

# DISASTER RECOVERY and BUSINESS CONTINUITY PLAN



PREPARED BY

Greg Piconi and John Giovinazzo

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## **OBJECTIVES OF THE PLAN**

The objective of this Disaster Recovery and Business Continuity Plan is to provide a readily accessible, useable and thorough document which enables Council and its Officers to:

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

## EXECUTIVE SUMMARY

This Disaster Recovery and Business Continuity Plan is to be used in the event of a disaster which significantly impacts on Council's day to day operations and has the potential to destroy Council's records.

In the event of disaster, below is a summary of actions to be taken:

- ❖ In the event of a disaster, the General Manager and the Mayor will determine when this plan is to be effected.
- ❖ The General Manager will appoint the Director of Operations as the Emergency Controller and the Manager Engineering Services as the Deputy Controller.
- ❖ The General Manager will advise the Mayor and Councillors of the emergency and the proposed short term actions to be taken to get the business of Council functioning.
- ❖ The Mayor and General Manager will advise the media of the situation.
- ❖ The Manager Information Technology will endeavour to get Council's computer system up and phone lines functioning.
- ❖ The Director Operations will establish an Emergency Crisis Centre and establish the immediate functions of Council such as the call centre and other key staff.
- ❖ The Director Corporate through the Manager Purchasing and Supply will advise Council's insurer of the emergency and establish an account for emergency purposes.
- ❖ The Emergency Controller will advise staff where to report and help establish accommodation for all staff in various Council buildings as detailed in this plan.
- ❖ The Director Strategy and Environment and the Manager Human Resources will attend to assistance with staff needs including any counselling if required.
- ❖ The Director Operations and Manager Engineering Services will appoint other relevant staff in acting positions until such time as the operations of Council are functioning and the recovery process is in hand.

# DISASTER ADMINISTRATION

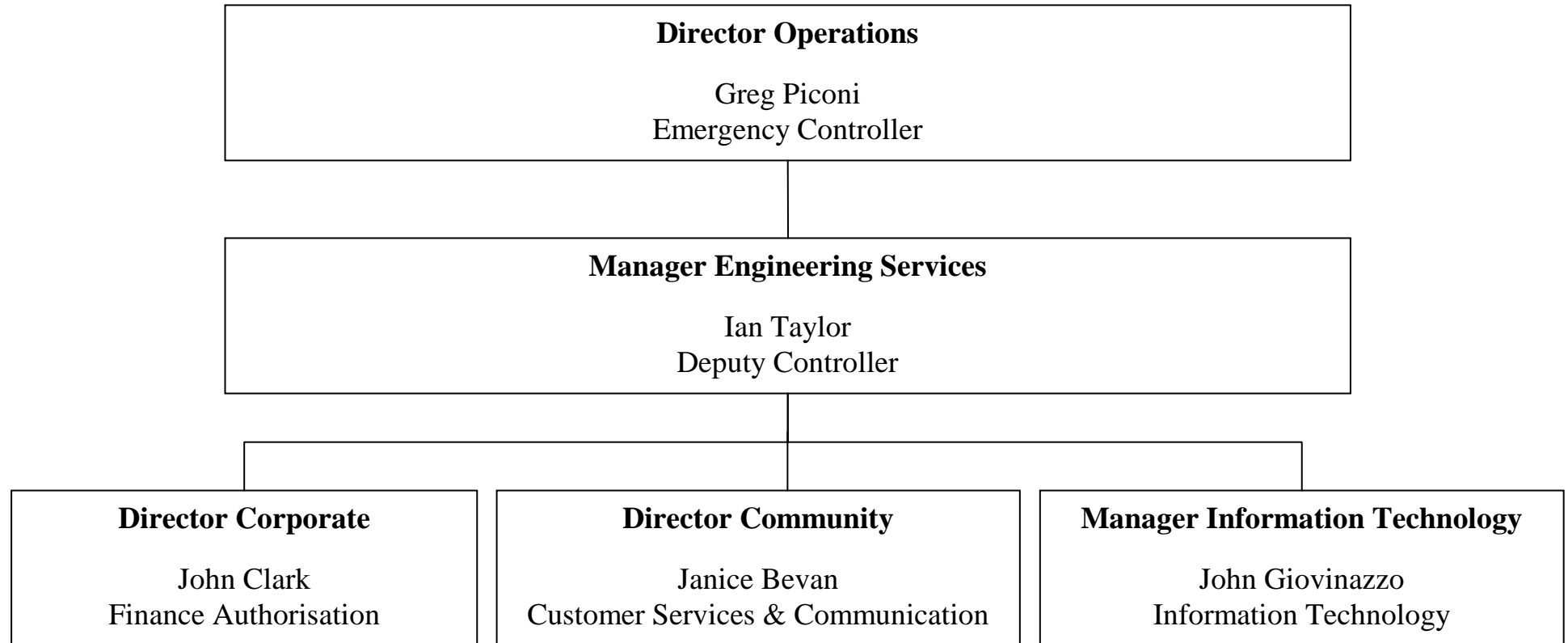
Council's response to any disasters effecting Council operations and the implementation of this disaster recovery and contingency plan will be administered by the Emergency Control Group. The Emergency Control Group will comprise of the following permanent members. Additional members will be added as required:

