

Business Continuity Plan 2024-2027

Issued: October 2015

Review Date: June 2027

Version: 5



Barunga West
Council

Lifestyle for the Future



Contents

1	INTRODUCTION	3
2	DEFINITIONS	3
3	PURPOSE	4
4	SCOPE	5
5	PLAN ASSUMPTIONS and REQUIREMENTS	5
6	LIMITATIONS	6
7	TRAINING AND COMMUNICATION	6
8	OVERVIEW OF BUSINESS UNITS, FUNCTIONS & FUNCTION CRITICALITY	6
10	METHODOLOGY	11
11	VALIDATION AND TESTING	12
12	CONTINUITY MANAGEMENT TEAM (CMT).....	13
	CMT LEADER.....	14
	CMT COORDINATOR	15
	CMT SUPPORT	16
	CMT MEMBERS.....	17
13	CMT FORM's	18
14	PROCESS	18
	1. BCP Initiation	18
	2. Assessment & Emergency Contacts	18
	3. Initial CMT Meeting.....	20
	4. Declarations	20
	5. Control Centre.....	20
	6. Dedicated Media Briefing Centre.....	21
15	MEDIA PROTOCOLS	21
16	PANDEMIC RESPONSE INFORMATION GUIDE	25
17	CRITICAL FUNCTION SUB PLANS	25
	ASSET INFRASTRUCTURE (Blue Folder)	26
	1. ROAD ACCESS & SERVICEABILITY	26
	2. CWMS.....	28
	3. WASTE MANAGEMENT & KERBSIDE COLLECTION	29
	CORPORATE SERVICES (Black Folder)	31
	4. PAYMENT & CREDITORS	31
	5. RECORDS MANAGEMENT	33
	6. CUSTOMER SERVICE	35
	7. PAYROLL.....	37
18	DOCUMENT REVIEW	39

1 INTRODUCTION

The purpose of this plan is to assist in the building of organisational capabilities to support the continued achievements of critical business objectives in the face of uncertainty or disruption.

The Barunga West Council's Business Continuity Plan (herein referred as the BCP) is developed under the authority of the Chief Executive Officer, Leadership Team, and the Emergency Management Planning Committee.

2 DEFINITIONS

TERM	DEFINITION
Business Continuity	Is the uninterrupted availability of all key resources supporting essential business functions.
Business Continuity Control Centre	A central point of reference to co-ordinate the response of a business interruption event. To be established at the discretion of the Emergency Planning Management Committee (EMPC).
Business Continuity Management	Provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.
Business Continuity Plan/s (BCP)	A collection of procedures and information that is developed, compiled and maintained in readiness for use in the event of an emergency or disaster.
Business Process Assessment	A management tool designed to assist in the identification and assessment of criticality of business processes and functions.
Business Impact Analysis (BIA)	A management level analysis, which identifies the impacts of function loss on the organisation. The BIA provides management with data upon which the base risk mitigation and continuity planning decisions.
Business Interruption Event	An event that by its duration, exceed the Maximum Acceptable Outage or has an adverse impact on business objectives and requires the implementation of the BUSINESS CONTINUITY PLAN or sub plans.
Non-Critical Function Action Plan	An agreed documented course of action that identifies mitigation response and recovery actions for business functions identified as non-critical.
Critical Function Sub Plan (CFSP)	An agreed documented course of actions taken in the event of business function loss. Plan describes the key actions required under preparation; response and recovery phases.
Emergency Management Planning Committee (EMPC)	An assembly of delegated representatives and other seconded staff formed for the express purpose of responding to an organisational crisis. EMPC management structure will overlay all normal management structures during the response process.
Emergency Event	An event due to an actual or imminent occurrence (such as a fire, cyclone or epidemic) which: <ul style="list-style-type: none"> • endangers or threaten to endanger the safety or health of staff or visitors to the organisation • destroys or damages, or threatens to destroy or damage, property of the organisation

Business Continuity Plan 2024-2027

	<ul style="list-style-type: none"> has the capacity to disrupt operation to the extent that it impacts on business objectives.
Maximum Acceptable Outage (MAO)	The maximum period that Council can tolerate the loss of capability of a critical business function, process, asset or IT application.
Corporate Governance	<p>A system by which the organisation is directed and controlled. Corporate Governance activities are represented as four principal components:</p> <ul style="list-style-type: none"> Direction Executive Action Supervision Accountability.
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst management adverse effects.

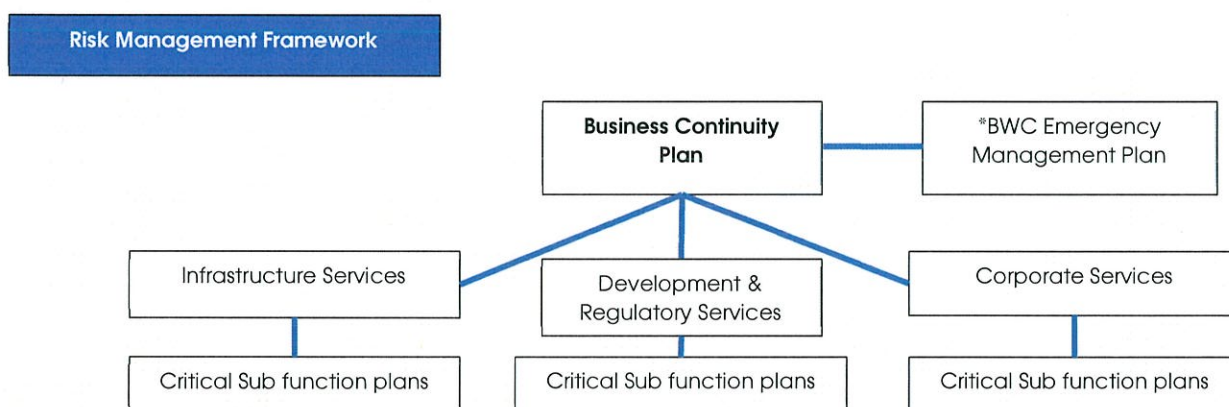
3 PURPOSE

The BCP provides a framework for leadership and staff enabling the implementation of an agreed response process to ensure critical functions and services at Barunga West Council, are reinstated and restored as soon as reasonably practicable.

This plan identifies the required facilities, technical infrastructure, key responsibilities, and processes to allow Council to respond and recover from a business interruption event and is not for use in isolation of Councils Strategic and Emergency Management frameworks. The council must adopt an integrated approach when implementing business continuity.

The object of the BCP is to ensure documented structure, protocols and resources are in place, enabling an effective response to business interruption events, ensuring council has a whole of organisation view when responding to interruption events, as the nature of these events change rapidly.

In identifying business continuity risks, the focus is on building resilience and response capabilities within business functions, identified as critical by the Emergency Management Planning Committee (EMPC).



*The BCP does not cover requirements associated with a work health and safety situation. There shall be a separate workplace Emergency Plan that is the responsibility of the EMPC.

Business Continuity Plan 2024-2027

In all cases of activation of the Workplace Emergency Plan the Chief Fire Warden in accordance with Barunga West Council's Emergency Response Procedure will brief the Continuity Management Team of any implications for business continuity as result of the emergency plan activation.

4 SCOPE

Managers and staff with responsibility for impacted areas of the business should use the BCP and any relevant sub plans, to ensure a consistent, agreed course of action is implemented.

This plan is for use by all staff, particularly the EMPC.

