICES

Status	Council	15th February 2011		
	Manex			
Date of Adoption/ Amendment	Revision Number	Minute Number	Previous Policy Number	
15/02/2011	1.7	10.17	N/A	

OBJECTIVES OF THE PLAN

The objective of this Disaster Recovery Plan is to provide a readily accessible, useable and thorough document which enables Bland Shire Council to;

- Follow an agreed, tried and systematic approach for the management of any disaster
- Implement procedures to maintain essential services through the disaster recovery periods
- Re-establish services and operations as quickly and efficiently as possible
- Minimise the effect on the community, staff, contractors, volunteers and Council

- Identify those more critical aspects of Council Services which may be exposed to risk from natural or manmade disasters

- Define present actions which will minimise loss or damage should disaster occur
- Adopt strategies to maintain Councils services through periods of disruption to Information Technology and related operations. (*refer to Information Technology Systems Disaster Recovery Strategies & Business Continuity Plan and the Records Counter Disaster Plan*)
- Recover lost accommodations equipment and facilities as soon as possible
- This plan will be reviewed on an annual basis in May by the Manager Risk Management and Economic Development

WHAT IS A DISASTER?

A disaster is a serious disruption of the functioning of Bland Shire Council causing widespread human, material, economic or environmental disruption or losses. This disaster recovery plan focuses on the possible damage or destruction of the Council Chambers, Shire Street West Wyalong, however can be adapted to a similar occurrence in another worksite.

WHAT IS A DISASTER RECOVERY PLAN?

Preventative measures using alternative premises, redundant hardware, software, data centres and other facilities to ensure that a business can continue operations during a natural or man-made disaster and if not, to restore business operations as quickly as possible when the calamity has passed.

LOCATION OF PLAN

Copies of this plan are stored in the following locations

- Waratah Village West Wyalong
- Off site with General Manager
- Council Stores (Depot)

EMERGENCY PACK

An emergency pack contains the documents and resources necessary to assist in business recovery. The contents of the emergency pack can be found in Appendix J

MANAGEMENT STRUCTURE

The following management hierarchy shall be employed in the event of an emergency. The General Manager will automatically become the Chairperson of The Disaster Recovery Team. If under extreme circumstances the General Manager or any member of the Council's senior management team is disabled, then the Council Officer with the highest authority as per the figure attached will assume the role of Chairperson of The Disaster Recovery Team or the role above them. This hierarchy becomes a Statement of Operation of Council effective from the date of the disaster.

The Disaster Recovery Team shall comprise of the permanent members detailed in the table below.



- The Disaster Recovery Team will administer Council's response to any disasters effecting Council operations and the implementation of this Disaster Recovery and Business Continuity Plan.
- The Disaster Recovery Team shall have the power to co-opt other members to the Disaster Recovery Team or adapt membership based on the nature of the emergency.

CRISIS CENTRE & ALTERNATIVE WORK LOCATIONS

A crisis centre will be established in a suitable location as determined by the General Manager who will inform the Disaster Recovery Team of the location.

The Crisis Centre will be the location of meetings of the Disaster Recovery Team. The Crisis Centre will be equipped with adequate facilities and resources to allow the Disaster Recovery Team to implement the Business Continuity Plan.

Following is a list of alternative sites for the crisis centre or alternative temporary work locations for individual parts of Council operations.

The existing telephone number of the Council 02 6972 2266 and facsimile number 02 6972 2145 are to be redirected immediately to the Crisis Centre. Appendix A should be signed by the General Manager or Chairperson and sent to Telstra within 24 hours.

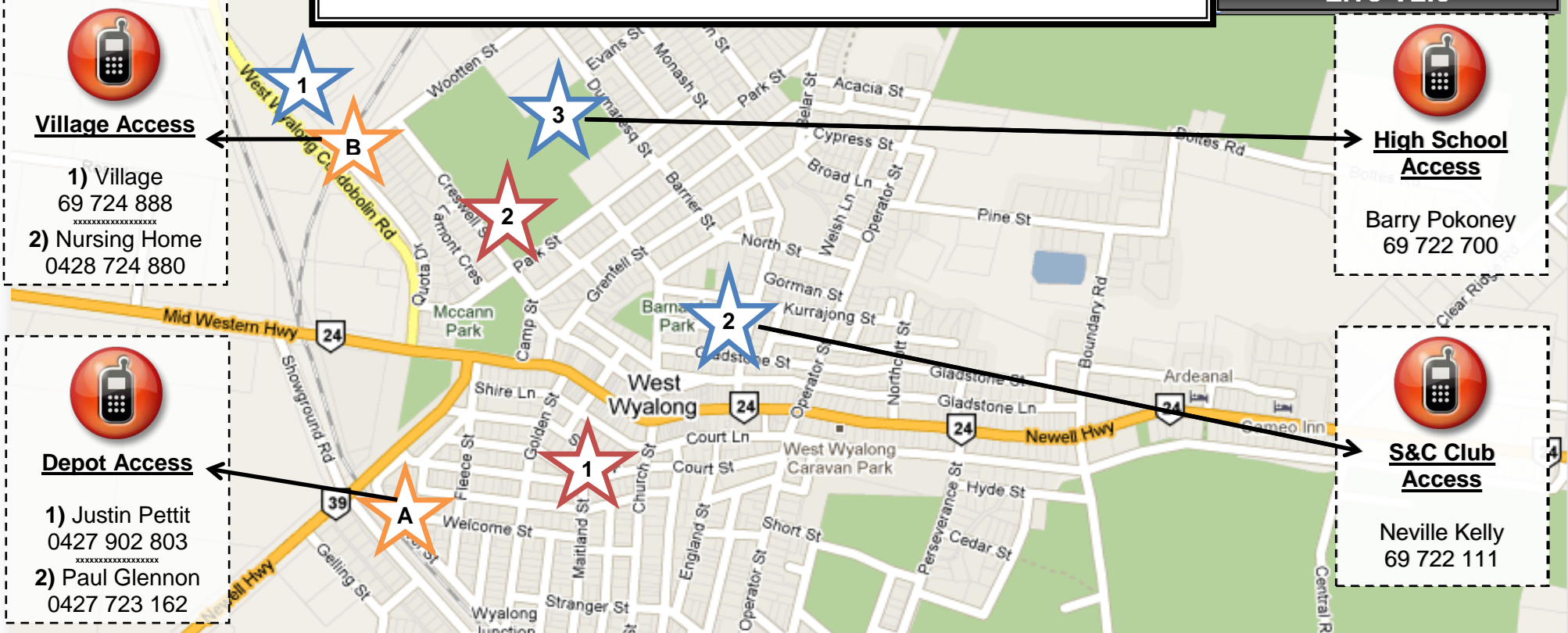
The Customer Service Officers may be assigned to the Crisis Centre, effective the next working day, to assist the Disaster Recovery Team with all telephone inquires, communication and correspondence.

The Manager Financial Services and the Purchasing Officer will be assigned to the Crisis Centre, to assist with all purchases, rentals and property agreements required for the immediate establishment of the Crisis Centre and must be given the authority to purchase individual items as required.

