



Business Continuity Plan

Version: 2.4

Issue Date: March 2026

Adopted: 11/03/26

Resolution #: 19/03/26

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Document Review

Whenever this document is reviewed and or amended, details must be recorded on this page.

Date	Review Summary
Dec 2015	DRAFT
Feb 2016	Issue One
March 2017	Changed IT Management firm to Fourier Technologies, updated Emergency contacts.
August 2019	Reviewed whole document, updated emergency contacts Desk top exercise carried out on Critical Function – Burials by P Rogers (Regional Risk Coordinator), M Stening & B Clelland – Critical Function updated Desk top exercise carried out on Critical Function – Operational Readiness by P Rogers (Regional Risk Coordinator), M Stening & B Clelland – Critical Function updated
May 2022	Reviewed whole document, updated Emergency Contacts and Action Plan Target Dates
December 2023	Reviewed document. Emergency Contacts updated.
March 2026	Reviewed whole document.

Abbreviations and Definitions

Term	Definition	Abbreviation
Business Continuity	Is the uninterrupted availability of all key resources supporting essential business functions.	BC
Business Continuity Control Centre	A central point of reference to co-ordinate the response to a business interruption event. To be established at the discretion of the CMT Director.	BCCC
Business Continuity Management	Provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.	BCM
Business Continuity Plan(s)	A collection of procedures and information that is developed, compiled and maintained in readiness for use in the event of an emergency or disaster.	BCP
Business Process Assessment	A management tool designed to assist in the identification and assessment of criticality of business processes and functions	BPA
Business Impact Analysis	A management level analysis which identifies the impacts of function loss on the organisation. The BIA provides management with data upon which to base risk mitigation and continuity planning decisions.	BIA
Business Interruption Event	An event that by its duration exceeds the Maximum Acceptable Outage and / or has an adverse impact on business objectives and requires the implementation of the BCP or sub plans.	BIE
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.	N/A
Critical Function Sub Plan	An agreed documented course of actions to be taken in the event of business function loss. Plan describes the key actions required under preparation, response and recovery phases.	CFSP
Continuity Management Team	An assembly of executive management representatives and other seconded staff formed for the express purpose of responding to an organisational crisis. CMT management structure will overlay all normal management structures during the response process.	CMT
Emergency Event	An event due to an actual or imminent occurrence (such as a fire, earthquake, or epidemic which: ▪ endangers or threatens 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 ▪ has the capacity to disrupt operations to the extent that it impacts on business objectives.	N/A
Maximum Acceptable Outage	The maximum period of time that Council can tolerate the loss of capability of a critical business function, process, asset or IT application.	MAO
Corporate Governance	A system by which the organisation is directed and controlled. Corporate Governance activities are represented as four principal components: direction, executive action, supervision and accountability.	CG
Risk Management	The culture, processes and structures that are directed towards realising potential opportunities whilst managing adverse effects.	RM

Introduction

Purpose

The District Council of Franklin Harbour has adopted a comprehensive and integrated approach to the development of a Business Continuity Management Plan. The purpose of this plan is to build organisational capabilities to support the continued achievements of critical business objectives in the face of uncertainty or disruption.

Council recognises that this plan (Business Continuity Plan) in isolation does not build capability, it provides the approach to establishing effective capability. Whilst the plan is important, it is an outcome of the more important planning and analysis process, and is a blueprint to kick-start the response to a business interruption event.

This plan identifies the required facilities, technical infrastructure, key responsibilities, and processes that will be required to position Council to be able to respond and recover from a business interruption event.

Objectives

The objective of the District Council of Franklin Harbour's Business Continuity Framework is to provide a mechanism that enables Council and its officers to:

- Identify business functions that are critical to Council in meeting its business objectives
- Develop resumption plans based on criticality of business functions rather than geographic location
- Build resilience within Council's operational framework
- Identify and document roles and responsibilities for key staff positions
- Minimise the impact of function loss on stakeholders and the community.

The business continuity plan provides a framework for management and staff to enable them to implement an agreed response process.

In assessing the business continuity risks of the District Council of Franklin Harbour it became evident that given the structure of local government a number of inherent advantages were identified such as:

- Multiple facilities providing common services reducing the impact of a single facility loss
- Common IT systems with duplication and access across most facilities
- Ability to transfer staff and tasks to other facilities, and
- The ability to call on adjoining Councils for assistance in service delivery.

In the event of a business interruption event, these advantages would suggest the business impact is a reduction in capacity rather than a loss of capability in a particular area.

Use of the BCP

This plan should be used in the event of a business interruption event that may impact on the ability of The District Council of Franklin Harbour to deliver business objectives. Managers and staff with responsibility for impacted areas of the business should use the BCP and any relevant sub plans to ensure a consistent and agreed course of action is implemented.

Assumptions

The BCP is intended to provide guidance to Council officers to assist continuity of service for critical functions, where those officers are not normally responsible for managing the specific function affected. Where the Council officer who is normally responsible for managing the specific function is available, it is assumed that this document will serve as a check document to reduce the possibility for omission of important actions.

Limitations

It is not the intent of this document or process to develop Information Technology Disaster Recovery (ITDR) plans. This process will however identify from a business perspective the business requirements for Information Technology resources that support the delivery of business critical function. This information should then be used to inform the development of ITDR plans.

Audience – Distribution

The intended audience for the District Council of Franklin Harbour Business Continuity Plan is:

- Council
- Senior Management Team
- Critical Function Sub Plan Managers and Staff
- Non Critical Function Action Plan Managers and Staff.

The plan is available to all Managers and staff via Councils intranet and is to be reviewed annually by the executive.

Authority

1. The District Council of Franklin Harbour Business Continuity Plan has been developed under the authority of the managing executive. Prior to implementation the plan was reviewed and approved by that body.
2. A standing authority is given to the Sub-Plan owners by the managing executive to implement the actions identified within the sub plans.

Training and Communication

A key objective of the BCP is to increase the awareness within the District Council of Franklin Harbour of potential business interruption events that could impact Council. The plan outlines the response/recovery protocols associated with such an event. Training and communication will play a key role in achieving this objective.

Initial training has been provided by the process facilitators however one of the benefits of a facilitated process is that engagement and ownership of the BCP is developed at the business unit level. Training was provided to the Senior Management Team as part of the BCP implementation. It will be the responsibility of the various Senior Managers to ensure that the requirements of the BCP are communicated to all staff and that induction/ training programs include reference to business continuity in the context of sound risk management practices.

Managers should be familiar with key deliverables as detailed in the Critical Function Sub Plans and ensure that staff are aware of their roles and responsibilities in the event of a business interruption event.

Validation and Testing

Business Continuity Management is a process, not an event. Once the BCP has been prepared, commitment to a pre-planned, annual test plan and maintenance schedule is required by Council to ensure BCP procedures remain viable into the future.

The testing should include all aspects of the BCP, but not necessarily all in one year. Major components (Sub Plans) should be reviewed at least annually. Volatile information such as contact lists, or areas that are constantly undergoing changes, should be validated more frequently.

In addition to the annual test and review of the BCP, any significant changes in the District Council of Franklin Harbour's operations should also trigger a review of the BCP. Version control of the BCP should be co-ordinated through the CMT Support.

Monitoring & review

Monitoring and review is an integral component of the BCP process. Council recognises and is committed to ensure the following monitoring and review strategy is implemented.