<b>POSITION</b>
<b>DIRECTOR OPERATIONS</b>
<b>MANAGER ENGINEERING SERVICES</b>
<b>DIRECTOR CORPORATE</b>
<b>MANAGER INFORMATION TECHNOLOGY</b>
<b>DIRECTOR COMMUNITY</b>

Figure 1 highlights the Emergency Control Group hierarchy to be employed in the event of an emergency. The Director Operations will automatically become the chairperson. If under extreme circumstances the Director Operations is disabled, then the Senior Manager with the highest authority (as per figure 1) will assume the role of chairperson.

This hierarchy becomes effective from the time and date of the disaster.

**Figure 1. Emergency Control Group Hierarchy**

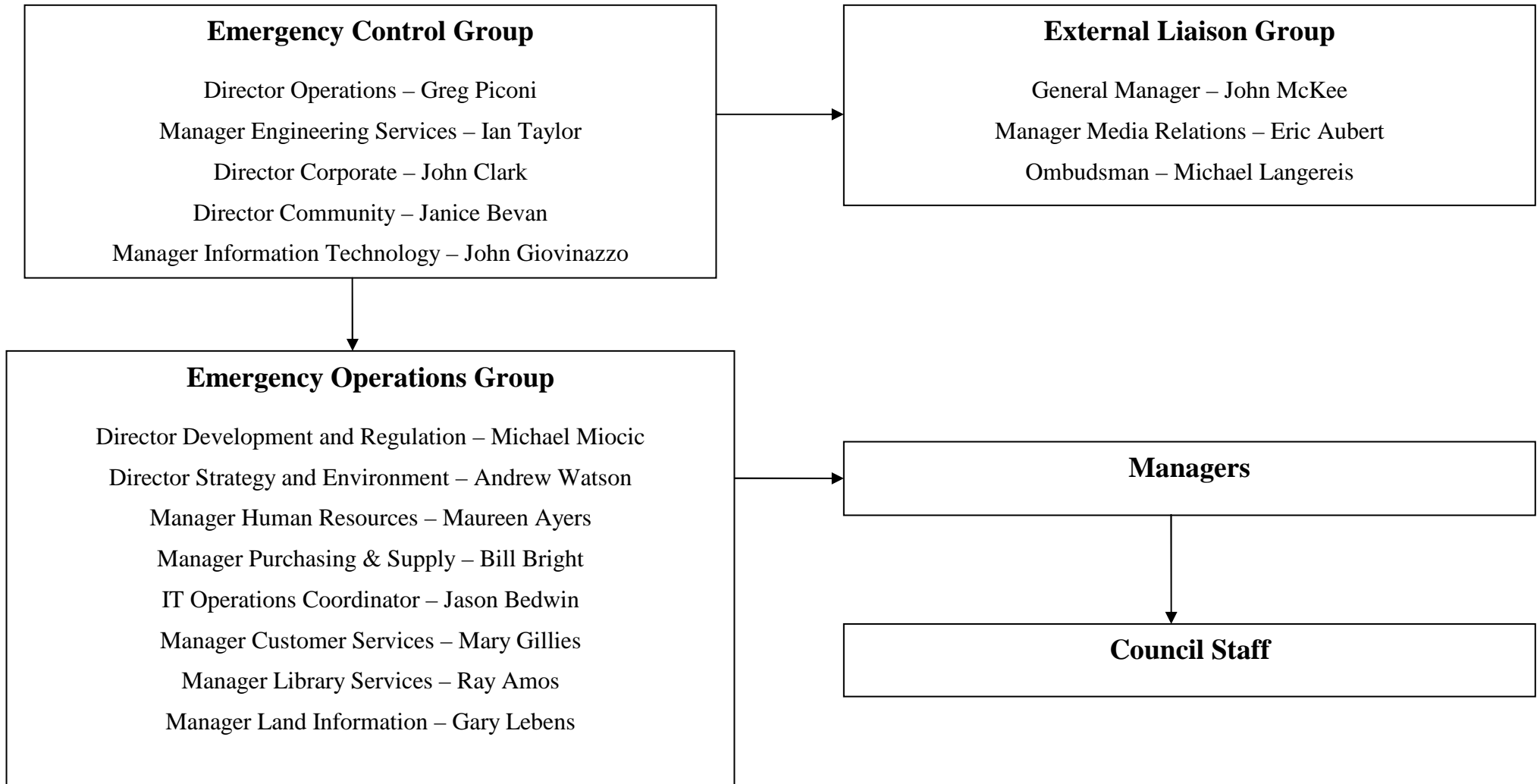


## **MANAGEMENT STRUCTURE**

The following management hierarchy shall be employed in the event of an emergency. The Director Operations will take charge of the emergency. If under extreme circumstances, a member of the Emergency Control Group is disabled, then the Council Officer with the highest authority as per Figure 2 will assume the role of Chairperson of the Emergency Control Group or the role above them. All other employees listed in Figure 2 will become members of the EMERGENCY CONTROL MANAGEMENT SUPPORT GROUP and will be on stand-by to assist the Emergency Control Group if required.

The management structure in Figure 2 becomes effective from the time and date of the disaster.

**Figure 2. Emergency Control Management Structure**



# CRISIS CENTRE

The Emergency Control Group (ECG) will act as Council's immediate response and disaster recovery group, establishing, priorities, organising and directing Council's resources and providing information to staff and members of the public. The ECG will assemble upon the instructions of the General Manager or the nominated Emergency Controller. The ECG will assemble at the nominated premises which will be known as the Crisis Centre.

**Library E-Zone Room  
Gordon Library Building  
799 Pacific Hwy  
Gordon NSW 2072**