Location	Ownership /Contact	Number of Rooms	Meeting Room	Toilet Facilities	Kitchen Facilities	IT Connectivity	Power Points	Telephone Lines	Comments
Community Health Building (HACC): Ungarie Road	Council Owned	Up to 6	Yes	Yes	Yes	Wiring compatible with Council System (more points would be needed)	Many	Yes	Relocation of some existing services will be required (DComS)
10 Shire Street	Council Owned	See attached floor plan	Yes	1 F 1 M	Yes	Wiring compatible with Council System	Many	Yes	Development Services, Community Services or combination of reps from several public facing services
West Wyalong S & C Club	Privately Owned Contact: Neville Kelly: 69722111	4 rooms plus auditorium	Yes	Yes	Yes	No – would need wireless USB or line installation	Many	No – mobile phones	Rooms can house between 8 & 12 staff- all staff could fit in auditorium
West Wyaong High School	Dept Education; Barry Pokoney 69722700	1 room, up to 12 desks (additional if last resort)	Yes	Yes	Yes	Internet connection points available	Many	Yes	Up to 12 desks ok – further can be provided if no other options
Children Services Unit, Pine Street West Wyalong	Council Owned	See attached floor plan	Yes	Yes	Yes	Wiring compatible with Council System	Many	Yes	Community Services - Some Childrens Services activities may be able to be relocated eg Preschool to school hall.
Basketball Stadium West Wyalong	Community Building Contact – Malcom Croucher 6972 2425					None			
Wyalong Hall, Neeld Street Wyalong	Council Owned Contact – Marilyn Donovan 6972 2425					None			

Business Continuity Map – Key Disaster Recovery Locations

Live V2.0



Rally Points for Disaster

- Star 1:** BSC HR Office: 1) Initial Rally Point (If not compromised)
- Star 2:** Park Street Ground 2) Secondary Rally Point

Collection Points for Resources

- Star A:** BSC Depot (Stores): 1> Copy of Plan; 2> Records Recovery Bin
- Star B:** Waratah Village: 1> Copy of Plan; 2> Backup Tapes (For IT Recovery)

Crisis Centre Locations (TBA by GM)

- Star 1:** Community Health Building (HACC) & HR Building (10 Shire St)
- Star 2:** West Wyalong Services & Citizens Club Monash St
- Star 3:** West Wyalong High School Dumaresq St

CRISIS CENTRE FACILITIES

Immediately upon occupation of the Crisis Centre, the Director Corporate Services shall review the circumstances and make arrangements with the Purchasing Officer for adequate supplies of the following items to be available within 24 hours and delivered to crisis centre.

TELEPHONES		
Lines & Handsets	8	Matthew Laws - Telstra Consultant 02 6051 4745 Harvey Norman West Wyalong 02 6972 2077 (handsets only) Reconnect Communications West Wyalong – 02 6972 2227 Temora – 02 69774455

FAX		
Lines	1	Matthew Laws - Telstra Consultant 02 6051 4745 0428 678 369
Machine	1	Harvey Norman West Wyalong 02 6972 2077

COMPUTERS		
Desk Top or Lap Top Server	15	Linda Clarke 02 68413786
Contact K-Net who will determine specifications and arrange order. Phone 02 68413786		

PHOTOCOPIER		
Combination photocopier printers & scanners including cartridges	1	Harvey Norman West Wyalong 02-69722077

FURNITURE		
Desk	15	Corporate Express
Chairs	20	Carissa Sinclair – 02 6926 8109
White Board	2	Mobile – 0427 771 396 Fax – 02 6921 2723
Soudens Furniture West Wyalong Peter Souden – 02 6972 2179		

REFRESHMENTS		
	Adequate Supply	Bernadi's IGA West Wyalong 02-69722511

ROLE OF THE DISASTER RECOVERY TEAM

The Disaster Recovery Team will act as Council's immediate response and disaster recovery group, establishing priorities, organising and directing Council's resources and providing information to staff and members of the public. The Disaster Recovery Team will assemble upon the instructions of the General Manager or the nominated Chairperson. The Disaster Recovery Team will assemble at the nominated premises which will be known as the Crisis Centre.

*****For full Roles and Responsibilities GO TO:
APPENDIX N - ROLES AND RESPONSIBILITIES MATRIX FOR DISASTER RECOVERY TEAM
(At the end of this document)**

DISASTER RECOVERY TEAM MEETING

If possible, the General Manager and the Disaster Recovery Team will perform a visual inspection of the disaster area prior to the meeting of the Disaster Recovery Team, to determine the extent of the damage.

The Mayor, Councillors and designated employees may be requested to attend the first meeting of the Disaster Recovery Team. The Agenda for this meeting is attached as Appendix B.

DETERMINING PRIORITIES

1. All Council's priorities will be determined by the Disaster Recovery Team and will be communicated to the Council, the public and any other organisation required. In order to do this each Director or Manager will provide The Disaster Recovery Team with the following information updated as required.

- staff, plant and equipment available
- property and communication systems available
- summary of operations temporarily and permanently effected by the disaster
- estimate of resources needed to restore the effected operations
- timeframe for recovery to partial and full operations
- location of operations not effected by the disaster
- list of operations needing relocation

The Disaster Recovery Team will determine the best allocation of available resources to meet the Council's service priorities.

2. The overall coordination of the recovery will be the responsibility of the General Manager or the Chairperson of the Disaster Recovery Team. Specific tasks must not be assigned to them.
3. A record of the activities of the Disaster Recovery Team will be kept in an activity log. A template of the log can be found in Appendix G.

COMMUNICATIONS

Only the Mayor, General Manager or Chairperson of The Disaster Recovery Team is permitted to speak with the media. Council should release a statement to the media immediately. (Appendix C is an example of such a release.)

1. All communications be coordinated through The Disaster Recovery Team who be responsible for:

The allocation of communication resources

- all news releases to the media
- all communications to employees
- all communications to insurance companies
- all communications regarding recovery strategies

The Disaster Recovery Team will hold scheduled major briefings twice daily, at 10am and 3pm at the Crisis Centre. These meetings will be open to all employees, members of the public and the media. The frequency of these meetings can be scaled down as recovery progresses.

REQUIREMENTS

CORPORATE SERVICES

Corporate functions of receipting, payroll, records management and IT system management are essential functions and should be prioritised.

FACILITY	NUMBER	TIME FRAME	COMMENTS
Office Space		Immediately	To accommodate - Customer Service Area - Records mail receipt/sorting/dispatch areas - Total of nine staff
Telephones	4 9	Immediately ASAP	
Computers	4 9	Immediately ASAP	
Printer/Photocopier	1	Immediately	(Copier with Scanner)
Desks	10	Immediately	
Chairs	10	Immediately	
Safe	1	Immediately	
Record Storage Facilities	3 x 2 Drawer filing cabinets	Immediately	<ul style="list-style-type: none"> • 2 large filing cabinets • 1 area for off-site recovery if required • Pigeon holes • Archive boxes • Garbage bins
Printed Forms			1 memory stick containing templates

COMMUNITY SERVICES

The community services function of public relations is an essential function in an emergency and should be prioritised within the unit. Consideration should be given to alternative work arrangements for other personnel.