	Activity for Review	Accountability	Timeframe
1	Business Continuity Plan (overarching plan)	Chief Executive Officer	Monitor annually and action as required
2	Business Continuity Plan Training	Chief Executive Officer	Annual training brief or refresher session
3	Business Continuity Plan Exercise	Chief Executive Officer	Annual desk top exercise Simulation exercise each 2 years
CEO			
4	Critical Function Sub Plans	Chief Executive Officer	Annual Review
Corporate Services			
5	Critical Function Sub Plans	Manager Corporate Services	Annual Review
Works			
6	Critical Function Sub Plans	Works Manager	Annual Review

Overview of Business 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 to direct, oversee and support the emergency, continuity and recovery response phases.

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

Division/ Group	CEO	
Business Unit	Critical Function	Max Acceptable Outage
CEO	Critical Communications	1 day
Governance & Delegations	Governance & Delegations	<1 day
Division/ Group	Corporate Services	
Business Unit	Critical Function	Max Acceptable Outage
Finance	Finance	<1 day
Administration	Handling Enquiries – Internal & External	<1 day
Division/ Group	Works	
Business Unit	Critical Function	Max Acceptable Outage
Cemetery - Cowell	Burials	<1 week
Road Maintenance & Construction	Operational Readiness	<1 day

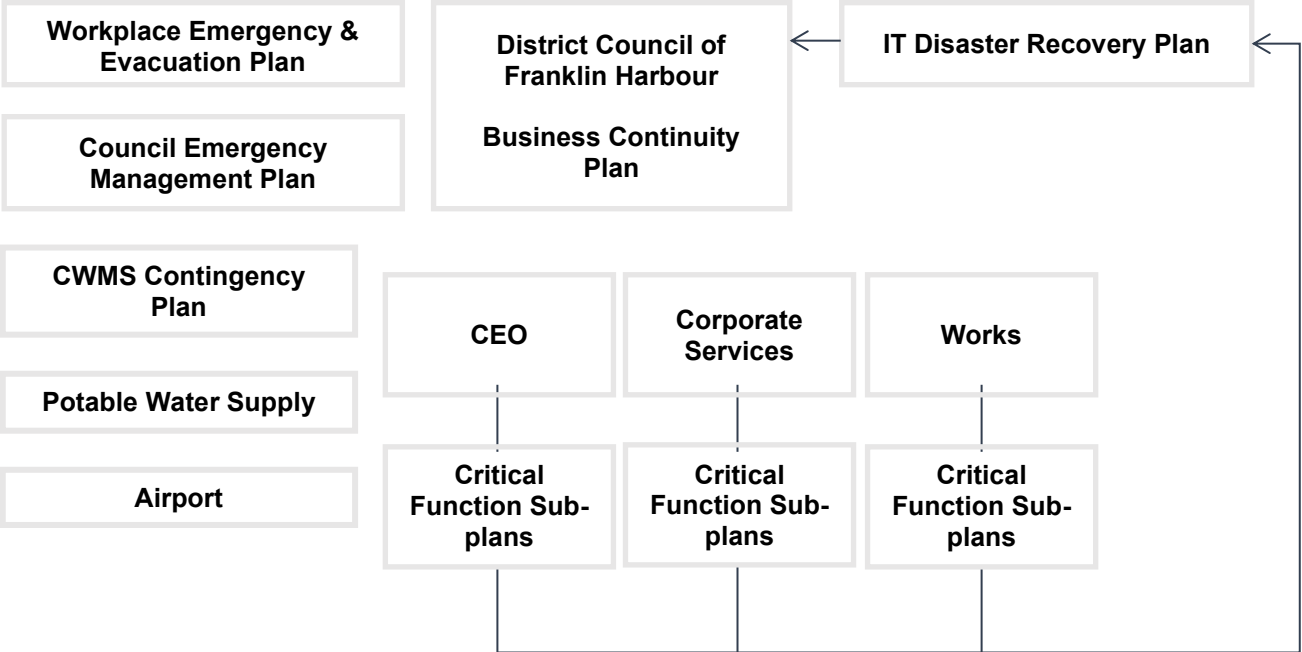
Scope

The object of the BCP is to ensure that appropriate structures and protocols are in place that enables effective response to a business interruption event that has the potential to impact on council's objectives. The BCP documents the processes and resources required by Council in the delivery of its critical business objectives.

In identifying business continuity risks, the focus is on the building of resilience and response capabilities within business functions that have been identified as critical by the organisation. Treatment options for non-critical functions are also identified and documented within the framework; this ensures that Council has a whole of organisation view when responding to interruption events, as the nature of these events can change rapidly.

The BCP does not cover requirements associated with a workplace emergency (safety) situation. A separate workplace emergency and evacuation plan that is the responsibility of the Chief Warden/ Emergency Services is to be implemented. In all cases of activation of the workplace emergency and evacuation plan the Chief Warden will brief the Director of the Continuity Management Team of any implications for business continuity as a result of the emergency plan activation.

Risk Management Framework



Methodology

Business continuity encompasses the identification and risk management of Council's business processes. It involves a stepping process that seeks to identify, assess control and monitor Council's business functions. The plan has been developed with consideration given to AS/NZS 5050:2010 Business continuity - Managing disruption-related risk, AS/NZS/ISO 31000:2009 Risk Management-Principles and guidelines. Broadly, the steps in developing the Business Continuity Plan include:

1. Identify and Assess Business Processes and Functions

Identify business processes and functions within each individual business unit/section/division. Once the functions are identified an analysis at a whole of organisational level is conducted to determine which functions are critical and require further planning to ensure the ability to respond in the face of a continuity interruption event.

2. Conduct the Business Impact Analysis (BIA)

The BIA is conducted on those functions identified as critical within the business process assessment. The BIA is intended to identify the impacts of the function loss on the business including penalties for non-delivery, functional interdependencies, organisational ownership, it also looks at the resources currently required to support the functions and assesses the minimum level of resources required to continue the availability. Importantly the BIA is the tool that is used to determine the Maximum Acceptable Outage (MAO).

3. Critical Function Sub Plan (CFSP)

The CFSP identifies the agreed actions that a business process owner will undertake to manage the loss of the function through the emergency, continuity and recovery phases. The sub plan identifies ownership, failure scenarios, criteria for invoking the plan, agreed courses of actions for emergency, continuity and recovery. The CFSP also allows for targeted messages to be developed for specific function loss.

4. Overarching Business Continuity Plan (BCP)

The BCP identifies the responsibilities of key Managers, with particular emphasis on direction setting and effective and timely communication to stakeholders at an organisational level. It is important to recognise that this document provides a flexible framework in which the organisation can plan for disruption of its critical functions. It does not attempt to identify and plan for every contingency or outage that could occur, it provides a flexible framework for the process owners to identify, plan and develop redundancy for business processes.

5. Test and maintain the BCP

The BCP will be reviewed annually by the Executive, these actions are essential to ensure that it reflects the current practices of the organisation.