The Chief Executive Officer has overall responsibility and owns this plan. The routine management of the plan is delegated to WHS Risk & Compliance Officer who has responsibility for ensuring the accuracy and currency of the plan and advising Managers of changes as required.

The intended audience for the Barunga West Council's BCP is:

- Elected Members
- Chief Executive Officer
- Barunga West Council's Leadership Team
- Emergency Management Planning Committee
- Critical Function Sub Plan Managers
- All staff, volunteers, consultants or any persons engaged by the BWC impacted by events depicted within this plan.

Dissemination of this plan could occur at one or all of the following:

- During Induction process, for new staff, consultants or volunteers
- Individual or Group training session
- All Staff meetings
- Departmental meetings
- Plan is available on Councils corporate Electronic Data Records Management System, (Synergy)
- Plan is available on Councils website <https://www.barungawest.sa.gov.au/documents/strategic-documents/business-continuity-plan>
- Plan is available on Councils QHSE Skytrust System.

5 PLAN ASSUMPTIONS and REQUIREMENTS

The plan assumes a worst-case scenario in which critical information systems and resources are destroyed by fire, other natural severe weather events, or unauthorised person/s committing acts of destruction, theft, or sabotage resulting in key service delivery functions being disabled or destroyed.

- The Barunga West Council Records Management Policy as applicable to records and file management, computer security in general and virus protection in particular, is to be applied.
- Fire prevention, physical security, work health and safety policies, and procedures are put in place and applied.

Business Continuity Plan 2024-2027

- Inventories for hard/software, other business systems and major items of equipment are to be utilised.
- The plan requires leadership from management with experienced, well-practiced staff able to respond to an incident efficiently, safely and accordingly.
- Delivery of resources necessary to support the organisation through an incident are to be identified and made available.
- Alternative premises and resources will be available and ready for use.
- The BCP provides guidance to Officers, who are not normally responsible for managing specific functions to continue service of critical functions.
- Where Council Officers are available for their specific function responsibilities, this document will serve as a check document, reducing the possibility for omission of important actions.

6 LIMITATIONS

It is not the intent of this document or process to provide detailed Information Technology Disaster Recovery (ITDR) plans.

This process will however identify from a business perspective the requirements for Information Technology resources that support the delivery of business-critical functionality.

This information shall be used to inform the development of ITDR plans.

7 TRAINING AND COMMUNICATION

As part of the BCP implementation process, all Executive and Leadership Team members receive BCP and sub-plan training.

Sound risk management practice responsibility of Executive and Leadership Team members is ensuring requirements of the BCP are delivered to all workers within any training program, ensuring all workers are aware of their roles and responsibilities in the event of a business interruption event.

Initial training is delivered during the Barunga West Council's Induction process, capturing new staff, consultants, volunteers or persons contractually engaged or associated with Barunga West Council.

8 OVERVIEW OF BUSINESS UNITS, FUNCTIONS & FUNCTION CRITICALITY

Integral to the BCP is the determination of the Maximum Acceptable Outage (MAO) of a particular business process.

The loss of a critical business function for a period greater than the MAO will generally result in the establishment of the Continuity Management Team (CMT) to direct, oversee and support the emergency, continuity and recovery response phases.

Business Continuity Plan 2024-2027

The following table summarises the functions identified as critical, and the maximum acceptable outage for that function.

Key:

Council's critical functions are identified by the provision of a 'Maximum Acceptable Outage timeframe' during a Business Interruption Event, and those that are legislated critical functions are marked "**".

EXECUTIVE SERVICES		
Functions	Services	Max Acceptable Outage for Critical Functions
CEO & Executive	CEO Services*	< 1 week
	Media Management	< 1 week
	Resource Management	1 week - 4 weeks
Elections & Elected Members	Conduct of Elections*	1 week - 4 weeks
	Elected Member Support*	1 week - 4 weeks
Governance	Policies & By-Laws*	3-6 months
	Legislative Reporting	
	Committees*	1 week - 4 weeks
	Meetings	
	External Investigations*	1 week - 4 weeks
	Delegations & Appointments*	1 week - 4 weeks
	Information Technology Support	< 1 week
	Records Management*	1 week - 4 weeks
	Leases, Licenses and Permits	
Human Resources	Freedom of Information*	1 week - 4 weeks
	Staff Recruitment & Contracts	
	Industrial Relations	
	Return to Work	
Arts, Culture & Events	Staff Training & Development	
	Public Relations	
	Social Media / Website*	< 1 week
	Tourism	
	Event Planning	
	Volunteer Management	
	VIO Management	
Grants & Investments	Community Events	
	Funding	

ASSET & INFRASTRUCTURE SERVICES		
Functions	Services	Max Acceptable Outage for Critical Functions
Maintenance & Construction	Road Construction	
	Road Reseal Program	
	Footpaths	
	Water Supply Infrastructure	1 week - 4 weeks
	Coastal Infrastructure Maintenance – Jetties, Boat Ramps	
Patrol Grading	Roads*	1 week - 4 weeks
Parks & Gardens	Cemetery – Maintenance	
	Machinery Maintenance	
	Parks, Reserves & Playgrounds	
	Public Convenience	1 week - 4 weeks
	Roadside Vegetation	
	Fire Prevention	
Waste Management	Kerbside Collection	1 week - 4 weeks
Asset Management	Project Support	
	Fleet Vehicles & Plant	< 1 week
	Community Wastewater Management Scheme (CWMS)	< 1 week
Traffic Management	Control Devices	
Works Administration	Internal Audit*	1 week - 4 weeks
	Regulatory Licensing / Permits & Reporting	
	Procurement (Tenders & Contracting)	
	Contractor Management	
	Disability Inclusion	

CORPORATE SERVICES		
Functions	Services	Max Acceptable Outage for Critical Functions
Customer Service / Administration	Rates Administration	
	Customer Service	< 1 week
	Cemeteries Leasing*	< 1 week
	Dog & Cat Management	
	Community Library	
	Council Owned Caravan Parks	
	Visitor Information Centre	
Treasury Management	Creditors & Debtors	
	Budgets	
	Procurement & Contract Management*	1 week - 4 weeks
	Internal Financial Controls*	1 week - 4 weeks
	Corporate Reporting & Publications*	< 3 months
	Community Grants	
Insurances	Public Liability*	< 1 week
	Fleet Vehicles & Plant*	< 1 week
	Volunteers and Community Groups*	< 1 week
	Asset Insurance*	< 1 week
Communication Technology	Communication System Support	
Payroll	Staff Pay*	< 1 week

DEVELOPMENT & REGULATORY SERVICES		
Functions	Services	Max Acceptable Outage for Critical Functions
Environmental Health	Emergency Management*	< 1 week
	Food Safety/Inspections*	1 week - 4 weeks
Development Services	Building Assessment	
	Planning Services*	1 week - 4 weeks
	Property Searches (Section 7 Statements)*	1 week - 4 weeks
	Building Fire Safety	
	Heritage	
	STEDS / CWMS Connections	
	Land Management	
WHS Management*	Regulatory Reporting*	< 1 week
	Return to Work	
	Staff Training	
	Safety Inspections	
	Safety Reporting*	1 week - 4 weeks
	Incident Investigation*	1 week - 4 weeks
	Documentation Review	
Compliance	Dog & Cat Management	
	Local Nuisance Management	
	Expiations	
	Traffic Management	
	WHS Legislation	
	By-Laws Management	
	Compliance Reporting	
	LGRS Requirements/Self Insurance	
Risk Management	Strategic Risk Services	
	Complaint Management*	< 1 week
	Operation Risk Services	
	Risk Register Maintenance	
	Risk Reporting	

Business Continuity Plan 2024-2027

10 METHODOLOGY

This plan is developed with consideration to AS/NZS5050:2010 Business Continuity – Managing disruption related risk, AS/NZS/ISO 31000:2018 Risk Management Principles and Guidelines, Australian National Audit Office (ANAO) Business Continuity Management Guidelines and Societal Security – Guidelines for incident preparedness and operational continuity management (ISO/PAS 22399:2008)

Steps in developing this BCP include:

Identify and assess business processes and functions

Identify business processes and functions within each individual business unit. Once identified, analysis of a whole of organisational levels is conducted, **determining which functions are critical** and require further planning to ensure the ability to respond in the face of a continuity interruption event.