FACILITY	NUMBER	TIME FRAME	COMMENTS
Office Space	5	As soon as possible	
Telephones	2	As soon as possible	4 staff have BSC mobiles 5 phones needed in short term.
Computers	5	As soon as possible	
Printer	1	As soon as possible	
Desks/chairs	5	As soon as possible	
Photocopier	1	As soon as possible	Can share with another unit
Records storage	1 filing cabinet	As soon as possible	

ENGINEERING SERVICES

The engineering service infrastructure functions are essential to the smooth running of the community.

Operational External Staff may, depending on the disaster, continue their daily tasks, unless they are otherwise instructed.

Cemetery and asset management functions need to be prioritised.

FACILITY	NUMBER	TIME FRAME	COMMENTS
Office Space	To accommodate 10		
Front Counter Facilities			
Telephones	5	Immediately	Majority of operational staff have mobile phones which will be able to be used.
	5	ASAP	
Computers	5	Immediately	
	5	ASAP	
Printer/scanner/photocopier	1		
Plotter	1	Not essential	
Desks/Chairs	5	Immediately	

	5	ASAP	
Record Storage Facilities	1	Map cabinet immediately	
	3	Filing cabinets	

DEVELOPMENT SERVICES

The Manager Development Services will report to the Crisis Centre.

Public health is an essential function of Council in an emergency situation. The building expertise of the Department will also be essential.

FACILITY	NUMBER	TIME FRAME	COMMENTS
Office Space	2	Immediately	
	4	ASAP	
Front Counter Facilities	1	Immediately	
Telephones	1	Immediately	
	5	ASAP	
Computers	2	Immediately	
	4	ASAP	
Desks/Chairs	2	Immediately	
	4	ASAP	
Photocopier/printer/scanner	1	Immediately	

APPENDIX A - TELEPHONE REDIRECTION AUTHORISATION

(DATE)

URGENT

Bland Shire Council
Shire Street
WEST WYALONG NSW 2671

Mr Matthew Lawes
Business Solutions Consultant
Riverina-Murray
Telstra Country Wide
540 Swift Street
ALBURY NSW 2640
Fax: **02 6041 6897**

Dear Matthew

Re: Telephone Number Change

Due to an unforeseen event that has occurred to Council, this letter is to request Telstra Australia to redirect the current Bland Shire Council telephone number 02 6972 2266 and facsimile number 02 6972 2145, to the (INSERT NAME AND ADDRESS OF CRISIS CENTRE).

Council will require the change effective immediately and will notify Telstra when the situation changes.

Thank you for your co-operation in this matter.

Yours faithfully

Ray Smith
General Manager



MEDIA RELEASE

Wednesday, 16 October 2013

< Title >

On (INSERT DAY AND DATE) at approximately (INSERT TIME) a (INSERT TYPE OF DISASTER) (INSERT EXTENT OF DAMAGE) (INSERT COUNCIL NAME AND BUILDING).

The cause of the disaster is unknown and is being investigated by the NSW Fire Brigade and the NSW Police Department.

Council will be open for business with reduced services on (INSERT TIME, DAY AND DATE) at (INSERT NAME AND ADDRESS OF NEW LOCATION).

The contact number for Council will remain as 02 6972 2266.

Further information will be released concerning the emergency situation as it becomes available.

Council thanks the Community for their understanding and patience during this difficult time.

Ray Smith
General Manager



APPENDIX C -SERVICES AND SUPPLY CONTACT LIST

SERVICE	CONTACT NAME	CONTACT NUMBER
NSW FIRE BRIGADE	Peter Cain	02 6972 3120
NSW POLICE		02 6972 2444
INSURANCE BROKER (Jardine Lloyd Thomson)	Scott Tonkin	0407 453 845 02 6841 8410
LAWYERS	GP Evans & Englert	02 6972 2311
SECURITY COMPANY	24 Seven Alarms Steve Bell	1800 247 111 0427 247 112
TELEPHONE EQUIPMENT SUPPLIERS & TELSTRA CONNECTIONS	Business Manager Matthew Laws Matthew.laws@team.telstra.com	02 6051 4745 0428 678 369 Fax: 6051 6897
LOCAL PAPER	West Wyalong Advocate	02 6972 2033
RADIO CONTACT	ABC Radio Riverina Gold FM 94.5 (Community Radio) (Barry Cooper - President)	02 6923 4830 02 6972 3206
ELECTRICITY COMPANY	Origin Energy	132 080
GAS COMPANY	Origin Energy	132 080
WATER BOARD	Goldenfields Water County Council Temora Office	1800 800 917 0269 781 039
PORTABLE TOILETS (Coates)	Hire	131 226
PORTABLE GENERATORS (Coates)	Depot (Paul Glennon) Hire	0427 723 162 131 226
OFFICE FURNITURE	Souden's	02 6972 2800
PROTECTIVE CLOTHING & SAFETY EQUIPMENT	Yakka (Protective Clothing) Blackwoods (Safety Equip / PPE)	02 9740 5222 02 6962 6444
CLEANERS	As per current cleaning roster (CSC)	HR List of numbers
ELECTRONIC EQUIPMENT RECLAMATION	K/Net Technology Linda Clarke	02 68413786 0439 414 919 (Emergency only)
DOCUMENT RECOVERY SPECIALIST	Steamatic (Wagga) (not a current supplier)	02 6925 9214 1800 800 849

SERVICE	CONTACT NAME	CONTACT NUMBER
TEMPORARY STORAGE FACILITIES	Basket Ball Stadium Shire Halls Wyalong Containers West Wyalong Storage Sheds	69 723 873
REMOVALISTS	J R Removals Corporate Business Relocation	02 6925 5212
LOCKSMITHS	George Collins	02 6972 4223
OFFICE FURNITURE SUPPLIERS	Adaptive Interiors	02 6921 7979
OFFICE PARTITION INSTALLERS	Adaptive Interiors	02 6921 7979
STATIONERY & OFFICE SUPPLIERS	West Wyalong News Agent	02 6972 2040
MAIL ROOM EQUIPMENT SUPPLIER	West Wyalong Post Office	02 6972 2133
ELECTRICAL CONTRACTORS	Gary Connellan GS & BD Electrics	02 6972 2523 0418 696 010
PLUMBER	Andrew Nicholson (Nicho's Plumber Service)	0418 602 221
COMPUTER SUPPLIERS	K/Net Technology Linda Clarke	02 68413786 0439 414 919 (Emergency only)
SOFTWARE SUPPLIERS	PRACTICAL InfoXpert – Karen Barton	07 4639 3633 03 9755 6200
ALL SOFTWARE SYSTEM DISKS	K/Net Technology Linda Clarke	02 68413786 0439 414 919 (Emergency only)

APPENDIX D - IT CONTACT DETAILS

SERVICE	CONTACT NAME	CONTACT NUMBER
Director Corporate Services	Elizabeth White	0418 674 034
Senior Programmer & Computer Consultant	K/Net Technology Linda Clarke	02 68413786 0439 414 919 (Emergency only)
Network Administrator (Secondary Contact)	K/Net Technology Chris Dawson	02 68413786 0419 483 665 (Emergency only)
Document Management System	Stephen Murphy / Karen Barton InfoXpert Pty Ltd 2/899 Wellington Road Rowville VIC 3178	03 9755 6200