**In the event that both the Council Chambers and the Gordon Library have experienced a disaster and both buildings cannot be used the Council Depot will be used as the Crisis Centre.**

The main telephone number of the Council 9424 0000 will remain active in the event of an emergency and the Manager Information Technology will arrange through Council's service provider to redirect Council's main number to the Crisis Centre.

The Personal Assistant to the Director Operations should be assigned to the Crisis Centre effective immediately, to assist the Emergency Control Group with all communication and correspondence.

A Customer Service Officer will be required to assist the Personal Assistant to the Director Operations with telephone enquiries once a new call centre has been established.



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

## CRISIS CENTRE FACILITIES

Immediately upon occupation of the Crisis Centre, the Manager Purchasing & Supply in conjunction with the IT Operations Coordinator must arrange for the following items to be available at the Crisis Centre.

<b>DETAILS</b>	<b>NUMBER</b>	<b>CONTACT NAME AND NUMBER</b>
<b>TELEPHONES</b>	<b>2</b>	<b>Emergency Control Group Members will also pool available mobile phones.</b>
<b>FAX</b>	<b>1</b>	<b>Number to be provided by IT Operations Coordinator.</b>
<b>PHOTOCOPIER</b>	<b>1</b>	<b>Gordon Library to supply</b>
<b>COMPUTERS</b>	<b>8</b>	<b>Gordon Library to supply</b>
<b>DESKS</b>	<b>10</b>	<b>Gordon Library to supply</b>
<b>CHAIRS</b>	<b>10</b>	<b>Gordon Library to supply</b>
<b>STATIONERY</b>		<b>Gordon Library to supply</b>
<b>REFRESHMENTS</b>		<b>Gordon Library to supply</b>

## ROLE OF EMERGENCY CONTROLLER

The General Manager will appoint the Director Operations as the Emergency Controller or in the absence of the Director Operations, the Manager Engineering Services will be appointed as the Emergency Controller. The Emergency Controller will set up the Crisis Centre and notify all members of the Emergency Control Group. If possible, the General Manager and/or members of the Emergency Control Group will perform a visual inspection of the disaster area prior to the meeting of the Emergency Control Group to determine the extent of the damage.