Conduct the business impact analysis (BIA)

Use the BIA to determine the MAO, conducted on functions identified as critical for the business process assessment. Identifying impacts of the function loss, including penalties for non-delivery, functional inter-dependencies, and organisation ownership. It also **identifies resources in place to support the function and assesses the minimum levels of resources required** to continue their availability.

Critical Function Sub Plan (CFSP)

The sub plan **identifies ownership, failure scenarios, and criteria for invoking the plan**, agreed courses of actions for emergency, continuity, and recovery.

The CFSP also allows targeted messages developed for specific function loss.

Overarching Business Continuity Plan (BCP)

This document provides a framework in which the organisation can plan for the disruption of its critical functions. It does not attempt to identify and plan for every contingency or outage that could occur.

It provides a framework for process owners to identify, plan and develop redundancy for business processes.

The BCP identifies the responsibilities of key personnel, emphasising direction setting, effective and timely communication to stakeholders at an organisational level.

Test and maintain the BCP

The CEO and Leadership Team will review the BCP annually, ensuring the BCP reflects current practices of the organisation.

Testing of the Critical Function Sub-plans and overarching plans will provide assurance the plan(s) are effective. The testing regime is based upon:

- Desktop/paper audit ensuring appropriate documents are available, understood for sub plans and overarching plans;
- Structured “walk through” where a business interruption scenario is ‘played out’ through a mock situation/recovery at a divisional or whole of organisation level; and
- Frequency and actions undertaken are identified in the monitoring and review section of this documentation.

Business Continuity Plan 2024-2027

11 VALIDATION AND TESTING

Council's BCP is a living document, that is regularly reviewed, tested, and updated to reflect changes in the environment and the organization's needs.

Imperative information, such as contact lists, and areas constantly undergoing changes, receive validation more frequently.

A validating and testing maintenance schedule is required by Council to ensure BCP procedures remain viable into the future.

Testing shall include all aspects of the BCP, with a formal review of the plans undertaken Bi-annually, and interim reviews undertaken by the EMPC at least annually.

Executive Services		Accountability	Timeframe
1	Business Continuity Plan (overarching plan)	Executive Team	<ul style="list-style-type: none"> Regularly monitored. Formal Bi-annual review, or as required.
		Emergency Planning Committee	<ul style="list-style-type: none"> Interim review Annually, or as required.
2	Business Continuity Plan Training	Executive Team	<ul style="list-style-type: none"> Bi-annual Training Brief or Refresher Session and as deemed required.
3	Business Continuity Plan Exercise	Executive Team	<ul style="list-style-type: none"> 3Yrly Simulation exercises.
Corporate Services			
4	Critical Function Sub Plans 1. Administration Services (closure of Port Broughton or Bute offices)	Executive Team	<ul style="list-style-type: none"> Regularly monitored. Formal Bi-annual review, or as required.
		Emergency Planning Committee	<ul style="list-style-type: none"> Interim review Annually, or as required.
4a	Non-Critical Function Action Plans 1. Absence of Staff <ul style="list-style-type: none"> CEO Mgr Corporate Services Mgr Assets & Infrastructure Director Development & Regulatory Services Governance Officer Rates Officer Creditor/Debtors Officer Payroll Officer 	Executive Team	<ul style="list-style-type: none"> Reviewed Bi-Annually and as required.

Business Continuity Plan 2024-2027

Infrastructure & Asset Service			
5	Critical Function Sub Plans <ol style="list-style-type: none"> 1. Destruction of Port Broughton or Bute Depots 2. Major flooding 3. CWMS 4. Responding to public health hazards 	Executive Team	<ul style="list-style-type: none"> Regularly monitored. Formal Bi-annual review, or as required.
		Emergency Planning Committee	<ul style="list-style-type: none"> Interim review Annually, or as required.
5a	Non-Critical Function Action Plans <ol style="list-style-type: none"> 1. Destruction of public convenience 	Executive Team	<ul style="list-style-type: none"> Reviewed Bi-Annually and as required.

12 CONTINUITY MANAGEMENT TEAM (CMT)

Establishment of the CMT provides a management mechanism, ensuring reporting lines and responsibilities are clear when the BCP is activated.

The focus of the CMT is to manage business interruption events from an organisational perspective, while providing guidance and support to the team on site.

This process is facilitated by the development of pre-determined course of action (sub-plans) allowing the CMT to focus on strategic or whole of business response to the interruption event.

Resilience within the CMT is the responsibility of the CMT.

Responsibility statements for each CMT position and supporting positions are developed ensuring clear and unambiguous directions, available for each CMT member.

The following responsibility statements are approved by the CMT and recorded on each responsibility statement and must be provided in the Colour-coded CMT Folders.

RESPONSIBILITY STATEMENT

CMT LEADER (GREEN FOLDER)	
Staff Position	<p>Chief Executive Officer</p> <p><i>During absence this role will be assumed by:</i> Manager of Assets & Infrastructure</p>
Position Statement	<p>The CMT Leader is responsible for declaring a business continuity event and invoking the BCP.</p> <p>The CMT Leader is required to oversee and manage all resumption activities</p> <p>During a workplace emergency, following BWC Emergency Response Procedure, the Chief Fire Warden has authority until the workplace emergency is resolved and control is returned to the CEO or CMT Leaders if the BCP is to be activated.</p>
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of organisation skills 2. Community, Business and Regulatory contacts
Responsibilities	<p>The CMT Leader must make appropriate strategic decisions toward business resumption, based on information received by other CMT members.</p> <p>This strategy shall be translated into an action plan by the supporting teams.</p> <p>Responsibilities include</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Critical Function Sub Plans • Participate in monitor-and-review activities • Participate in and ensure appropriate levels of training are undertaken <p>On activation</p> <ul style="list-style-type: none"> • Activate the BCP • Notify and liaise with stakeholders • Provide the focal point in communication to the staff, media and public • Establish and chair all CMT meetings (<i>may delegate</i>) • Authorisation of any detailed restoration plan • Delegate tasks and overseeing resumption activities • Monitor the gathering of business interruption event information • Ensure briefing as required • Promote the wellbeing and safety of all staff • Liaise with elected body via the Mayor.