APPENDIX E – PRE-PRINTED STATIONERY

DOCUMENT	NAME OF PRINTER	ADDRESS	NUMBER	FAX
Letterhead, envelopes, Business Cards	Speciaity Press	PO Box 771 Albury 2640	02 6021 3366	02 6041 2475
Cheques	Practical	214 Herries St Toowoomba	07 4639 3500	07 4639 3632
Timesheets	Progress Printing	Condobolin	02 6895 3833	

APPENDIX F – STATIONERY ORDER

Number	Item Description	Unit	Code
1	Adding Machine Rolls 57 x 57 Lint Free	Box (50)	23106
1	Bank Deposit Book & Money Bags		
6	Calculator Canon WS1210T - desktop	Each	65087
4	Calculator Sovereign Pocket 8 Digit	Each	65011
1	Cash Tin - Lockable	Each	
1	Clips Fold Back 15 mm	Box (12)	58401
1	Clips Fold Back 19 mm	Box (12)	58377
1	Clips Fold Back 50 mm	Box (12)	58381
1	Clips Paper (Slide on) Celco 28 mm	Box (10)	21112
1	Collins 3880 Account Book Journal	Each	38804
2	Correction Fluid - 2 in 1 - Liquid Paper	Each	11757
12	Correction Tape Marbig Sidewinder	Each	51790
5	Dividers-Manilla-Bright-10 Colour Tab	Each	74584
5	Dividers-Poly-5 colour tab-A4	Each	44877
6	Document Trays - S.W.S - Black	Each	Catalogue
1	Envelopes DL Plain	Box (500)	
1	Envelopes - C4– Peel & Seal Strong White	Pack (50)	31606
1	Envelopes – C5-Peel & Seal-Tudor- White	Pack (50)	30364
6	Erasers - Mars Plastic - Large	Each	19792
20	Files Lever Arch A4 Beautone -Black	Each	52542
10	Files Lever Arch A4 - Mottled	Each	42068
1	Filing Cabinet 4 drawer - Grey	Each	40680
1	Folders – Manilla – Buff – F/C	Box (100)	42094
1	Glue Sticks UHU 21 gm	Pack (12)	21519
1	Highlighters - Boss Stabilo - Yellow	Box (10)	10284
1	Highlighters – Boss Stabilo - Blue	Box (10)	10286
1	Highlighters - Boss Stabilo - Green	Box (10)	10288
1	Highlighters - Boss Stabilo - Pink	Box (10)	14015
6	Hole Punch – Sovereign 2 Hole – Medium	Each	28788
6	Nalclip - Dispenser - Medium	Each	25377
6	Nalclips - Medium - Sovereign	Pack (50)	25314
1	Pads – ruled office A4	Pack (10)	33009
1	Pads – ruled office A5	Pack (20)	33013
40	Paper Copy - Reflex A4	Ream	35043
1	Pencils - Staedler - HB	Box (20)	10411
1	Pens – Pilot Retractable – Blue – Fine	Pack (12)	22441
1	Pens - Pilot Retractable - Black - Fine	Pack (12)	22440
1	Pens - Staedler Stick - Medium - Blue	Pack (12)	10201
1	Pens - Staedler Stick - Medium - Black	Pack (12)	10205
1	Pens - Uni-Ball Ub 165 - Eye - Red	Pack (12)	11125
1	Petty Cash Pads	Pack (20)	35022

4	Post-it Flags – Neon – Beautone	Each	25118
1	Post-it Notes 38mm x 50mm	Pack (12)	1112
1	Post-it Notes 76mm x 76mm	Pack (12)	11031
5	Receipt Books	Each	
1	Rubber Bands - Esselte - Size 16 - 00g	Bag	116
6	Ruler - Celco Clear School - 30 cm	Each	20046
1	Scales For Mail	Each	
6	Scissors – Celco Economy 8.5” Orange	Each	27603
1	Sheet Protectors - A4	Box (100)	43050
2	Trodat Self Inking Stamp - Printy 4915 as per sample		
6	Staples - No. 56 - 5000 Rexel	Box	25580
2	Staple Removers	Each	75292
4	Stapler -Sovereign- Half strip	Each	25596
4	Stapler - Sovereign- Full strip	Each	25595
1	Sticky Tape-#500 Econ., 18x33 bulk	Pack (8)	26021
2	Sticky Tape Dispenser - Small Sovereign	Each	87007
1	Suspension Files - Sovereign	Box (50)	42073
1	Tape - Masking - 24mm x 50 m	Each	26130
1	Tape - Masking - 48mm x 50 m	Each	26132
1	Texta Markers - Artline 70 - Black	Box (12)	10634
1	Texta Markers – Artline 700 – Black	Box (12)	10638

APPENDIX G - DISASTER RECOVERY TEAM ACTIVITY LOG

This template is designed to be reproduced on a computer, whiteboards or butchers' paper so that all can keep track of the situation. A permanent record of the register should be kept for review and insurance purposes.

ACTION NEEDED	REQUESTED BY	REFERRED TO	TIME COMPLETED

APPENDIX H - TRAUMA MANAGEMENT PROCEDURE

PROCEDURE

HUMAN RESOURCES



CORPORATE VALUES

Put the community first • Work together as a committed team • Respect and value each other • Have open & honest two-way communication • Act with integrity and honesty • Continuously improve our services • Keep ourselves and others safe

PROCEDURE: CRITICAL INCIDENT MANAGEMENT PROCEDURE

PROCEDURE NO:

DATE ADOPTED:

REVIEW DATE:

RESPONSIBLE OFFICER: MANAGER HUMAN RESOURCES

PURPOSE

To ensure employees involved in traumatic incidents during the performance of their duties receive the appropriate support.

This procedure is concerned with lessening the impact of traumatic incidents minimising the duration and severity of any event and increasing the employee's capacity to cope. Council's primary concern is the welfare of both its employees and the public.

SCOPE

Whilst Council acknowledges its duty of care to both its employees and the general public there are none the less serious incidents which can occur at the workplace which are traumatic to all concerned. This procedure applies to all Council employees and volunteers undertaking activities at any Council site.

DEFINITIONS

CRITICAL INCIDENT: Any event or circumstance that causes normally stable and healthy people to experience unusually strong emotional or psychological distress which has the potential to interfere with their ability to function, either at the time of the incident or later.

These incidents could include

- Death or serious injury to an employee or member of the public
- Employee or member of the public suffering a heart attack or similar health emergency
- An act of violence or threats of e.g. robbery, bomb threat
- A disaster e.g. fire, flood, explosion

RESPONSIBILITIES

HR Manager

- Providing EAP details to staff
- Coordinate debriefing sessions
- Coordinate incident investigation
- Coordinate peer support group

OHS Advisor

- Provide assistance to injured worker
- Isolate scene
- Contact WorkCover if required
- Conduct incident investigation

CHARACTERISTICS OF POST-TRAUMA STRESS REACTION

Supervisors are not expected to be medical practitioners nor hold a degree in psychology. However, the severity of incidents this procedure is concerned with is such that some degree of stress reaction may be a normal expectation.