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

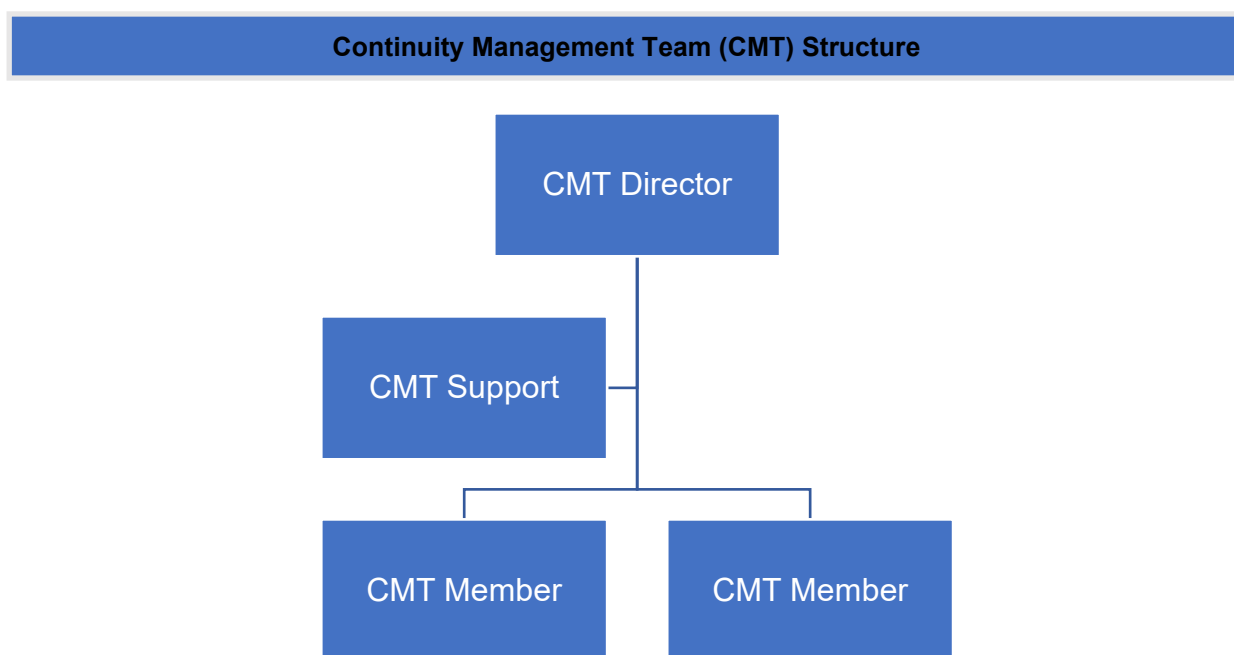
- Desktop/ paper audit to ensure that the appropriate documents are available and understood; for sub plans and overarching plan
- Structured "walk through" where a business interruption scenario is played out through a mock recovery; and a divisional or whole of organisation level, and
- Frequency and actions to be undertaken are identified within the monitoring and review section of this document.

Continuity Management Team

Roles and Responsibilities CMT

The CMT is established to provide a management mechanism that can ensure reporting lines and responsibilities are clear when the BCP is activated. The focus of the CMT is to manage the business interruption event from a corporate perspective while providing guidance and support to the Managers on site. This process is facilitated by the development of pre-determined courses of actions (Sub plans) thus allowing the CMT to focus on the strategic or whole of business response to the business interruption event. Resilience within the CMT is the responsibility of the CMT. Each position is to have an alternate member identified and trained in the role.

CMT – Structure



CMT Position	Staff Position	Alternate Staff Position
CMT Director	Chief Executive Officer	Manager Corporate Services
CMT Support	Administration Officer	Administration Support
CMT Member	Manager Corporate Services	Payroll/Administration Officer
CMT Member	Works Manager	Works Supervisor

Notification – Declaration Process

Notification

On first becoming aware of a possible business continuity event, the relevant function manager is required to assess the situation and if the event is likely to exceed the agreed “MAO timeframe”, then the CMT Director should be notified immediately by phone and where possible, with a follow-up email or personal briefing detailing the key issues including:

- Nature of the incident – time informed etc
- Describe business elements impacted (Critical Functions)
- Facility/ equipment impacted
- Staff
- Any response actions implemented (Critical Function Sub Plan)
- Any media involvement/ interest
- Any immediate support requirements.

Elements of the BCP (Sub Plans) can be implemented at the local level, where appropriate to address an immediate response requirement even if the event is expected to be resolved within an acceptable period.

Assessment

On receipt of a notification that will impact business continuity the CMT Director will:

- Formally note details
- Notify other members of the Continuity Management Team (consider conference call)
- Confirm the details of the incident and appropriate media strategies
- Conduct preliminary impact assessment (facility and technology infrastructure)
- Determine if a control centre needs to be opened.
- Ensure that the Insurer has been formally notified (if appropriate)

Declaration

The CMT Director is to review the preliminary information and if considered necessary declare a Business Interruption Event.

The CMT Director is to facilitate the draft communications, both internal and external, for discussion at the initial CMT meeting.

Control Centre

On the declaration of a Business Interruption Event by the CMT Director and if deemed appropriate a control centre will be opened. The resourcing and opening of this centre is the responsibility of the CMT Support. Given the variable nature of Business Continuity Events, the following sites have been identified and prioritised:

If the incident does not impact on the Council Office:

1. Council Office, 6 Main Street, Cowell SA 5602

If the Council Office is uninhabitable then:

2. Franklin Harbour Institute, 8 Main Street, Cowell SA 5602
3. Sports Complex, North Terrace, Cowell SA 5602
4. Old SA Water Depot, corner of Main Street and Lincoln Highway, Cowell SA 5602 – Organise Atco Huts to be delivered to site for use by the CMT.

Dedicated Media Briefing Centre

The Chief Executive Officer has determined that all media briefings are to be held at the Institute, 8 Main Street, Cowell.

The CMT Support in conjunction with the CMT team is to ensure that this facility is able to be used when required.

Business Impact Analysis (BIA)

Central to ensuring the ongoing viability of the business in an interruption event is the identification of critical business functions, the processes and assets (people and property) that support the delivery of these critical functions and the impact of the loss of the functions on the business are analysed within a Business Impact Analysis. BIA's have been completed for each of the identified critical functions and are contained within the Critical Function Sub Plans.

Responsibility Statements

Responsibility Statement for each position in the CMT and supporting positions have been developed to ensure there are clear and unambiguous directions available for each of the members of the CMT. All responsibility statements are to be approved by the CMT and this action is to be recorded on the statement. On activation of the BCP these statements come into effect.

Business Continuity Instructions (BCI)

Upon declaration of an interruption event the following instructions have been developed to provide assistance. However, any restoration plan developed by the CMT will take precedence over the respective instruction.

Instruction Title

- BCI 1 Emergency Contacts – Internal
- BCI 2 Emergency Contacts – External
- BCI 3 Continuity Management Team Meeting Agenda
- BCI 4 Media Enquiry Record Form
- BCI 5 Press Release
- BCI 6 Telephone Redirection Authorisation
- BCI 7 Business Continuity Coordination Centre Checklist
- BCI 8 Pandemic Response Information Guide

Emergency Contacts

A list of Emergency Contacts has been prepared including all nominated members of the CMT, their designated deputies as well as key external services.

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

Initial CMT Meeting

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

- Staff
- Any associated Emergency Services issues
- Building facilities
- Public relations/ media
- Damage/ security, and
- Salvage of building and/or IT equipment.
- Review and conformation of delegation of authorities for staff.

Ensure all team members understand their responsibilities and their assigned tasks.

During the meeting information will have been gathered by the various CMT members to produce an evaluation of the incident. A formal record of the meeting to be collated by CMT Support person with particular emphasis on items to be actioned. This record needs to be regularly reviewed and updated as additional information comes to hand.

The CMT Director to manage the restoration of business activities in line with the responsibilities defined in the BCP.

Media Protocols

Due to the nature of the media, the timeliness of reporting in these circumstances is critical. Prompt reporting to, and liaison with the Continuity Management Team is in the best interests in terms of allowing for the preparation of an appropriate response.

Authority

It is the District Council of Franklin Harbour's policy that no person other than the Mayor and the Chief Executive Officer divulges any information to the media. This extends to contractors and other service providers and agencies and should be communicated in any site contractor agreements.

The CEO will determine where practicable in consultation with other senior management and the Mayor the appropriate communication strategy in the circumstances.

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

In the event of a major incident, particularly after-hours, there may be a period of time elapsed before the designated media spokesperson is in a position to respond to media enquiries. Should any staff member be approached by media representatives for a comment they are only authorised to make the following statement:

"I am sorry, but 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.