RESPONSIBILITY STATEMENT

CMT COORDINATOR (BLUE FOLDER)	
Staff Position	<p>WHS, Risk & Compliance Officer</p> <p><i>During absence this role will be assumed by:</i> Maintenance Coordinator</p>
Position Statement	<p>The CMT Coordinator is required to assist the CMT Leader in the management of the business resumption activities. The CMT Coordinator must be familiar with the BCP, Critical function Sub-Plans and team responsibilities.</p>
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level knowledge of overarching BCP 2. Understanding of organisation activities and service delivery priorities 3. High level of internal key contacts and accountability.
Responsibilities	<p>The CMT Coordinator is required to report to the CMT on currency of individual and business level continuity plans and activities.</p> <p>Responsibilities include</p> <ul style="list-style-type: none"> • Pre event coordination of BCP and Sub plans with relevant owners • Coordination of training for CMT members • Coordination of testing for the BCP • Resourcing of Control Centre <p>On activation</p> <ul style="list-style-type: none"> • Open a Control Centre on the direction of CMT Leader • Assisting CMT Leader as required • Notify Council's insurer and manage the insurance requirements • Media functions • Support the Mayor/CEO to ensure the dedicated media-briefing centre is fit for purpose.

RESPONSIBILITY STATEMENT

CMT SUPPORT (Information located within CMT LEADER folder)		(GREEN FOLDER)
Staff Position	<p>Governance Officer</p> <p><i>During absence this role will be assumed by:</i> HR Advisor</p>	
Position Statement	<p>The CMT Support is responsible for the smooth function of the Control Centre (if established) and the administrative needs of the CMT.</p>	
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of internal key contacts and resource knowledge 2. High level of administrative functions and arrangements. 	
Responsibilities	<p>Responsibilities include</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Critical Function Sub Plans • Maintain a high level of administration skills <p>On activation</p> <ul style="list-style-type: none"> • If required, assist the setup of the Control Centre and arranging stationery equipment etc. • Arrange resources to assist CMT members, if required • Make arrangements for all CMT meetings • Provide general administrative support, including log of all events and actions, resumption status, CMT members' movements etc. • Create and maintain a chronological log of meetings and decisions made. 	

RESPONSIBILITY STATEMENT

CMT MEMBERS	
Staff Position	<p>Manager Corporate Services & Manager Assets & Infrastructure</p> <p><i>During absence this role will be assumed by:</i> Team Leader Administration & Works Coordinator* <i>*Or Team Leader Parks & Gardens if Works Coordinator is required to back up other CMT Roles in his/her Acting positions.</i></p>
Position Statement	<p>A successful CMT relies on expertise from within the organisation, as they are the people who understand the business processes and related risk.</p> <p>Accordingly, the executive team members are the designated members of the CMT and charged with implementing the whole of organisation response.</p> <p>However, they still maintain responsibility for the continuity and recovery actions of their individual business units.</p> <p>Function managers, according to agreed sub plans, undertake business unit activities.</p>
Knowledge Requirements	<ol style="list-style-type: none"> 1. High level of group activities and service delivery priorities 2. High level knowledge of group critical function sub plans 3. High-level knowledge of overarching BCP
Responsibilities	<p>Responsibilities include</p> <ul style="list-style-type: none"> • Maintain working knowledge of BCP and relevant Critical Function Sub Plans • Participate in monitoring and reviewing activities • Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan <p>On activation</p> <ul style="list-style-type: none"> • Operate as a member of the CMT • Ascertain the impact on business unit activities and report to CMT • Coordination of business unit Critical Function Sub Plan implementation as required • Monitoring implementation against the BCP • Maintaining information and report on costs to CMT • Maintain communications with staff.

Business Continuity Plan 2024-2027

13 CMT FORM's

Upon activation of the BCP, the following **FORM's** (as contained within sections 13-14 of this document) come into effect –

- A. Emergency Contacts
- B. CMT Sample Meeting Agenda
- C. Media Enquiry Record Form
- D. Press Release
- E. Telephone redirection authorisation
- F. Business Continuity coordination centre checklist

14 PROCESS

1. BCP Initiation

On becoming aware of a possible event, the relevant function manager is required to assess the situation. If the event is likely to exceed the agreed MAO period, the CMT Leader is notified immediately by phone, where possible, follow up e-mail or personal briefing detailing key issues including:

- Nature of the incident – time informed etc.
- Describe business elements impacted (Critical functions)
- Facility/equipment impacted
- Staff
- Response actions implement (Critical sub functions)
- Media involvement/interest
- Immediate support requirements

2. Assessment & Emergency Contacts

On receipt of a notification affecting business continuity the CMT Leader will:

- Formally note details
- Notify others member of the CMT
- Confirm the details of the incident and appropriate media strategies
- Conduct preliminary impact assessment (facility and technology infrastructure)
- Determine if a control centre needs opening
- Ensure the Insurer is notified formally, if appropriate.

Business Continuity Plan 2024-2027

(FORM A)

EMERGENCY CONTACTS

A copy of this listing shall be held off premises by respective CMT members and identified alternate staff to enable the listing to be referenced in the event that access is denied to the premises.

Each position has an alternate member identified and trained in the role –

CMT POSITION	STAFF POSITION	ALTERNATE STAFF POSITION
Leader	Chief Executive Officer 0421 378 877	Mgr. Assets and Infrastructure 0427 352 249
Coordinator	WHS, Risk & Compliance Officer 0429 701 020	Maintenance Coordinator 0467 319 925
Support	Governance Officer 0411 667 153	HR Advisor 08 8635 2107
Members	Mgr. Corporate Services 0417 838 277 Mgr. Assets and Infrastructure 0427 352 249	Team Leader Administration 08 8635 2107 Works Coordinator 0427 352 249 (Or Team Leader Parks & Gardens – 0432 125 726, where Works Coordinator is <i>required to back up other CMT Roles in his/her Acting positions.</i>)

SERVICE	ORGANISATION	CONTACT DETAILS
EMERGENCY SUPPORT	POLICE/FIRE	000 / 8635 2255 / 131 444
	STATE EMERGENCY SERVICE (Pt Broughton - Jeff Kerley)	132500 0428 352 522
	COUNTRY FIRE SERVICE (Pt Broughton - Robert Furber)	1300 362 361 0438 130 940
ROADS	DPTI (PT. AUGUSTA)	08 8642 2277
MEDICAL	PORT BROUGHTON HOSPITAL	08 8635 2200
	PORT BROUGHTON MEDICAL CENTRE	08 8635 2282
	KADINA MEDICAL CENTRE	08 8821 3133
IT SUPPORT	ONE SOLUTION	08 8215 9500
	READYTECH	08 9315 7000
TREES DOWN/WATER ON ROAD	TRAFFIC MANAGEMENT CENTRE	1800 018 313
ELECTRICAL EMERGENCIES	SA POWER NETWORKS	132 366
POISONS INFORMATION	Poisons Information Centre	131 126
WATER	SA WATER HOTLINE	1300 650 950
SECURITY	WEST COAST SECURITY	1300 365 151

Business Continuity Plan 2024-2027

3. Initial CMT Meeting

The CMT Leader is to call the CMT meeting to obtain more detailed information from the relevant business areas impacted including:

- Staff
- Associated Emergency Services issues
- Building facilities
- Public relations/media
- Damage/Security
- Salvage of building/IT equipment
- Review and confirmation of delegation of authorities for staff

Ensure all team members understand their unique responsibilities and assigned tasks, including:

- During the meeting, gathered information by various CMT members, is produced to evaluate an incident.
- Develop formal meeting records by CMT support persons, particular emphasis on items to be actioned. All actions are input into the Skytrust Framework.
- This record needs regular review and update as additional items come to hand.
- The CMT Leader will manage the restoration of business activities, in line with responsibilities defined in the BCP.