Characteristics of post-trauma stress reaction include but are not limited to

- Re-experiencing the event
- Emotional numbing and withdrawal
- Heightened reactions
- Disturbed sleep
- Impaired concentration, decision making
- Irrational guilt
- Feeling jumpy, anxious, moody and/or irritable
- Having trouble going near places that trigger a memory of the incident

WHO SHOULD HAVE TRAUMA DEBRIEFING?

All victims of trauma need to be identified. The approach should be inclusive rather than exclusive and be offered to all those present at the event even if not directly involved.

POST INCIDENT ACTION CHECKLIST

1. Attend to the injured. It is vital that available first aid is administered to those with physical injuries either at the scene or be sufficient to permit safe transport to the hospital
2. Call Emergency Services on (0) 000 if required
3. Contact appropriate Director, who then has responsibility for ensuring the following occurs:
 - a) If appropriate attend to the immediate needs of the injured person's family including notification, assistance with transportation etc.
 - b) Isolate scene and ensure the site and any equipment associated with the incident are not disturbed to allow for investigation by the Police or WorkCover if required
 - c) Control access of the media to the scene and to staff and relatives of staff.
 - d) Assist staff members to contact families members or a close friend. Try to ensure that employees are not alone on the evening after the incident.
4. Provide EAP details to effected staff and their families. Encourage staff to have individual appointments.

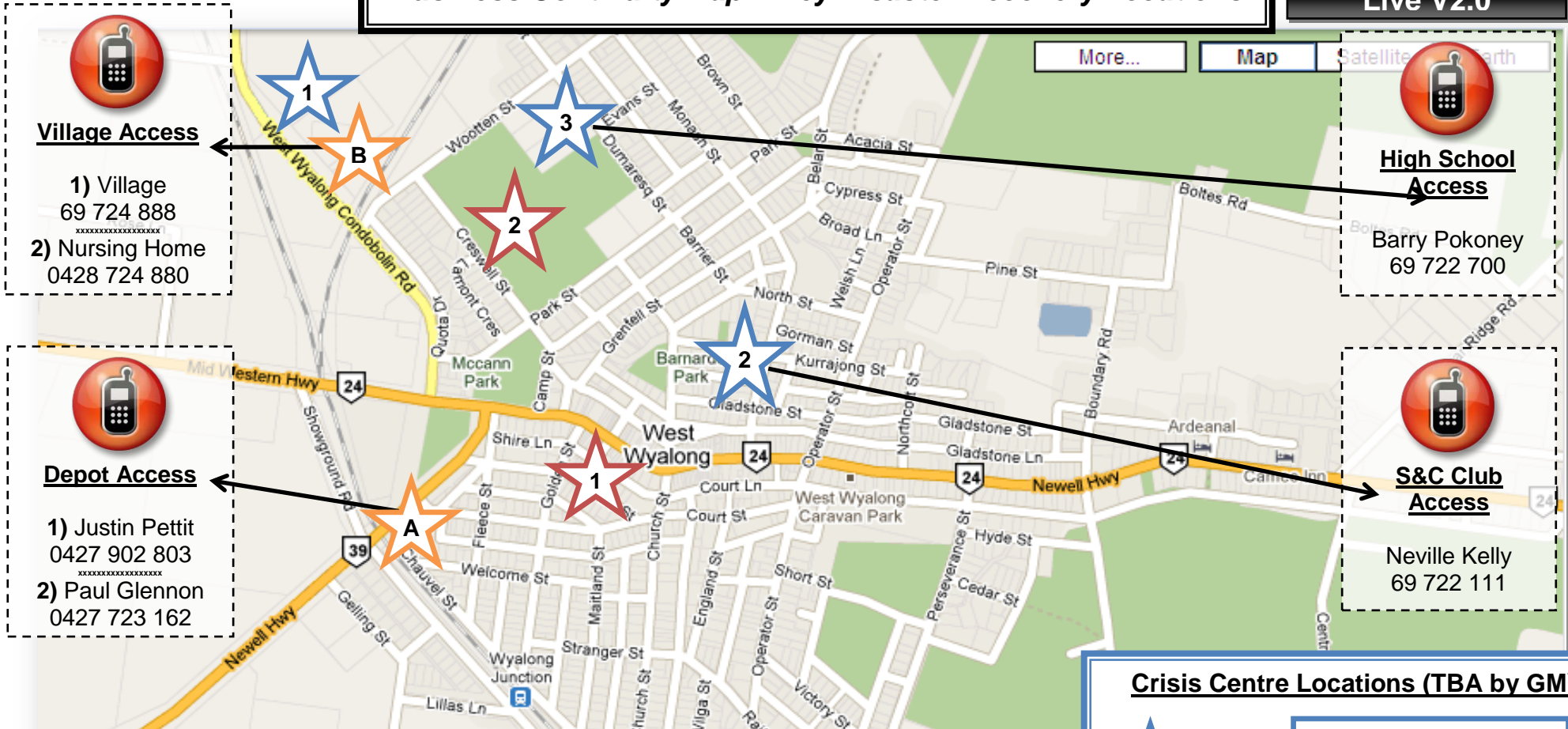
5. Provide employees with accurate information about the current situation and update this over subsequent days.
6. Organise assistance, such as transport home, for any employee who is traumatised if needed.
7. Get an accurate account of what has happened before employees leave. Provide briefing to those involved. This would include discussing with them whether they will be back to work the next day. In most circumstance return to work should be encouraged, particularly as direct assistance will be provided.
8. Inform WorkCover /Police if required.
9. Inform other staff of the incident as necessary.
10. Act quickly to dispel rumours.
11. Contact Human Resources to organise debriefing sessions for staff, this could be professional counselling through Councils Employee Assistance Program if required. Council's EAP can be contacted on 1800 818 728.
12. Return worksite to normal operation as soon as possible after incident.
13. Conduct investigation within 24hours. Complete the incident report form and the incident investigation forms as required in the Incident Reporting and Investigation Procedure.
14. Create peer support group for interested staff who have been affected by incident.