If you cannot immediately refer the journalist to the CEO, please complete the Media Enquiry Record Form.

Let the journalist know that someone will return their call promptly.

Provide the CMT Director with the journalist's details as soon as possible. Also provide any background and relevant information that you have about the event, including how the journalist came to contact you.

Responsibility Statements

CMT Director			
Position	CMT Director	Staff Position	Chief Executive Officer
During absence this role will be assumed by		Manager Corporate Services	
Position Statement	The CMT Director is responsible for declaring a business continuity event and invoking the BCP. The CMT Director is required to oversee and manage all resumption activities. During a workplace emergency the Chief Warden has authority until the workplace emergency is resolved and control is returned to the CEO or CMT Director if the BCP is to be activated.		
Knowledge Requirements	1. High level of organisation activities and service delivery priorities 2. Community, Business and Regulatory contacts		
Responsibilities	The CMT Director must make decisions as to the best strategy for business resumption based on information received by other CMT members. This strategy is then translated into an action plan by the supporting teams. Responsibilities include: - Maintain working knowledge of BCP & relevant Critical Function Sub Plans - Participate in, monitor and review activities - Participate in and ensure appropriate levels of training is undertaken On Activation: - Activate the BCP - Notifying and liaising with stakeholders - Provide the focal point in communication to the staff, media and public - Establishing and chairing all CMT meetings (may delegate) - Authorisation of any detailed restoration plan - Delegate tasks and overseeing resumption activities - Monitor the gathering of business interruption event information - Ensure CEO is briefed as required - Promote the wellbeing and safety of all staff - Liaise with elected body via the Mayor		
Date approved by CMT			

CMT Support			
Position	CMT Support	Staff Position	Administration Officer
During absence this role will be assumed by		Administration Support	
Position Statement	The CMT Support is responsible for the smooth functioning of the Control Centre (if established) and the administrative needs of the CMT. The CMT Support is required to assist the CMT Director in the management of the business resumption activities and must be familiar with the Business Continuity Plan, Critical Function Sub Plans and team responsibilities.		
Knowledge Requirements	1. High level knowledge of overarching BCP 2. Understanding of organisation activities and service delivery points 3. High level of internal key contacts, accountabilities and resource knowledge 4. High level of administrative functions and arrangements		
Responsibilities	Responsibilities include: Maintain working knowledge of BCP & relevant Critical Function Sub Plans Maintain high level of administration skills Pre event co-ordination of BCP and Sub plans with relevant owners Co-ordination of training for CMT members Co-ordination of testing for the Business Continuity Plan Resourcing of Control Centre On Activation: Open Control Centre on direction of CMT Director and if required, assist with the set-up of the Control Centre and arranging stationery, equipment etc Arrange resources to assist CMT Director and CMT Members (if required) Notify Insurer and manage the insurance requirements Making 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 Media Functions: Support Mayor_ / CEO to ensure the dedicated media briefing centre is fit for purpose		
Date approved by CMT			

CMT Member - Corporate Services			
Position	CMT Member- Corporate Services	Staff Positions	Manager Corporate Services
During absence this role will be assumed by		Payroll/Administration Officer	
Position Statement	A successful Continuity Management Team (CMT) relies on expertise from within the organisation as they are the people that understand the business processes and related risks. Accordingly, the Executive Team members are the designated members of the CMT and charged with implementing the whole of organisation response. However they still maintain responsibility for the continuity and recovery actions of their individual business units. The business unit activities are undertaken by the function managers in accordance with agreed sub plans.		
Knowledge Requirements	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	Responsibilities include: ▪ Maintain working knowledge of BCP & relevant Critical Function Sub Plans ▪ Participate in, monitor and review activities ▪ Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers On Activation: ▪ Operate as a member of the CMT ▪ Ascertain the impact on business unit activities and report to CMT ▪ Co-ordination of business unit Critical Function Sub Plan implementation as required ▪ Monitoring implementation against the Business Continuity Plan ▪ Maintaining information and report on costs to CMT ▪ Maintain communications with staff		
Date approved by CMT			

CMT Member - Works			
Position	CMT Member - Works	Staff Positions	Works Manager
During absence this role will be assumed by		Works Supervisor	
Position Statement	A successful Continuity Management Team (CMT) relies on expertise from within the organisation as they are the people that understand the business processes and related risks. Accordingly, the Executive Team members are the designated members of the CMT and charged with implementing the whole of organisation response. However they still maintain responsibility for the continuity and recovery actions of their individual business units. The business unit activities are undertaken by the function managers in accordance with agreed sub plans.		
Knowledge Requirements	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	Responsibilities include: ▪ Maintain working knowledge of BCP & relevant Critical Function Sub Plans ▪ Participate in, monitor and review activities ▪ Participate in and ensure appropriate levels of training are undertaken with Critical Function Sub Plan Managers On Activation: ▪ Operate as a member of the CMT ▪ Ascertain the impact on business unit activities and report to CMT ▪ Co-ordination of business unit Critical Function Sub Plan implementation as required ▪ Monitoring implementation against the Business Continuity Plan ▪ Maintaining information and report on costs to CMT ▪ Maintain communications with staff		
Date approved by CMT			

BCI 1 Emergency Contacts – Internal

Continuity Management Team

CMT Position	Staff Position	Contact Details	Alternate Staff Position	Contact Details
CMT Director	Chief Executive Officer	M: 0409 651 212	Manager Corporate Services	0414 335 048
CMT Support	Payroll/ Administration Officer	M: 0448 789 453 (Rebecca)	Administration Support	0427 292 030 (Stacey F) 0474 873 164 (Lori T)
CMT Member	Manager Corporate Services	M: 0414 335 048	Payroll/ Administration Officer	0448 789 453 (Rebecca)
CMT Member	Works Manager	M: 0427 973 219	Works Supervisor	0439 891 013 (Walter) 0410 898 926 (Rodney)

BCI 2 Emergency Contacts – External

Service	Company	Contact Details
IT	ReadyTech (IT Vision)	P: 1300 042 669
IT	Fourier Technologies	1300 258 800
WHS & Risk	Local Government Risk Services	Paul Rogers M: 0427 185 604
SAPOL	Police - Cowell	P: 8629 2029
Electricity	SAPN	13 12 45
Water	SA Water - Cleve	P: 8628 2116
Phone	Telstra	125 111
Security	Shield Security – Port Lincoln	P: 8682 1155
Fire	CFS	000
Ambulance		000

BCI 3 Continuity Management Team Meeting Agenda

Initial CMT Meeting

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

- Staff
- Any associated Emergency Services issues
- Building facilities
- Public relations/ media
- Damage/ security, and
- Salvage of building and/ or IT equipment.

During the meeting information will have been gathered by the various CMT members to produce an evaluation of the incident. A formal record of the meeting to be collated by CMT Support person with particular emphasis on items to be actioned. This record needs to be regularly reviewed and updated as additional information comes to hand.

Other Issues for consideration include

- Scheduling of site visit
- Identification of affected departments
- Public notification
- Schedule of staff meetings
- Development of initial plan for operations (short term)
- Allocation of temporary work locations.

BCI 4 Media Enquiry Record Form

Business Continuity – Media Enquiry Record Form			
Taken by:			
Issue:			
Date:		Time of call:	
Journalist name:			
Contact numbers:			
Media outlet:			
Deadline:			
Publication date:			
Question:			
Taken by:			
Issue:			
Response by:			
Position in District Council of Franklin Harbour:			
Response:			
Date:		Time:	

BCI 5 Press Release

On (insert day and date) at approximately (insert time) Council experienced a business interruption event (describe event) as a result of this event the following services are currently impaired:

- Rates
- Water & Sewer
- Roads
- Community Services

Services that are not impacted by the business interruption include:

- Libraries
- Swimming pools
- Meals on wheels
- etc

Workarounds are currently being put in place in line with Council's Business Continuity Strategy.