Other matters for Consideration:

- Schedule of site visit
- Identification of affected processes/department
- Public notification
- Schedule of staff meeting
- Development of initial plan for operations (short term)
- Allocation of temporary work locations

4. Declarations

The CMT Leader reviews the preliminary information and if considered necessary declare a Business Interruption Event.

5. Control Centre

If deemed appropriate, a control centre will be opened.

Resourcing and opening of this centre is the responsibility of the CMT Coordinator.

Given the variable nature of Business Continuity Events, the following sites are to be identified and prioritised:

If the incident does not impact upon either Council Administration Buildings located either at Port Broughton or Bute -

1. Council Administration Building
if the primary centre is uninhabitable then,
2. Backup centre, Port Broughton Council Depot.

Business Continuity Plan 2024-2027

6. Dedicated Media Briefing Centre

The CEO has determined that all media briefings are held at the venue identified as the Control Centre, depending upon nature and location of incident event.

The CMT Coordinator in conjunction with the CMT Support will ensure this facility can be used when required.

15 MEDIA PROTOCOLS

Due to the nature of media, reporting timeliness is critical in these circumstances. Prompt reporting, liaison with CMT is in the best interest in terms of allowing for the preparation of an appropriate response by the authorised media spokesperson.

Authority

In the absence of a current BWC Media Policy, the Mayor is the principal spokesperson of Council, and the CEO the spokesperson for administrative matters.

This extends to contractors, other service providers and agencies or communications in any site contractor agreements.

The Mayor and the CEO will determine where practicable, in consultation with the Council's Executive Team an appropriate communication strategy in the given circumstances.

General Statement to the Media, in the event of a business interruption.

In the event of a major incident, particularly after hours, there may be a time lapse before the designated media spokesperson is in a position to respond to media enquiries.

Should any staff member be approached by a media representative for comment, they are only authorised to make the following statement.

"I am not authorised to make any statement at this time. The appropriate personnel are currently being briefed on the situation and a spokesperson will be available to talk to you shortly."

****There is no such thing as an 'off the record comment'****

- Please complete the Media Enquiry Record form, if unable to refer a journalist to the CEO.
- Let the Journalist know, someone will return their call promptly.
- Provide the CEO with journalist details as soon as possible; provide background, relevant information inclusive of how the journalist came to contact you.

(FORM C)

MEDIA ENQUIRY RECORDING FORM	
Taken by	
Date & time of call	
Journalists name	
Media outlet	
Contact number	
Deadline	
Publication date	
Question/issue:	
Response by & position in CMT	
Response:	
Date/Time	

Business Continuity Plan 2024-2027

(FORM D)

MEDIA PRESS RELEASE

On (insert day and date) at approximately (insert time), BW experienced a business interruption event (describe event), because of this event the following services are currently impaired.

An example of which, could be:

- Rates
- CWMS
- Roads

Services not impacted by the business interruption event include:

An example of which, could be:

- Dog and Cat Management
- Regional Transaction Centre (Bute)

In line with Barunga West Council's Business Continuity Plan, Council will advise the community via media outlets, service delivery strategies.

Council contact number [Insert CEO Mobile or Temp Phone No.] and will be manned from the time of declaration of an emergency, until further notice.

Issued by
Chief Executive Officer
Barunga West Council

Time.....

Date.....

(FORM E)

TELEPHONE REDIRECTION AUTHORISATION

Note: *Telephone redirection has not been setup by LGRS*

Indications from Telstra are that clients will need to provide the following information to effect a redirection on phone numbers:

- Company name Barunga West Council
- ABN 90193502387
- Billing Address PO Box 3,
Port Broughton 5522
- Redirection numbers Obtain **emergency redirection from Telstra Corporate Faults 132255**

Only authorised account holders will be able to authorise an effect and will need to be pre-authorised.

Utilise the following fax/letter template confirming requirements with Telstra

The Manager,
Telephone Redirections

Dear Sir/Madam,

Barunga West Council is in the process of activating its Business Continuity Plan in response to a business interruption event.

This fax/letter is requesting in writing, Telstra immediately redirect the current Barunga West Council 86352107 to (**insert alternate site name and number**).

Council will inform Telstra again in writing when a change to this arrangement is required.

If you need clarification or to speak to a Council representative, please call
[Insert CEO Mobile]

Issued by
Chief Executive Office
Barunga West Council

16 PANDEMIC RESPONSE INFORMATION GUIDE

If a pandemic of any description was to eventuate within any local government area; State Level Disaster Plans will be activated.

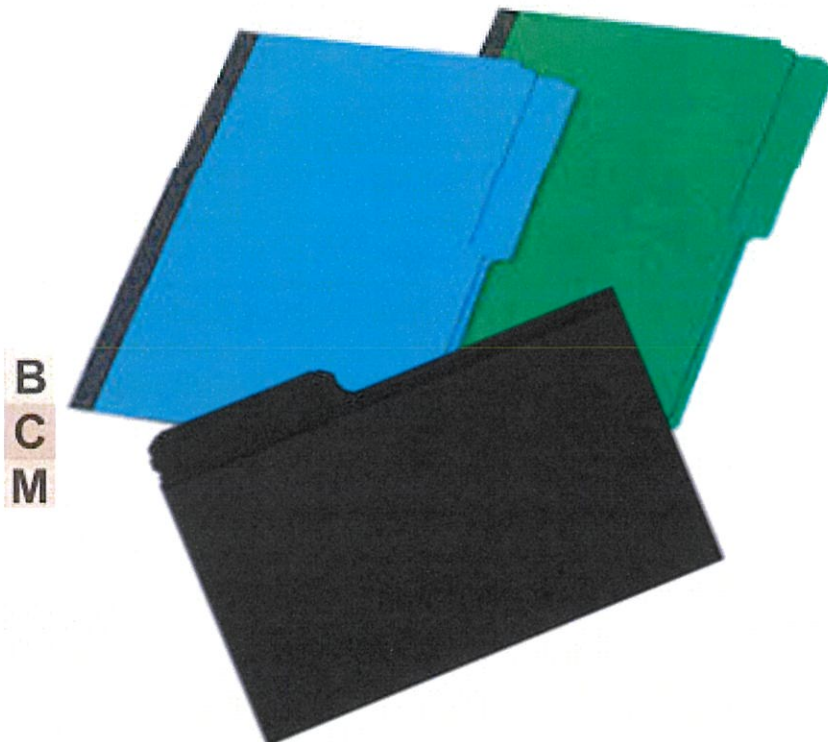
These plans are separate to BCPs' and have a community response focus.

Currently it is a requirement of the National Action Plan for Human Influenza Pandemic, for all government authorities to have in place a BCP.

Barunga West Council's BCP, places importance on identifying critical function to the business, delivering objectives, identifying likely failure scenarios (pandemic, loss of IT etc) for those critical business functions, then developing plans to ensure the continuity of those critical functions.

A pandemic event occurring may result in a failure scenario occurring of 'loss of critical staff'. It is the impact of that loss scenario that the BCP is designed to respond to. Staff losses are covered within the CMT matrix.