APPENDIX I - PLANS OF LOCATIONS

- Rally Points in a disaster
- Collection Points for Resources (including this plan and IT back up tapes)
- Alternate locations for the Crisis Centre/ Temporary Work Locations:
 - 1) The Community Health Building (HACC) – see plans below
 - 2) The Council Human Resources Building – see plans below
 - 3) The Services & Citizens Club could potentially cater for a range of council functions / staff / desks without too much disruption to activities, as per the following rooms:
 - Board Room: 8 to 10 desks
 - Jack Harmer Room: up to 15 desks
 - Allan Taylor Room: 8 to 10 desks
 - Ray Spackman Room: 8 to 10 desks
 - Auditorium: potentially all council staff
 - *No existing internet access or phone lines in any of the rooms – plenty of power points
 - 4) The high school could cater for up to 12 staff / desks without too much disruption to school activities.
 - A larger sized staff room could be used, that has internet access and power points
 - Additional space may be available at the high school, if no other options were available. Understanding that a further allocation of space would be a larger impost, this would be a last resort from a shared perspective.
- Additional maps for 'Other' Council Buildings:
 - 1) Children Services
 - 2) Council Chambers

Business Continuity Map – Key Disaster Recovery Locations

Live V2.0



Village Access

- 1) Village
69 724 888
- 2) Nursing Home
0428 724 880

High School Access

Barry Pokoney
69 722 700

Depot Access

- 1) Justin Pettit
0427 902 803
- 2) Paul Glennon
0427 723 162

S&C Club Access

Neville Kelly
69 722 111

Rally Points for Disaster

- 1** ← **BSC HR Office:**
1) Initial Rally Point
(If not compromised)
- 2** ← **Park Street Ground**
2) Secondary Rally Point

Collection Points for Resources

- A** ← **BSC Depot (Stores):**
1> Copy of Plan
2> Records Recovery Bin
- B** ← **Waratah Village:**
1> Copy of Plan
2> Backup Tapes
(For IT Recovery)

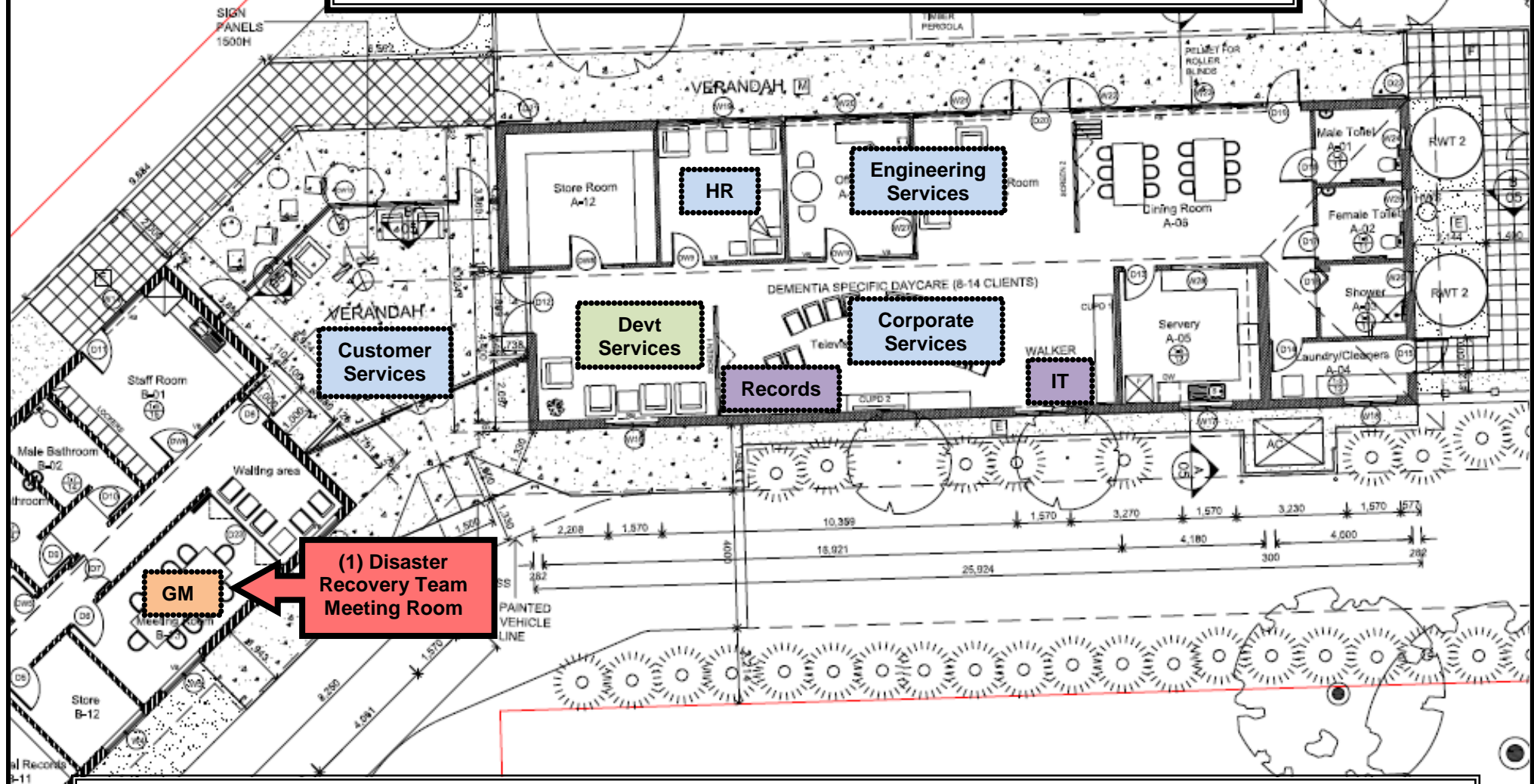
Crisis Centre Locations (TBA by GM)

- 1** ← **Community Health Building (HACC) & HR Building (10 Shire St)**
- 2** ← **West Wyalong Services & Citizens Club
Monash St**
- 3** ← **West Wyalong High School
Dumaresq St**