Council will advise the community via the media once service delivery strategies have been confirmed.

Council's contact number remains (insert number) and will be manned from (insert times) until further notice.

Issued by

Chief Executive Officer
District Council of Franklin Harbour
(Time)
(Date)

BCI 6 Telephone Redirection Authorisation

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

- Company name
- ABN
- Billing Address
- Redirection numbers.

Only Authorised council account holders will be able to authorise the redirection.

Emergency Redirections can be obtained with the above information by calling

Assurance / Faults 1800 730 062

Telstra will need to be provided with the number to redirect to.

BCI 7 Business Continuity Coordination Centre Checklist

Business Continuity Coordination Centre		
Element	Issues to be addressed	Actions Required
Location of BCCC	The location of the District Council of Franklin Harbour Coordination Centre is the Council Office providing that the building is not subject to the interruption event	
Alternate Location of BCCC	1. Franklin Harbour Institute, 6 Main Street, Cowell SA 2. SA Water Depot, corner Main Street & Lincoln Highway, Cowell SA	
Diagram of BCCC		
Provisions of telecommunications facilities		
Provision of internet facilities		
Emergency power requirements for BCCC		
Management and Staffing	See Responsibility Statements for nominated positions ▪ CMT Director ▪ CMT Support ▪ CMT Members	
Security		
Media		
Initial level of activation		
Stages of Operation Activation		
Information Displays	Information Board required in BCCC Current Operations Display Board , showing all tasks currently being carried out Contacts Display Board Used to display important contact telephone and fax numbers in regular use Resources Allocation Board Showing resources location, resources committed and resources available Staff Rosters for longer or protracted use of the BCCC Timing Details recording of Briefing, meetings Situation Report etc Media Releases Copies of publicly released materials	
Plans and Documents	Hard and soft copies of BCP, including Critical Function Sub Plans	
Administration	Stationary Equipment list to be developed by the CMT Support	
Extended Operations	Staff Roster to be developed if protracted use of the BCCC is expected	

Business Continuity Coordination Centre		
Briefing Sessions	Suitable briefing timing sessions to be identified by the CMT ▪ Staff ▪ Media ▪ Community ▪ Elected Members	
Stages of Operation Stand down	Stand down of the BCCC will be at the discretion of the CMT Director A stand down of the coordination centre may be a gradual phasing down over a period of time or it may be immediate cessation of the operation	
Forms	CMT Support to identify suitable forms to be used to collect and record information within the BCCC	
Date approved by CMT		

BCI 8 Pandemic Response Information Guide

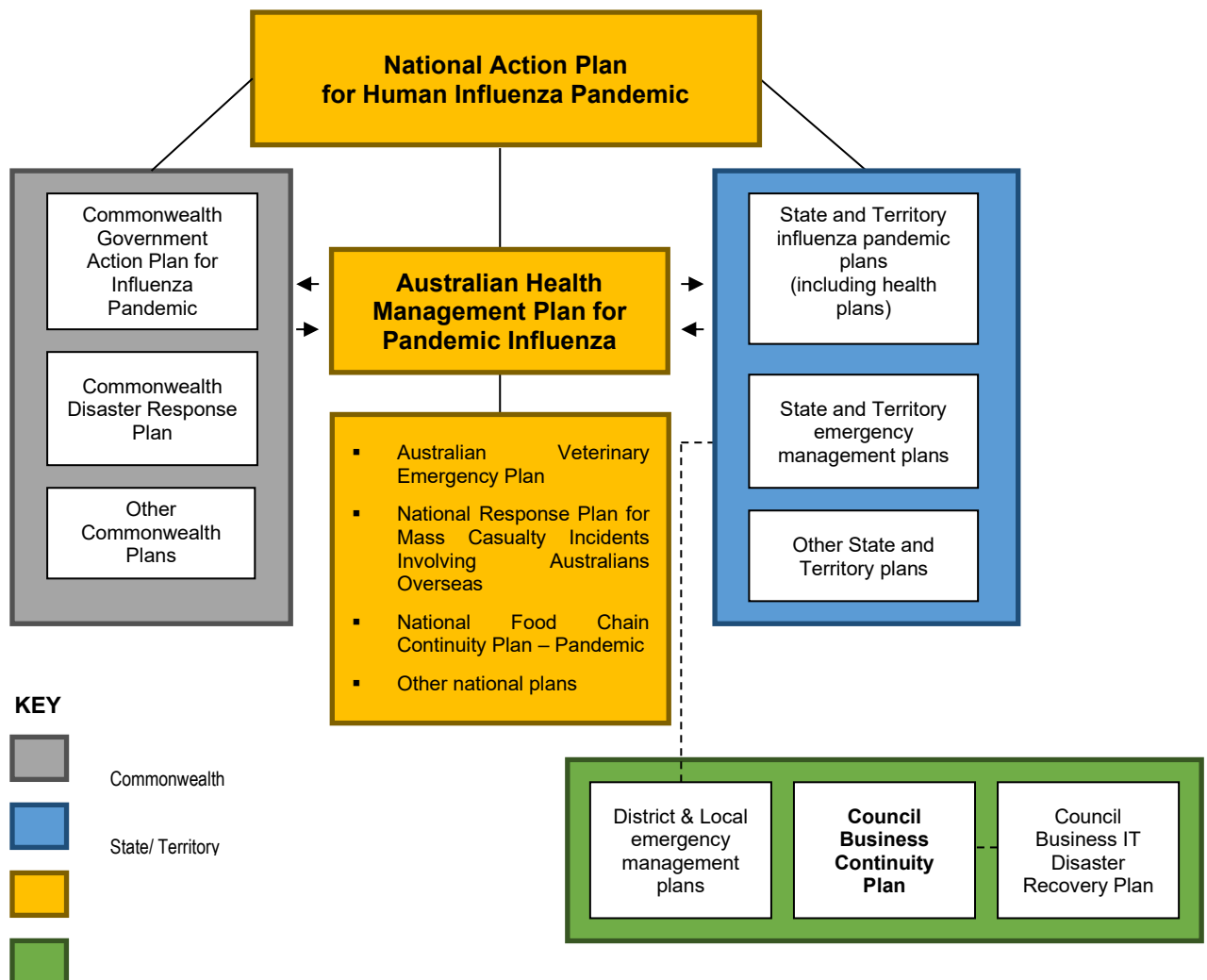
If a pandemic of any description was to eventuate within any local government area, it is probable that state level disaster plans would be activated, these plans are separate to Business Continuity Plans and have a community response focus.

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

The District Council of Franklin Harbour BCP model places the importance on identifying what functions are critical to the business in delivering its objectives, identifying likely failure scenarios (Pandemic, loss of IT etc) for those critical business functions and then developing plans to ensure the continuity of those critical functions.

A pandemic event occurring may result in the failure scenario occurring “loss of critical staff”. It is the impact of that loss scenario that the business continuity plan is designed to respond to.