17 CRITICAL FUNCTION SUB PLANS



ASSET INFRASTRUCTURE (Blue Folder)

1. ROAD ACCESS & SERVICEABILITY			(BLUE FOLDER)
Sub Plan Owner	Manager Assets and Infrastructure		
Prepared by	Manager Assets & Infrastructure Works Coordinator Leading Hand Maintenance & Construction Operator WHS, Risk & Compliance Officer	Date	
Identified Critical Business Functions			
<ul style="list-style-type: none">Arterial & collector road accessStaff availability			
Overview of Functions (Context)			
<p>Road usage and priority have been assigned in Barunga West Council’s Road Methodology. The methodology differentiates roads from a track to a rural arterial connector. Consideration should be given to the importance of the road and connect ability between townships and rural property.</p> <p>Criticality and prioritisation of services are paramount, during a disruption event.</p>			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
<ul style="list-style-type: none">Inability to commute between two major townshipsInability to transport staff and plant	<ul style="list-style-type: none">Inability to deploy / or mobilise staff & plantNon-delivery of community expectations	Lead response agency <ul style="list-style-type: none">SAPOLSESCFS	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none">2-way radiosMobile phonesHuman resources/ staffPlant resources	<ul style="list-style-type: none">2-way radios/phones1 Tablet PC with internet accessLaptopHazard signage (work zone traffic management etc.)	<ul style="list-style-type: none">Detour where applicable	
Road Access & Serviceability			
Interruption Scenario		Max Allowable Outage	
<ul style="list-style-type: none">Vehicle accidentFloodingFireStorm event (i.e. trees down)		<ul style="list-style-type: none">4 hours	

Business Continuity Plan 2024-2027

Authority for Invoking Plan	CMT Leader or Manager Infrastructure Services		
Key Decision Makers to be assembled			
CMT Leader – CEO CMT Member - Manager Assets & Infrastructure* *Alternate CMT Member - Works Coordinator (Or Team Leader Parks & Gardens, where Works Coordinator is required to back up other CMT Roles in his/her Acting positions.)			
Stakeholders other than process owner			
Internal		External	
<ul style="list-style-type: none">Construction and Parks & Gardens Teams		<ul style="list-style-type: none">SAPOLSES/CFSSt. John AmbulanceElected Members	
Pre Event Preparedness - Current policies & procedures & access points required to deliver function			
The current policy and procedures for this critical function can be located – Hard copies: Shall be placed in the CMT Folder. Electronic copies: Skytrust Documents Policies or Procedures https://skytrust.co/app/QSEDocuments/Documents_Menu.asp Road Maps can be located: W/Works/R/Rural Property Addressing/Barunga West Rack Plan July 2022			
Emergency Response Immediate actions required if function is lost.			
On being advised of a business interruption event the following immediate responses should be considered: <ul style="list-style-type: none">Refer to Emergency Response Procedure assembling the CEO and Leadership Team			
Continuity Management - Actions required to ensure continued availability of the function			
<ul style="list-style-type: none">Communicate road closure to community, SAPOL, SES, CFS, Ambulance, School, and elected members			
Communication Considerations			
Internal		External	
<ul style="list-style-type: none">Which road(s)Alternative routesEstimated outageWhen next update will be provided		<ul style="list-style-type: none">See internal informationPt Broughton Area SchoolBute Primary School and KindySAPOLCFS/SES	
Further Treatment/ Action Plans - Actions required for continuous improvement			
Treatment/ Action Plan		Responsible for development	Target Date
Ongoing revision of emergency assessment and response plans for events other than fire, i.e. flood.		EMC	December 2025

2. CWMS		
Key Decision Makers to be assembled		
CMT Leader – CEO CMT Member - Manager Assets & Infrastructure* *Alternate CMT Member - Works Coordinator (Or Maintenance Coordinator, where Works Coordinator is required to back up other CMT Roles in his/her Acting positions.)		
Stakeholders other than process owner		
Internal	External	
<ul style="list-style-type: none">Team Leader Parks & Gardens	<ul style="list-style-type: none">SA HealthEPA	
Pre Event Preparedness - Current policies & procedures & access points required to deliver function		
The current policy and procedures for this Hazardous Work can be located: Hard copies: Shall be placed in the CMT Folder. Electronic copies: Skytrust Documents Policies or Procedures - https://skytrust.co/app/QSEDocuments/Documents_Menu.asp		
Emergency Response Immediate actions required if function is lost.		
CWMS operator to deploy to location Contact Clare Valley Liquid Waste - 0417 877 450		
Continuity Management Actions required to ensure continued availability of the function		
Hospital, school, hotels & food outlets to be notified SA Health and EPA to be notified SA Water to be notified		
Communication Considerations		
Internal	External	
<ul style="list-style-type: none">Actual cause of issue (power loss, rising mains failure)Estimated outage timeRecommended precautions for communityNext update timeframe	<ul style="list-style-type: none">Elected membersPublic venues/businesses	
Further Treatment/ Action Plans Actions required for continuous improvement		
Treatment/ Action Plan	Position Responsible for development	Target Date
Safety Reliability Maintenance and Technical Management Plan review and update	Maintenance Coordinator	As Required

3. WASTE MANAGEMENT & KERBSIDE COLLECTION		
Sub Plan Owner	Manager Assets & Infrastructure	
Prepared by	Manager Assets & Infrastructure Maintenance Coordinator WHS, Risk & Compliance Officer	Date Oct 2024
Identified Critical Business Functions		
<ul style="list-style-type: none">Waste managementFootpath collection – waste and recycling		
Overview of Functions (Context)		
Council provides for the collection of waste weekly and recyclable materials twice per month from the townships of Barunga West Council. Failure to collect waste and recycling has the potential to cause a higher level of community complaint and reputation damage along with increasing public and environmental health risks.		
Business Impact Analysis		
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies
<ul style="list-style-type: none">Unable to collect waste that may potentially pose a risk to public health and environment.Potential revenue loss	<ul style="list-style-type: none">Public health implicationsCommunity and media reputationLiability Exposure	<ul style="list-style-type: none">Creditor (pay Wardle’s)EPASA HealthGeneral Inspector
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around
Clare Valley Waste <ul style="list-style-type: none">Waste Collection Vehicles/CompactorsWorkers Barunga West Council <ul style="list-style-type: none">Telephone1 FTE	<ul style="list-style-type: none">1 Experienced Clare Valley Waste’s driver (to show route taken)Waste collection VehicleWaste Transfer Station (local organic waste)LaptopTelephone	<ul style="list-style-type: none">Hire Waste Pick up vehicleReview existing waste pick provider contract
Disruption Scenario		Max Allowable Outage
<ul style="list-style-type: none">➤ Waste Collection Vehicle break down/Drivers incapacitated➤ Access to a town or street closed		<ul style="list-style-type: none">1 Week2 weeks
Authority for Invoking Plan	Manager Assets & Infrastructure	
Key Decision Makers to be assembled		

CMT Leader – CEO

CMT Member - Manager Assets & Infrastructure*

*Alternate CMT Member - Works Coordinator (Or Maintenance Coordinator, where Works Coordinator is required to back up other CMT Roles in his/her Acting positions.)

Stakeholders other than process owner

Internal

- Elected Members
- Senior Administration Officers
- Administration Officers (Customer Service)

External

- SA Health
- EPA
- SES/CFS
- SA Water

Pre Event Preparedness - Current policies & procedures & access points required to deliver function

The current policy and procedures for this Hazardous Work can be located:

Hard copies: Shall be placed in the CMT Folder.

Electronic copies: Skytrust Documents Policies or Procedures -

https://skytrust.co/app/QSEDocuments/Documents_Menu.asp

Emergency Response - Immediate actions required if function is lost.