1

Crisis Centre Option 1A

DRAFT V1.1

Community Health Building Map (HACC) – Dementia Day Care Wing

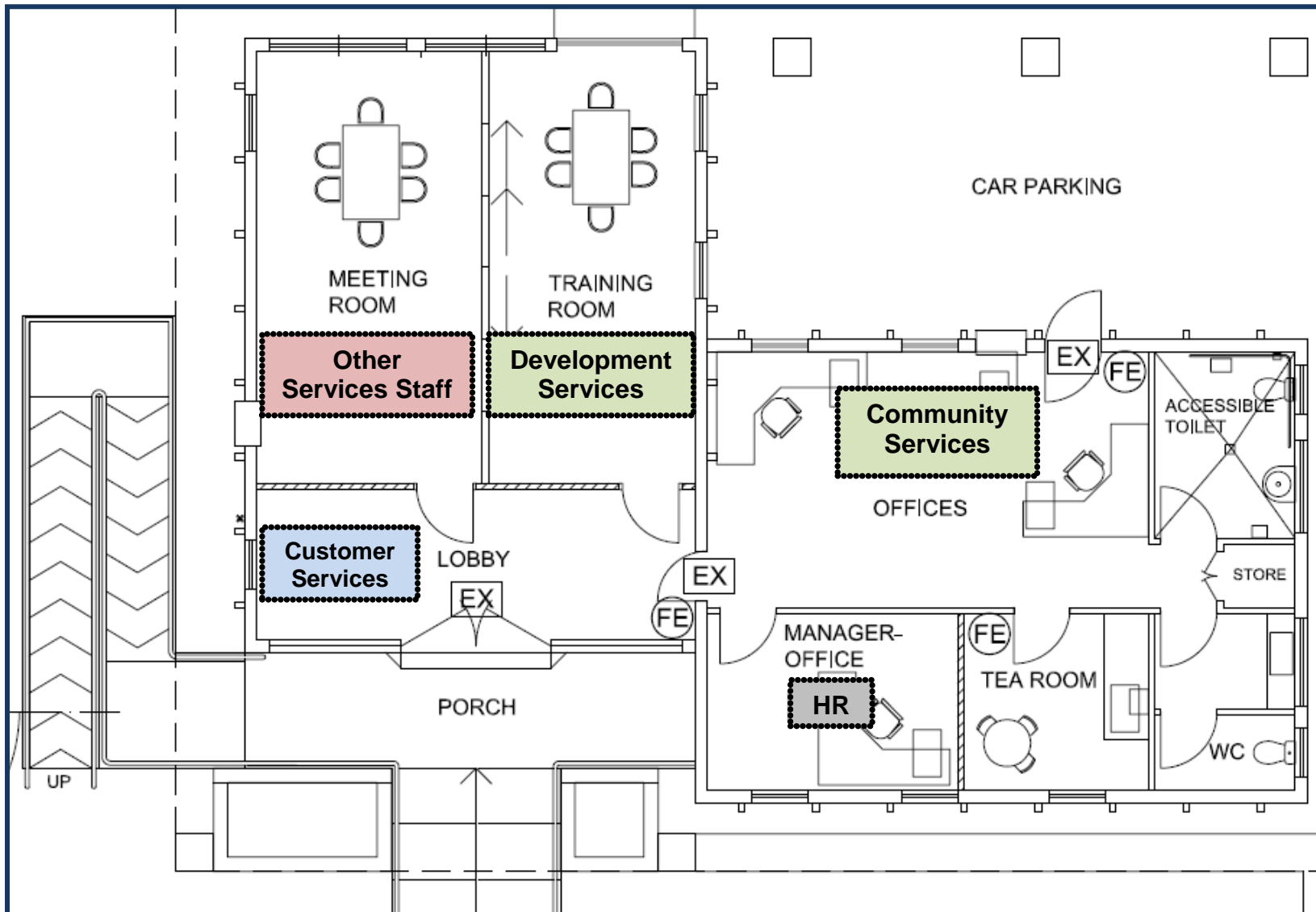
- 1> Dementia Day Care Services (impacted) to be relocated back to Village until other arrangements are made (DComS)
- 2> Tentative Locations for each business function – to be confirmed / adjusted depending on loss, requirements and space
- 3> If HR building at 10 Shire Street is not compromised – a business unit may also go there (eg. Engineering / Dev't. Services)
- 4> Further space may be available in the Village if needed – may not have direct internet access (USB internet needed)
- 5> The Disaster Recovery Team Meeting Room (1) is intended for periodic or constant daily usage by the DR Team



1 Crisis Centre Option 1B

10 Shire Street – Human Resources Building

DRAFT V1.1



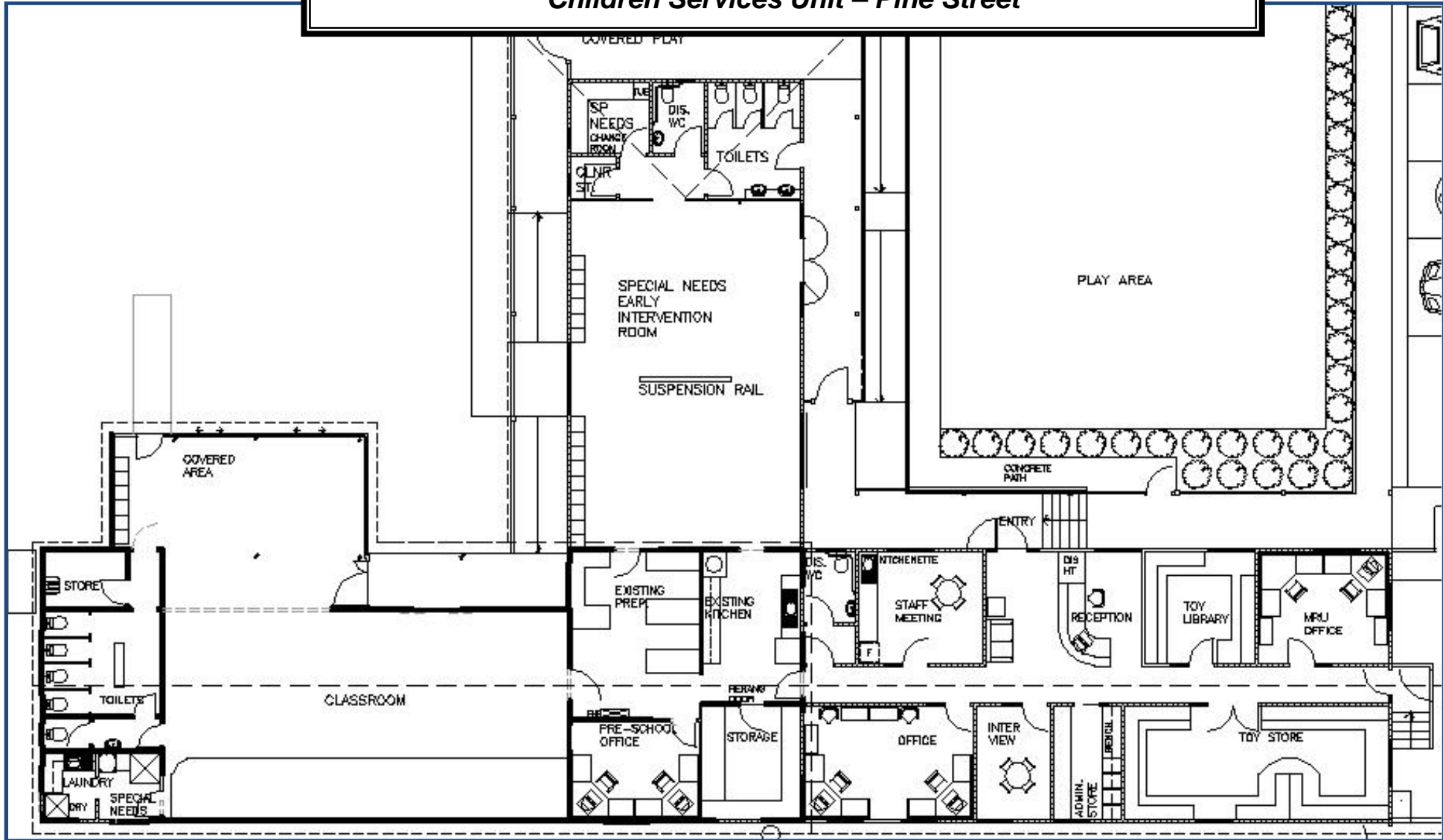
*Space for up to 8 desks in the meeting and training rooms, with potential for 1 more in HR work area.

Development Services plus a contingent of services staff that has regular contact with the public (if other functions go to HACC building).