National, State & Local Pandemic Planning Matrix



Phases of Human Influenza Pandemic

		Global phase	Australian phase	Description of phase	AHMPPI 2008
RECOVERY	PREVENTION AND PREPAREDNESS		AUS 0	No circulating animal influenza subtypes in Australia that have caused human disease	Australian phases
		1	Overseas 1	Animal infection overseas: the risk of human infection or disease is considered low	
			AUS 1	Animal infection in Australia: the risk of human infection or disease is considered low	
		2	Overseas 2	Animal infection overseas: substantial risk of human disease	
			AUS 2	Animal infection in Australia: substantial risk of human disease	
		3	Overseas 3	Human infection overseas with new subtype/s but no human to human spread or at most rare instances of spread to a close contact	ALERT
			AUS 3	Human infection in Australia with new subtype/s but no human to human spread or at most rare instances of spread to a close contact	
	RESPONSE	4	Overseas 4	Human infection overseas: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	DELAY
			AUS 4	Human infection in Australia: small cluster/s consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	
		5	Overseas 5	Human infection overseas: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)	DELAY
			AUS 5	Human infection in Australia: larger cluster/s but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted (substantial pandemic risk)	
		6	Overseas 6	Pandemic overseas: increased and sustained transmission in general population	DELAY
			AUS 6a	Pandemic in Australia: localised (one area of country)	CONTAIN
			AUS 6b	Pandemic in Australia: widespread	SUSTAIN
			AUS 6c	Pandemic in Australia: subsiding	CONTROL
			AUS 6d	Pandemic in Australia: next wave	RECOVER
				RECOVERY	

Source: National Action Plan April 2009

Recommended Actions for Australian Businesses

Aus Phase	Description of phase	Recommended Actions for Australian Businesses
Aus 4	Human infection in Australia: Smaller cluster(s) consistent with limited human to human transmission, spread highly localised, suggesting the virus is not well adapted to humans	- Consider implementing remote work arrangements - Consider suspending all overseas/interstate travel - Purchase health and safety consumables such as disinfectant, gloves and face masks - Distribute hard copies of staff contact and supplier contact list - Educate staff that if they get sick and recover, they should return to work as they will be immune to the disease. If they believe they are unwell, they should not go to work. - Prepare rosters that have no overlaps and include sufficient time for disinfecting the area before the new shift arrives - Encourage staff to eat at their desks and stagger breaks to prevent groups meeting in the break rooms - Provide staff with details of the location of fever clinics, designated influenza hospitals, infection control guidelines, the hotline for influenza and other relevant information - Exercise the Business Continuity Plan examine how continuity will be affected in an environment of high absenteeism including up to 50% absenteeism, when regions are quarantined, preventing staff and goods from leaving or arriving, and when schools are closed and other social distancing is introduced. - Plan to allow staff to work from home - Plan for ways to increase social distancing in the workplace, eg video conferencing - Identify the conditions where all but the critical functions would be suspended - Update company succession plans in case the key staff succumb - Review insurance policies for pandemic coverage
Aus 5	Human infection in Australia: larger cluster(s) but human to human transmission still localised, suggesting the virus is becoming increasingly better adapted to humans, but may not yet be fully adapted	- Activate remote work arrangements - Implement social distancing at work - Cancel all non-essential work - Activate rosters that have no overlaps and include sufficient time for disinfecting the area before the new shift arrives - Maximise building ventilation - Require staff to wear surgical masks, introduce cough etiquette and other hygiene measures - Undertake daily temperature checks of staff - Clean phones and all touched surfaces between shifts
Aus 6a	Pandemic in Australia: localised (one area of country)	Maintain a register of staff who get sick but recover, as they are immune to the disease.
Aus 6b	Pandemic in Australia: Widespread	- Encourage immune staff to return to work - Maintain contact with all employees and provide situational updates
Aus 6c	Pandemic in Australia: Subsided	- When vaccine becomes available, organise for all non-immune staff to be vaccinated as early as practical - Implement plan for the restoration of operations

Adapted from: National Security Briefing Notes May 2009

Critical Function Sub Plans

CEO

Critical Communications			
Prepared by	Manager Corporate Services Works Manager	Date	23 June 2015
Sub Plan Owner	This plan is owned by the Chief Executive Officer who has overall responsibility for this plan.		
Identified Critical Business Functions			
Critical communications (internal/ external)			
Overview of Functions (Context)			
Provision of internal and external communication of key Council information.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
▪ Unable to maintain/ update website, intranet ▪ Inability to communicate key Council information quickly	▪ Damage to reputation ▪ Increase in phone calls to front counter if website unavailable or outdated	▪ Inputs ○ Staff to provide relevant information ▪ Systems ○ Web access and suitable equipment ▪ Phone access	
Current Resources Premises/ Equipment/ Staff	Minimum Required	Resources	Alternate Manual Process or Work Around
▪ Office space and equipment ▪ Internet access with suitable IT equipment (laptop, ipad, phone) ▪ Staff	▪ Staff ▪ Laptop with internet access ▪ Power supply		▪ Contracted suppliers are able to offer services ▪ Mayor for media
Disruption Scenario			Max Acceptable Outage
▪ Critical failure of Council's IT system ▪ Loss of access to the Civic Centre ▪ Loss of key staff			▪ 1 day
Authority for Invoking Plan	Chief Executive Officer		
Key Decision Makers to be assembled			
▪ SMT – (CEO, Manager Corporate Services, Works Manager & Economic Development & Planning Manager)			

Critical Communications			
Stakeholders other than process owner			
Internal		External	
All staff, including Senior Management Team, who need to communicate with the community		- Community - Elected Members - Media - Contractors - LGA - Key government agencies	
Pre Event Preparedness –Current policies & procedures & access points required to deliver function			
The current policy and procedures for this critical function can be located – Website and Intranet procedures			
Emergency Response Immediate actions required if function is lost.			
On being advised of a business interruption event the following immediate responses should be considered: - Notify Manager Corporate Services of equipment failure. - IT staff to advise duration of outage. If longer than MAO continuity response to be enacted. - In the event of staff shortage contact Manager Corporate Services.			
Continuity Management Actions required to ensure continued availability of the function			
In the event of a business interruption event occurring as identified within the disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate: - Find suitable location that has power and internet access. Laptops, iPad and phones sourced to meet needs. Laptop and smartphones smallest device for web access. - Maintain access to staff that hold relevant information that may need to be communicated to customers and staff.			
Communication Considerations			
Internal		External	
Relevant staff to be advised of outage		Advise Media and other relevant stakeholders where applicable	
Further Treatment/ Action Plans Actions required for continuous improvement			
Treatment/ Action Plan		Position Responsible for development	Target Date
Desktop Exercise		Manager Corporate Services	June 2026

Governance & Delegations				
Prepared by	Manager Corporate Services Works Manager	Date	23 June 2015	
Sub Plan Owner	This plan is owned by the Chief Executive Officer who has overall responsibility for this plan.			
Identified Critical Business Functions				
Preparation and distribution of Council/ Committee reports, agendas and minutes; management of delegations and authorisations; processing of insurance claims				
Overview of Functions (Context)				
Provision of Governance and Risk Management services across the organisation.				
Business Impact Analysis				
Business Impact of Function Loss		Penalties for Non-Delivery		Functional Interdependencies
▪ Unable to have Council/ Committee meetings ▪ Staff unable to do work outside normal role ▪ Unable to recover costs for losses		▪ Legislative non-compliance ▪ Reputation damage		Inputs required: ▪ Agenda items ▪ Requests for delegations/ authorisations ▪ Insurance claim documentation Systems: IT Platform & Software ▪ Ability to send reports, agendas, minutes and insurance claims externally ▪ Authorisation and delegation templates
Current Premises/ Equipment/ Staff	Resources	Minimum Required	Resources	Alternate Manual Process or Work Around
▪ Staff, office space and equipment (including computers, phones, printers) ▪ Software: Info Council, Internet Explorer (for web based software), Microsoft Office, PC & for agendas/ minutes etc		▪ Staff, 1 laptop/ PC with MS Office, Internet and printer		▪ Hand written reports, agendas, minutes, delegations, authorisations, and insurance claims
Disruption Scenario				Max Acceptable Outage
▪ Critical failure of Council's IT system ▪ Loss of key staff ▪ Denial of access to Civic Centre				▪ 24 hours during agenda preparation week
Authority for Invoking Plan		Chief Executive Officer		
Key Decision Makers to be assembled				
▪ CEO & Manager Corporate Services				
Stakeholders other than process owner				
Internal			External	
▪ All sections and departments			▪ Elected Members and Committee Members ▪ Insurers	