On being advised of a business interruption event the following immediate responses should be considered:

Clare Valley Waste - Josh Zappone 0438 884 340

Continuity Management - Actions required to ensure continued availability of the function

Hospital, school, hotels & food outlets to be notified

SA Health to be notified

SA Water to be notified

EPA to be notified

CORPORATE SERVICES (Black Folder)

4. PAYMENT & CREDITORS (BLACK FOLDER)		
Sub Plan Owner	Manager Corporate Services	
Prepared by	CEO Manager Corporate Services	Date
Identified Critical Business Functions		
<ul style="list-style-type: none"> • Payment of employees • Payment of critical creditors invoices • Issuance of Rates Notices and other Debtor invoices 		
Overview of Functions (Context)		
<p>Management of timely remuneration for service provision, maintaining professional credibility and organisational reputation.</p> <p>Ensure that employees and creditors are paid on a timely basis.</p> <p>Ensure council continues to generate required income to fund its operations.</p>		
Business Impact Analysis		
Business Impact of Function Loss	Penalties for non-delivery	Functional Interdependencies
<ul style="list-style-type: none"> • Reputational damage. • Staff morale and service delivery 	<ul style="list-style-type: none"> • Late payment fees • Accounts restricted 	<ul style="list-style-type: none"> • Financial reports not up to date • Possible loss of supply resources
Current Resources	Minimum Resources required	Alternate Manual Process or Work around
Premises/Equipment Staff <ul style="list-style-type: none"> • 4G USB Modem attached to network router, automatic retention of internet service • IT access & equipment (Synergy, internet banking, ATO access) • Senior Administration Officer (Creditor Manual/procedure) • Bute Office/Port Broughton Office 	<ul style="list-style-type: none"> • 1 Laptop/tablet • Internet access to lodge payments • Phoneline 	<ul style="list-style-type: none"> • Via IT Disaster Recovery Plan, establish alternate BW Server, Internet Access and Remote logon facilities for processing payments and creditors
Disruption Scenario		
<ul style="list-style-type: none"> • IT outage • Major Catastrophic event • Loss of key finance staff 		4 weeks
Authority for invoking plan	Manager Corporate Services	
Key decision makers to be assembled		
<p>CMT Leader - CEO</p> <p>CMT Member - Manager Corporate Services*</p> <p>* Alternate CMT Member - Team Leader Administration</p>		

Stakeholders other than process owner		
Internal		External
<ul style="list-style-type: none">• Audit Committee• External Auditor		<ul style="list-style-type: none">• Creditors• Council's IT Support Service Provider/s• Services SA• Australia Post
Pre Event Preparedness - Current policies, procedures & access points required to deliver function		
The current critical functions for this type of event can be located: Hard copies: Shall be placed in the CMT Folder. Electronic copies: Councils Website - https://www.barungawest.sa.gov.au/documents/policies Skytrust - Documents Policies or Procedures - https://skytrust.co/app/QSEDocuments/Documents_Menu.asp		
Hard copies not required.		
Emergency Response Immediate action required if function is lost		
<ul style="list-style-type: none">• Identify possible downtime with key decision makers• Communicate with creditors as necessary		
Continuity Management Actions required to ensure continued availability of the function		
<ul style="list-style-type: none">• Consult with key decision makers on appropriate course of action• Directly contact affected creditor/ATO (depending on time of month)		
Communication Considerations		
Internal		External
<ul style="list-style-type: none">• Ensure purchasing officers are aware of situation i.e. may need to avoid unnecessary purchases• Inform Emergency Management Planning Committee		<ul style="list-style-type: none">• Ensure key creditors are informed and consulted, protecting organisational reputation
Payment and Creditors – Further treatment action plans required for continuous improvement		
Treatment/ Action Plan	Position Responsible for development	Target Date
	Manager Corporate Services	As Required

5. RECORDS MANAGEMENT		
Sub-plan Owner	Chief Executive Officer	
Prepared by	Chief Executive Officer Manager Corporate Services Governance Officer	Date
Identified Critical Business Functions		
<ul style="list-style-type: none">• Classification, storage, distribution, and retrieval of information.• Provide administration services for Electronic Data Records Management System (EDRMS)		
Overview of Functions (Context)		
<p>The management of the organisation’s information resources. Including creation, capture, registering, classifying and indexing, storing, archiving, retrieval and disposal of records and development of strategies to manage records.</p> <p>The Barunga West Council, shall adhere to the <i>State Records Act 1997</i>, <i>Local Government Act 1999</i>, <i>Freedom of Information Act 1991</i> and <i>Independent Commissioner Against Corruption Act 2012</i>.</p>		
Business Impact Analysis		
Business Impact of Function Loss	Penalties for non-delivery	Functional interdependencies
<ul style="list-style-type: none">• Loss of records source• Loss of records source not held on EDRMS• Record loss of legislative compliance	<ul style="list-style-type: none">• Loss of information• Incorrect information• Loss of reputation	<ul style="list-style-type: none">• EDRMS• Physical records/files• Red Door Strong Room, Records Room, Compactus, Depot Records HR Personnel Files, Development Services
Current Resources Premises/Equipment/Staff	Minimum Resources required	Alternate Manual Process or Work Around
<ul style="list-style-type: none">• 1 FTE• 1 PC & workstation• Synergy Records Management System• GDS• Source records<ul style="list-style-type: none">• Records Management Policy & Procedures (to be developed and implemented)	<ul style="list-style-type: none">• 1 FTE• 1 Laptop remote access• EDRMS• GDS• Telephone	<ul style="list-style-type: none">• Records Management Policy & Procedure• Access to list of vital records required by BW• Workstation
Authority for invoking plan	Manager Corporate Services	
Key Decision Makers to be assembled		
CMT Leader - CEO CMT Member - Manager Corporate Services*		
<ul style="list-style-type: none">• * Alternate CMT Member - Team Leader Administration		

Stakeholder other than process owner		
Internal		External
<ul style="list-style-type: none"> All Departments 		<ul style="list-style-type: none"> Council's IT Support Service Provider/s
Pre-event Preparedness - Current policies, procedures & access points required to deliver function		
<p>The current critical functions for this type of event can be located:</p> <p>Hard copies: Shall be placed in the CMT Folder.</p> <p>Electronic copies:</p> <p>Councils Website - https://www.barungawest.sa.gov.au/documents/policies</p> <p>Skytrust - Documents Policies or Procedures - https://skytrust.co/app/QSEDocuments/Documents_Menu.asp</p>		
Emergency Response - Immediate actions required if function is lost		
<ul style="list-style-type: none"> Synergy verifying integrity Emergency Files located, depending upon emergency and corresponding BCP sub plan 		
Continuity Management - Actions required to ensure continued availability of function		
<ul style="list-style-type: none"> Identify suitable site to run back-up files, in consultation with Council's IT Support Service Provider/s Utilise other trained council staff Manual entries, then type into system when operational Computer entry, type into spreadsheet Access to photo copier/scanner/email Date Stamp Set up temporary file system 		
Communication Considerations		
Internal		External
<ul style="list-style-type: none"> All Departments Elected Members 		<ul style="list-style-type: none"> Council's IT Support Service Provider/s General community (as required)
Further Treatment/Action Plans - Actions required for continuous improvement		
Treatment/Action Plan	Responsible for development	Target Date
<ul style="list-style-type: none"> Location and date of data backups identified. 	Governance Officer	On-going