The Mayor, Councillors and designated employees may be requested to attend the first meeting of the Emergency Control Group. The Emergency Controller will establish the business of the Council as soon as practicable and co-ordinate the recovery in accordance with this plan.

The PA Director Operations will contact the following people and place them on notice for assistance during the next few days:

<b>SERVICE</b>	<b>CONTACT NAME</b>	<b>CONTACT NUMBER</b>
<b>NSW FIRE BRIGADE</b>	Supt Tom Cooper Zone Commander Metro East 2	Phone: 9901 4746 Mob: 0400 440 100 (24 hr)
<b>NSW POLICE</b>	Supt Shane White Local Area Commander	Phone: 9476 9799 Mob: 0419 485428
<b>INSURANCE BROKER</b>	Jardine Lloyd Thompson	Phone: 9320 2700
<b>LAWYERS</b>	As per approved tender list	
<b>SECURITY COMPANY</b>	SNP Security	Phone: 1300 30 31 32
<b>OPTUS</b>	Optus Account Manager Simon Tyndale-Biscoe	Phone: 8082 4869 Mobile: 0402 308 648
<b>LOCAL PAPER</b>	North Shore Times and Hornsby Advocate	

<b>RADIO CONTACT</b>	See media requirements	
<b>ENERGY AUSTRALIA</b>	Alan Burgess Manager – Breakdowns Maintenance & Investigations	Phone: 9410 5320 Mob: 0407 224 840
<b>GAS COMPANY: JEMENA (GAS)</b>	Emergency Response Centre	131 909
<b>SYDNEY WATER</b>	After Hours Emergency	132 090
<b>PORTABLE GENERATORS</b>	Building Trades / SES	
<b>MOBILE PHONES</b>	Optus Account Manager Simon Tyndale-Biscoe	Phone: 8082 4869 Mobile: 0402 308 648
<b>TEMPORARY STORAGE FACILITIES</b>	St Ives Showground	
<b>REMOVALISTS</b>	Nuss Relocaters	Phone: 9425 4600
<b>OFFICE FURNITURE SUPPLIERS</b>	Complete Office Supplies	Phone: 1300 88 22 44
<b>WHITE GOODS SUPPLIERS</b>	Fisher & Paykel	Phone: 1300 650 590
<b>STATIONERY &amp; OFFICE SUPPLIERS</b>	Complete Office Supplies	Phone: 1300 88 22 44
<b>PRINTERS</b>	Mark Westley Cornerstone	Phone: 8580 5541
<b>ELECTRICAL CONTRACTORS</b>	Council's electrician or appointed contractor	Phone: 0418 607 510
<b>COMPUTER SUPPLIERS</b>	Glenn Folkes Astron Technology	Phone: 9954 1411 Mobile: 0416 193 139
<b>TELEPHONE EQUIPMENT SUPPLIERS</b>	Optus Account Manager Simon Tyndale-Biscoe	Phone: 8082 4869 Mobile: 0402 308 648
<b>SOFTWARE SUPPLIERS</b>	Mark Underwood Data#3	Phone: 9081 9597 Mobile: 0421 052 977
<b>EMPLOYEE ASSISTANCE</b>	EAP	Phone: .1300 360 364

# ROLE OF THE EMERGENCY CONTROL GROUP

## DETERMINING PRIORITIES

1. All Council's priorities will be determined by the **Emergency Control Group** and will be communicated to the Council, the public and any other organisation as required. In order to do this each Director will provide the **Emergency Control Group** with the following information updated as required.