Governance & Delegations			
Pre Event Preparedness			
Current policies & procedures & access points required to deliver function			
The current policy and procedures for this critical function can be located –			
Electronic copies:			
- Procedures: - Agenda preparation procedures - Insurance Claims procedures - Authorisation and Delegations procedures - Local Government Act (Legislation website) - Local Government Meeting Regulations (Legislation website) - Info Council manual (Intranet) - Code of Practice for Council and Committee Meeting procedures			
Hard copies:			
Printed copies of LG Act and Regulations at department workstations			
Emergency Response			
Immediate actions required if function is lost.			
On being advised of a business interruption event the following immediate responses should be considered:			
- In the event of loss of staff, the Chief Executive Officer to be contacted in an attempt to find suitable staff to assist in Governance processes. - In the event of power interruption, find information on duration of outage from SA Power Networks. If longer than MAO identified enact continuity response.			
Continuity Management			
Actions required to ensure continued availability of the function			
In the event of a business interruption event occurring as identified within the disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:			
- Implement manual processes for Reports, Agendas, Minutes, Authorisations, Delegations and Insurance Claims - Records of Reports, Agendas, Minutes, Authorisations, Delegations to be securely stored until restoration activities can occur - Arrange alternative location for Council/ Committee meetings			
Communication Considerations			
Internal		External	
- Managers to be advised of impacts on report preparation - Managers to be advised of changes to Delegation and Authorisation process		- Elected Members and Committee Members to be advised of any alternative arrangements - Insurers to be notified of any impact on claims or change in risk profile	
Further Treatment/ Action Plans			
Actions required for continuous improvement			
Treatment/ Action Plan		Position Responsible for development	Target Date
- Alternative means of accessing procedures and policies (folder and USB kept in Records Room/ Safe) - Investigate manual work around(s)		Manager Corporate Services	Complete
Desktop Exercise		Manager Corporate Services	September 2026

Corporate Services

Finance			
Prepared by	Manager Corporate Services	Date	23 June 2015
Sub Plan Owner	This plan is owned by the Chief Executive Officer who has overall responsibility for this plan. The routine management of the plan is delegated to Manager Corporate Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Chief Executive Officer of any changes required..		
Identified Critical Business Functions			
Payroll and timesheets, Accounts Receivable (AR), and Accounts Payable (AP).			
Overview of Functions (Context)			
Payroll and Timesheets: regular fortnightly staff wages payments and timesheets (all staff) and associated daysheet collection and data entry (primarily depot staff).			
Accounts Receivable: payments received by Council from ratepayers and third parties.			
Accounts Payable: payments made by Council to creditors for supply of goods and services and other applicable fees, changes and levies etc.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
Payroll ▪ Morale and staff absence ▪ Data accuracy and backlog ▪ Inability to pay staff Accounts Receivable ▪ No invoice ▪ Backlog ▪ Income loss Accounts Payable ▪ Reputation ▪ Impact supply of services ▪ Payment terms and penalty (legal etc, finance)	Payroll ▪ Employee absence ▪ Reputation Accounts Receivable ▪ Nil (income loss in the short term but when service is restored, these missed payments will be picked up) Accounts Payable ▪ Loss of supply and legal/ financial penalty	▪ Banking Services ▪ IT ▪ Cashiers ▪ Staff record keeping/ docs	
Current Premises/ Equipment/ Staff	Resources Required	Resources	Alternate Manual Process or Work Around

Finance		
1 x sites (Depot office/ Civic) 0.84 x FTE - Payroll (Civic) 1.0 x FTE - Accounts Receivable/ Accounts Payable	0.84 x FTE & Equipment (Payroll) 1.0 x FTE & Equipment (Accounts Receivable/ Accounts Payable) - Software, Internet, Authority - PC, software, Authority (per staff member)	Payroll - Depot has manual processes for record keeping. Use minimum resources if it is available, if not run previous weeks payroll (arrange with bank) - Keep manual/ paperwork records - Alternate manual process/ work around if we have minimum IT staff. - Procedures are available for Payroll if IT and software are available Accounts Payable - Alternate manual process/ work around if we have minimum IT and staff - Make ‘known’ payments to ensure continuity - No data/ invoice entry by other staff Accounts Receivable - Extend payments by other existing channels: on line, through EFT, or counter (if available)
Disruption Scenario		Max Acceptable Outage
- Loss of building(s) - Loss of IT systems - Loss of Corporate software - Loss of power - Loss of key staff		- N/A if we can relocate 2 days < 2 days 0.5 – 1 day - N/A - staff are cross trained and other staff maybe available, with good procedures in place
Authority for Invoking Plan	Manager Corporate Services	
Key Decision Makers to be assembled		
- Manager Corporate Services - Works Manager - Chief Executive Officer		
Stakeholders other than process owner		
Internal	External	
Staff (all)	- Bank - Creditors/ Debtors - Synergy Soft	

Finance		
Pre Event Preparedness		
Current policies & procedures & access points required to deliver function		
The current policy and procedures for this critical function can be located –		
Electronic copies:		
- Procedures (Intranet) - Internet (Council website & LGA website)		
Emergency Response		
Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
- Staff Communications - what 'we' will do, what staff need to do (re timesheets etc) - Talk to Fourier Technologies to understand the length of outage - Manager Corporate Services informs and discusses plan and options re staffing - Advise creditors/ debtors - Communications to all external stakeholders regarding our plans		
Continuity Management		
Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
- Outsource ALL functions (shared service) - Partner with other Councils to deliver - Source temporary employees - Second other employees/ other Councils		
Communication Considerations		
Internal	External	
- Regular staff updates - Give staff clear instructions on what is required - Key messages to Managers including the below: - What will happen/ what you need to do - Communicate key staff contact details	- Share our plan - Communicate key staff contact details	
Further Treatment/ Action Plans		
Actions required for continuous improvement		
Treatment/ Action Plan	Position Responsible for development	Target Date
- Review current procedures to ensure they are current (re: 'standard' pay, variations and communications) - Print/ keep hardcopy of critical procedures at point of use (Civic/ Depot)	Manager Corporate Services & Payroll Officer Payroll Officer, Administration Support Officer (payroll/ timesheet)	Complete
Desktop Exercise	Manager Corporate Services	June 2026

Handling Enquiries – Internal & External			
Prepared by	Manager Corporate Services Chief Executive Officer	Date	23 June 2015
Sub Plan Owner	This plan is owned by the Chief Executive Officer who has overall responsibility for this plan. The routine management of the plan is delegated to Manager Corporate Services who has responsibility for ensuring the accuracy and currency of the plan and advising the Chief Executive Officer of any changes required.		
Identified Critical Business Functions			
Level 1 contact point and redirection of caller/ enquiry.			
Overview of Functions (Context)			
Provision of customer service functions to members of community contacting Council's Call Centre.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
Unable to manage customer enquiries and payments	- Image - Poor service - Angry customers	- Phone system - Power - IT systems	
Current Resources Premises/ Equipment/ Staff	Minimum Required Resources	Alternate Manual Process or Work Around	
3 staff - Phones - Desks/ chairs etc. - Systems	2 staff - Phones - Power - Systems	- Direct calls to after hours or mobiles - Manual CRM's - Resource from other areas - Use adjoining councils	
Disruption Scenario		Max Acceptable Outage	
- Lack of staff - Lack of power - Lack of systems - Communications provider outage		1 day - Half day 1 day - Half day	
Authority for Invoking Plan	Manager Corporate Services		
Key Decision Makers to be assembled			
Senior Management Team			
Stakeholders other than process owner			
Internal	External		
All staff	- Customers - Elected members - Contractors		
Pre Event Preparedness			
Current policies & procedures & access points required to deliver function			
The current policy and procedures for this critical function can be located – Current policies and procedures – Intranet			

Handling Enquiries – Internal & External

Emergency Response Immediate actions required if function is lost.