Business Continuity Plan 2024-2027

6. CUSTOMER SERVICE			
Sub-plan Owner	Manager Corporate Services		
Prepared by	CEO Manager Corporate Services Team Leader Administration	Date	
Identified Critical business Functions			
<ul style="list-style-type: none"> Act as liaison between council business functions, operations and community. Provide information to the community – email, phone and face to face. Receipt transacted monies. 			
Overview of Functions (Context)			
Delivery of services developed around customer rights and responsibility. Structure around response, recording and reporting, assisting in the planning of and allocation of resources.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
<ul style="list-style-type: none"> Loss of information/relationship between council staff and community Monies not transacted/receipted No service delivery 	<ul style="list-style-type: none"> Reputation Workload accumulation Loss of information delivery to general community 	<ul style="list-style-type: none"> Synergy modules <ul style="list-style-type: none"> Receipting Infringements Rates Customer Service Procedures (to be developed and implemented) 	
Current Resources Premises/Equipment Staff	Minimum Resources required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> 5 PC's 5 FTE Internet Connection EDRMS 5 Incoming phone lines 	<ul style="list-style-type: none"> 1 PC Internet access Synergy 2 FTE Customer Service Procedures (to be developed and implemented) Phone line 	<ul style="list-style-type: none"> BW Website Manual receipting Liaison/Public Relations Officer Relocate to alternate site 	
Disruption Scenario		Maximum Allowable Outage	
a) Fire/Building outage b) Loss of Staff c) IT Outage d) Bomb/Security Threat		a) 4 hours – communication only (1-2 days – customer service) b) 4 hours – procedures & other staff c) 4 hours – back-up generator d) 1 hour – manual receipting e) 4 hours – communication only (1-2 days – customer service)	
Authority for Invoking Plan		Manager Corporate Services	
Key Decision Makers to be assembled			
CMT Leader - CEO			
CMT Member - Manager Corporate Services*			

* Alternate CMT Member - Team Leader Administration		
Stakeholders other than process owner		
Internal		External
<ul style="list-style-type: none">All departmentsBute Office		<ul style="list-style-type: none">Elected Member'sCouncil's IT Support Service Provider/sSAPOLMFS / SES / CFS
Pre Event Preparedness - Current policies, procedures & access points required to deliver function		
The current policy and procedures for this critical function can be located:		
Hard copies: Shall be placed in the CMT Folder.		
Electronic copies:		
Skytrust - Documents Policies or Procedures -		
https://skytrust.co/app/QSEDocuments/Documents_Menu.asp		
Customer Service Procedures are also available in Synergy's Customer Service module		
Emergency Response - Immediate actions required if function is lost		
<ul style="list-style-type: none">Building cleared of community and non-integral staffNotice provided to the internal and general community, posting notices on all entry/exit doors and community notice boards.Website update		
Continuity Management - Actions required to ensure continued availability of function		
In the event of a business interruption event occurring as identified with the disruption scenario analysis that exceeds the identified MAO the following responses may be appropriate: -		
<ul style="list-style-type: none">Identify a suitable site to function if required, organise resourcesUtilise other council trained staffOrganise receipt books, manual credit card facilities and spreadsheet, notebooks for recording purposesTill to be balanced and banked, locked in Red door strong roomInformation updated for community awareness, as and when received.		
Communication Considerations		
Internal		External
<ul style="list-style-type: none">All departments		<ul style="list-style-type: none">General communityElected MembersLocal Government Risk Services
Further Treatment/Action Plans - Actions required for continuous improvement		
Treatment/Action Plan	Responsible for development	Target Date
Review Customer Service protocols, identify opportunity for improvements where applicable and implement	Manager Corporate Services	On going.

Business Continuity Plan 2024-2027

7. PAYROLL			
Prepared by	Chief Executive Officer Manager Finance & Administration Senior Administration Officer Risk Management Officer	Date	Feb 2025
Sub Plan Owner	Manager Corporate Services		
Identified Critical Business Function			
The preparation and process of Council fortnightly payroll			
Overview of Functions (Context)			
Reward for desired results reinforce employee behaviour to realise the organisations strategic business objectives			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Interdependencies	
<ul style="list-style-type: none"> Aggrieved employees Absenteeism 	<ul style="list-style-type: none"> Poor industrial relations Non delivery of services 	<ul style="list-style-type: none"> Audit and Risk Committee reporting Statutory requirements not met i.e. superannuation, taxation EDRMS 	
Current Resources Premises/Equipment/Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
<ul style="list-style-type: none"> IT access & equipment (Synergy, internet banking; emails) 4G USB Modem attached to network router, automatic retention of internet service 1 Payroll Officer & payroll procedures Port Broughton Office Timesheets 1 PC 	<ul style="list-style-type: none"> 1 PC or laptop Internet access 1 FTE Phoneline 	<ul style="list-style-type: none"> Refer to Emergency Payroll Procedure i.e. run standard pay 	
Disruption Scenario			
<ul style="list-style-type: none"> IT Outage Loss of staff (payroll) Major catastrophic event Port Broughton Office building outage 		<ul style="list-style-type: none"> Non Pay Week – 5 days Pay week – 2 days 	
Authority for invoking Plan	Manager Corporate Services		
Key Decision Makers to be assembled			
CMT Leader - CEO			
CMT Member - Manager Corporate Services*			
* Alternate CMT Member - Team Leader Administration			
Stakeholders other than process owner			

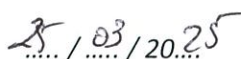
Internal		External	
<ul style="list-style-type: none">All Employees		<ul style="list-style-type: none">Council's IT Support Service Provider/sElected Members	
Pre Event Preparedness - Current Policy, Procedures & access points required to deliver function			
The current policy and procedures for this critical function can be located:			
Hard copies: Shall be placed in the CMT Folder.			
Electronic copies: Skytrust Documents Policies or Procedures -			
https://skytrust.co/app/QSEDocuments/Documents_Menu.asp			
Emergency Response - Immediate actions required if function is lost			
<ul style="list-style-type: none">Consult with key decision makers on appropriate course of action i.e. when will IT access again be available, discuss options (bank)If deemed necessary, process standard hour pay run as per procedure.Communicate with all stakeholders			
Communication and considerations			
Internal		External	
<ul style="list-style-type: none">Provide all employees with up-to-date information use alternate methods if no email available.		<ul style="list-style-type: none">Liaise with ANZ<ul style="list-style-type: none">Local BranchBusiness Banking On-lineNotify applicable statutory bodies: - Superannuation, ATO (Child Support)	
Further Treatment/Action Plans - Action required for continuous improvement			
Treatment/Action Plan		Responsible for development	Target Date
		Manager Corporate Services	

18 DOCUMENT REVIEW

Date	Revision Number	Description of Change
Oct 2015	01	Adopted by Council
Jul 2016	02	Document reviewed by EMC and Business Function owners. Variation made to critical time frames telephone numbers and formatting.
Aug 2018	03	Change layout and formatting for ease of reading. Colour coded categories to marry emergency folders. Included Team Leader Parks and Gardens and Human Resource Advisor. Included numbers into Emergency Support matrix. Removed broad National Pandemic Response. Retained directive toward State and local government response. Inclusion of, 4G USB Modem attached to network router, automatic retention of internet service
Jan 2020	04	Routine review. Removed repeat statements. Updated telephone numbers, service providers. Reviewed and reinstated formatting style. Update TOC. Reviewed further treatment options
Feb 2025	05	Review. Updated names of job titles and restructured content for ease of readability.

As this document is not required to be adopted by Council under any Legislation, the CEO is to endorse the policy below.

Signed: 
Chief Executive Officer


Date