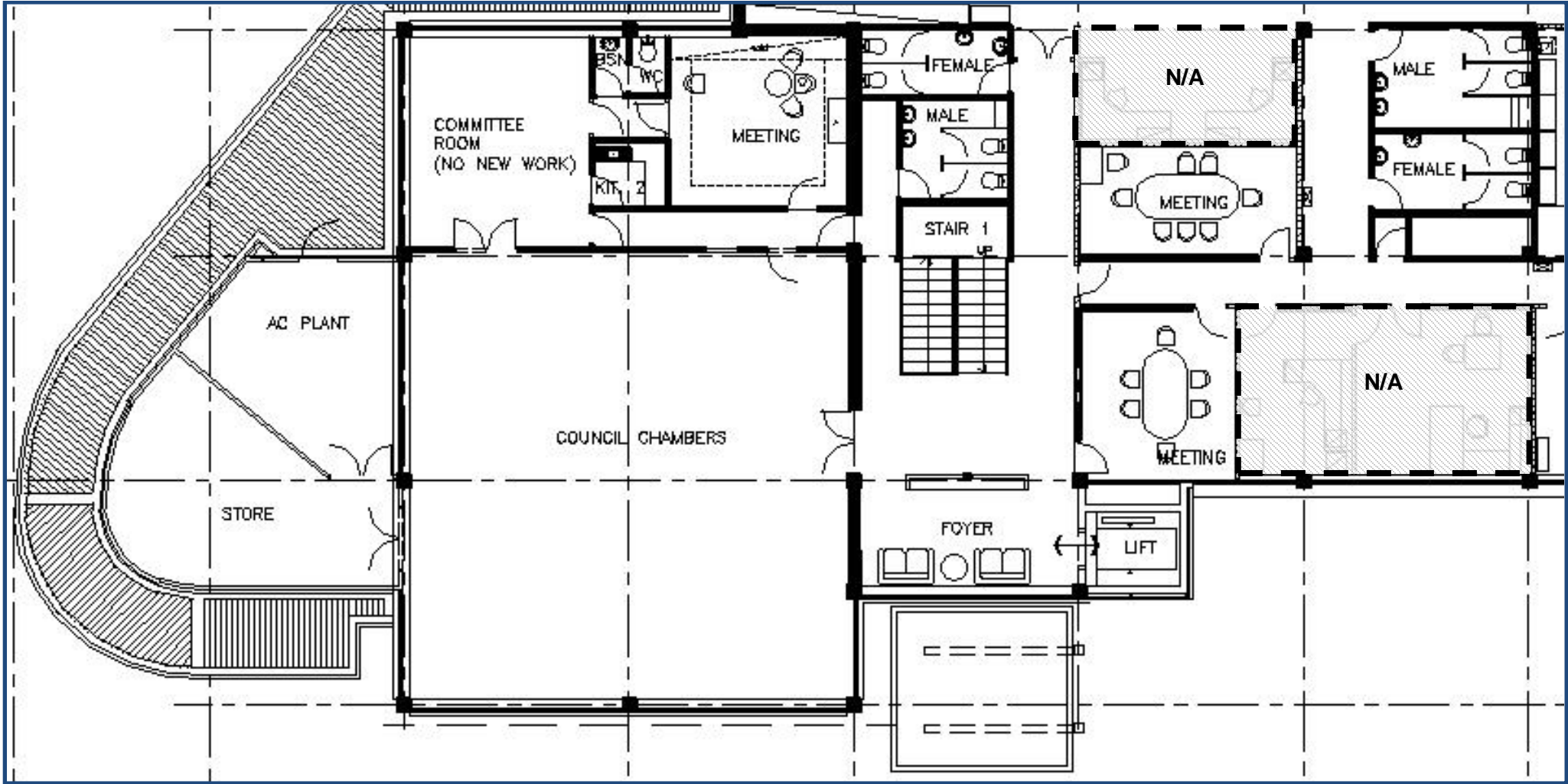
Possible roles:

- > Customer Services Officer
- > Rates Officer
- > Finance Officer (Creditors)
- > Development Services Officer
- > Public Relations Officer
- > (Mgr, Development Services)

Other Council Buildings (A)
Children Services Unit – Pine Street



Other Council Buildings (B)
Council Chambers – 1st Floor, Shire Street



APPENDIX J – EMERGENCY PACK

Location of Emergency Pack

Stored with Backup Tapes Waratah Village West Wyalong

General Manager

Contents of emergency pack

Hard copies of

- Disaster Recovery Plan, **Information Technology K/Net Disaster Recovery Overview (TBC)** and Local Disaster Plan.
- List of staff names and contact details
- List of organisational mobile numbers
- Councillor contact details
- Copy of Templates (including templates of printed forms specific to each Unit)
- List and location of Vital Records
- Two reems of Council Letterhead
- Box of envelopes
- Order book
- Basic stationery items
- Shire Maps

The emergency pack also contains a thumb drive with copies of the above documents saved on it.

Both Emergency Packs must be collected and updated annually with the plan to ensure contents are current and accurate (eg. Staff list, contact details, phone numbers, and updated templates on thumb drives)

APPENDIX K – RECORDS COUNTER DISASTER PLAN

Bland Shire Councils IT Systems Disaster Recovery & Business Continuity Plan Version 0.00 Release date: 1 June 2006

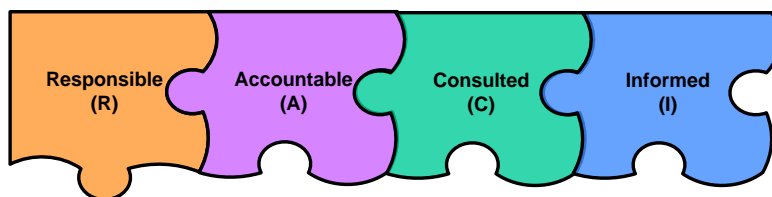
Info Expert Recovery Plan – Back Up Restore Information Guide

APPENDIX L – SUPPORTING PLANS (IT RECOVERY)

APPENDIX M – DISASTER RECOVERY TEAM AGENDA

1. Disaster report from initial site visit
2. Identification of affected departments
3. Determine operational team
4. Initial plan for operations during the first few days
 - appointment of purchasing authority
 - allocation of temporary work locations
 - implementation of emergency contact numbers
 - public notification (see Appendix B)
 - implementation of equipment requirements
5. Schedule of staff meetings
6. Staff requirements

APPENDIX N – ROLES AND RESPONSIBILITIES MATRIX: DISASTER RECOVERY TEAM



RACI Matrix – The RACI matrix is a formal way of establishing the role for each staff member whenever multiple areas are involved. In a crisis situation it is especially important to know who is looking after what, and who needs to be involved in both undertaking tasks and making decisions.

- **Responsible:** Those who do the work to achieve the task. There is typically one role with a participation type of *Responsible*, although others can be delegated to assist in the work required.
- **Accountable (also Approver or final Approving authority):** Those who are ultimately accountable for the correct and thorough completion of the deliverable or task, and the one to whom *Responsible* is accountable. In other words, an *Accountable* must sign off (Approve) on work that *Responsible* provides. There must be only one *Accountable* specified for each task or deliverable.
- **Consulted:** Those whose opinions are sought; and with whom there is two-way communication.
- **Informed:** Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication – unless there is specific cause or question.

The following RACI matrix provides an overview of roles, tasks and functions of the Disaster Recovery Team and key staff involved ensuring business continuity of council operations. This is also in a Microsoft Excel spreadsheet (in electronic form), and can be sorted by role and RACI for each role identified



(Double Click Below)



V2.0 Live Matrix of
Roles - Disaster Reco