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

- Line management with customer service areas to be advised immediately.
- Source of disruption to be identified where possible.
- IT staff to advise on duration of outage. If outage is to be longer than identified MAO then activate the business continuity response.

Continuity Management Actions required to ensure continued availability of the function

In the event of a business interruption event occurring as identified within the **disruption scenario analysis**, that exceeds the identified MAO the following responses may be appropriate:

- Lack of staff
 - Second other staff members
 - Divert phones to after-hours provider
- Lack of power
 - Manual processes to be implemented
- Loss of systems
 - Refer manual procedures
- No access to building
 - Source alternate locations
- Divert phones

Communication Considerations

Internal	External
▪ Staff to be advised of outage ▪ Liaise with CEO	▪ Communication team to inform media ▪ Record message on phones ▪ Advise after hours provider

Further Treatment/ Action Plans Actions required for continuous improvement

Treatment/ Action Plan	Position Responsible for development	Target Date
▪ Hard copies of procedures ▪ Develop manual forms ▪ Payments – take name and address to call back	Manager Corporate Services	Complete
▪ Desktop Exercise	Manager Corporate Services	December 2026

Works

Burials			
Prepared by	Works Manager Works Supervisors	Date	18 June 2019
Sub Plan Owner	This plan is owned by the Works Manager who has overall responsibility for this plan. The routine management of the plan is delegated to Works Supervisors who has responsibility for ensuring the accuracy and currency of the plan and advising the Works Manager of any changes required.		
Identified Critical Business Functions			
Burials			
Overview of Functions (Context)			
Provision of cemetery services			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non-Delivery	Functional Interdependencies	
Unable to perform burials	- Emotional impacts - Religious requirements - Reputation	Inputs: - Burial site documents - Cemetery maps	
Current Resources Premises/ Equipment/ Staff	Minimum Resources Required	Alternate Manual Process or Work Around	
- Email, fax, phone 2-3 personnel - Digger - Tipper - Tools and grave set up gear	- Phone 1 person - Digger - Tools and grave equipment	Dig by hand	
Disruption Scenario		Max Acceptable Outage	
- Loss of staff - Flood - Fire - Earthquake		Dependant on Mortuary storage capacity and action plans	
Authority for Invoking Plan	Works Manager		
Key Decision Makers to be assembled			
- Works Manager - Supervisor Construction & Town			
Stakeholders other than process owner			
Internal		External	
- Environmental Officer - Senior Management Team		- Families/ community - Funeral Company	

Burials		
Pre Event Preparedness - Current policies & procedures & access points required to deliver function		
The current policy and procedures for this critical function can be located –		
Electronic copies:		
▪ Cemetery Policy ▪ RA/SWI's – Intranet		
Hard copies:		
▪ RA/SWI's – Depot ▪ Cemetery Maps – Council Office		
Emergency Response Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
▪ Communicate with Funeral Company (if relevant and a funeral is scheduled) ▪ Plan of action, notify Business Continuity Management Team and key personnel ▪ Deal with interruption ▪ Keep communication lines open		
Continuity Management Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring as identified within the disruption scenario analysis , that exceeds the identified MAO the following responses may be appropriate:		
▪ Contact/Liaise with State Emergency Services		
Communication Considerations		
Internal	External	
▪ Administration Team ▪ Senior Management Team	▪ Funeral Company ▪ Local Media ▪ Contractor/ Hire firm (machinery) – Stening Earthmoving	
Further Treatment/ Action Plans Actions required for continuous improvement		
Treatment/ Action Plan	Position Responsible for development	Target Date
▪ Desktop Exercise	Works Manager / Manager Corporate Services	December 2026

Operational Readiness			
Prepared by	Works Manager Works Supervisors	Date	18 June 2019
Sub Plan Owner	This plan is owned by the Works Manager who has overall responsibility for this plan. The routine management of the plan is delegated to Works Manager who has responsibility for ensuring the accuracy and currency of the plan and advising the Works Supervisors of any changes required.		
Identified Critical Business Functions			
Urban rural maintenance, drainage maintenance (creek and stormwater), CWMS (common effluent scheme), reactive breakdowns/ buildings, litter bin emptying, tree removal (high risk), and tree pruning (high risk, reactive).			
Overview of Functions (Context)			
Provision of reactive maintenance and emergency works.			
Business Impact Analysis			
Business Impact of Function Loss	Penalties for Non Delivery	Functional Interdependencies	
- Inability to attend to emergency works - Increased risk to public - Buildings and facilities not fit for purpose - Health, safety and security	- Reputation - Possible litigation/ insurance claims - Compliance with legislation	Systems: - Invoicing - Communications (mobile) - IT systems	
Current Resources Premises/ Equipment/ Staff	Minimum Required	Resources	Alternate Manual Process or Work Around
- Communications - Plant/ fleet register - Tools and equipment - Call Centre/ phones/ IT systems - Personnel – Civil/ Depot - Contractors	- Secure Emergency Management website - Call out officers - Call out procedure - PC/ laptop - List of staff available for callout hard copy - Transport		- Call out procedure - Develop emergency call centre - Invoices via mail or in person
Disruption Scenario			Max Acceptable Outage
- Telecommunications - Arson - Loss of key staff - Lack of/ shortage of fuel - Terrorist attack - Natural disasters <i>*Note: where public safety is at risk, incidents will be attended to immediately</i>			0-1 days 0-1 days 0-1 days 0-1 days
Authority for Invoking Plan	Works Manager, Works Supervisors		
Key Decision Makers to be assembled			
- Works Manager - Supervisor Construction & Town			

Operational Readiness		
Stakeholders other than process owner		
Internal	External	
All other Departments within Council	- Utilities – electricity, water, gas, and telecommunications - Emergency Services – SAPOL, MFS, CFS and SES - Contractors/ Hire Companies - Community - Media	
Pre Event Preparedness		
Current policies & procedures & access points required to deliver function		
The current policy and procedures for this critical function can be located –		
Electronic copies:		
- Intranet & Internet: - RA/SWI's - Call out procedure - Chem Alert / Chemical Registers - Emergency Management Plan		
Hard copies:		
All electronic copies also available as hard copies within the relevant team structures (i.e. at bookshelves, desks, and offsite storage)		
Emergency Response		
Immediate actions required if function is lost.		
On being advised of a business interruption event the following immediate responses should be considered:		
- Analyse potential consequences of the event to critical function(s) - Notify and activate the Business Continuity Management Team (BCMT) to implement strategies - Engage relevant staff and services to undertake remedial action		
Continuity Management		
Actions required to ensure continued availability of the function		
In the event of a business interruption event occurring that exceeds the identified Maximum Acceptable Outage, the following responses may be appropriate:		
The BCMT to develop an action plan and implement any changes until functions are restored to prior incident.		
Communication Considerations		
Internal	External	
- Administration Team - Relevant Managers, CEO, and Elected Members - Call out officers	- Utilities - Emergency Services - Key stakeholders - Local Media - Community - Contractors/ hire companies	
Further Treatment/ Action Plans		
Actions required for continuous improvement		
Treatment/ Action Plan	Position Responsible for development	Target Date
Desktop Exercise	Works Manager / Manager Corporate Services	September 2026