- ❖ Assess whether any employees or members of the public are injured and require emergency assistance.
- ❖ Report any injuries (physical or psychological) to the Manager Human Resources.
- ❖ staff, plant and equipment available,
- ❖ property and communication systems available,
- ❖ summary of operations temporarily and permanently effected by the disaster,
- ❖ estimate of resources needed to restore the effected operations,
- ❖ timeframe for recovery to partial and full operations,
- ❖ location of operations not effected by the disaster,
- ❖ list of operations needing relocation.

The **Emergency Control Group** will determine the best allocation of available resources to meet the Council's service priorities.

The overall co-ordination of the recovery will be the responsibility of the Director Operations. The General Manager and Manager Human Resources should remain highly visible and accessible to all staff and others needing assistance with their problems.

2. The Director Operations must immediately notify the following of the emergency.

<b>Role</b>	<b>Contact Name</b>	<b>Number Number</b>
Manager Human Resources	Maureen Ayers	0418471049
Council's insurer	StateCover – Keely Johnstone	82706032
WorkCover NSW		131050
Employee Assistance Program		1300 360 364
Mayor and Councillors		As per contact details on Council's web site

## **COMMUNICATIONS**

1. It is important to reiterate that only the Mayor or General Manger is permitted to speak with the media. Council should release a statement to the press immediately.  
Appendix C is an example of such a release.
2. All communications will be coordinated through the Emergency Control Group who will be responsible for;
  - ❖ the allocation of communication resources,
  - ❖ all communications to employees,
  - ❖ all communications to insurance companies,
  - ❖ all communications regarding recovery strategies.
3. The **Emergency Control Group** will hold scheduled major briefings twice daily at designated times at the Council depot. These meetings will be open to all employees, Councillors and the media. The frequency of these meetings can be scaled down as recovery progresses.

4. The **Emergency Control Group** and the PA Director Operations will establish a status database which will keep a chronological diary of events, scheduled meetings, minutes, telephone logs etc. The database should include;
- ❖ an up to date employee phone directory listing mobile and landline telephone numbers,
  - ❖ a list of mobile phones used during the emergency,
  - ❖ a full account of assignments given to sections and employees,
  - ❖ a schedule and minutes of all meetings held.

## **ROLE OF THE GENERAL MANAGER**

The General Manager will be a member of the Emergency Operations Group.

The General Manager along with the Mayor will be responsible for the declaration of the disaster and assigning the roles for the disaster recovery process. These duties will include;

- ❖ notification of the Mayor and Councillors,
- ❖ assignment of roles for the **Emergency Control Group**,
- ❖ provide advice on media releases and communication with the media,
- ❖ initiation of the appointment of the loss adjuster,
- ❖ accept, dispute or negotiate loss adjuster decisions,
- ❖ ensure all staff accommodation needs are addressed.

## **ROLE OF THE DIRECTOR CORPORATE**

The Director Corporate will coordinate the assessment, salvage and restoration of Financial Services for Council and work with the **Emergency Control Group** through the Emergency Controller to minimise the effect of the disaster on Council operations.

The Director Corporate will supervise the Manager Purchasing & Insurance in the emergency procurement of materials, items of plant, equipment and services until otherwise directed by the Emergency Controller. This will include all rental and leasing of items.

The Director Corporate will establish a manual purchase requisition system until all computer systems are operational.

The Director Corporate will be responsible for generating all forms used to record Council's financial transactions and will provide forms to staff via the **Emergency Control Group** with written rules and procedures regarding cost accounting.

The Director Corporate will designate the Manager Finance as the authority to maintain a register of all disaster related expenditures for purpose of cost accounting and reimbursement of expenses by the insurance company.

The Director Corporate will establish a special account code which will identify any financial transaction, both internal and external as well as overtime charges to the special cost collection account code.

The Director Corporate will work closely with the Manager Information Technology to assist in the recovery of Information Technology functions.



The Director Corporate will contact all finance employees alerting them of the disaster and requesting them to stay at home near the telephone until requested to return to work.

The Director Corporate will prepare a summary report of the extent of the damage and disruption to the Finance Department with any recommendations to the Emergency Controller.

The Director Corporate will assist the Manager Purchasing & Insurance in the preparation of the claims documentation for insurance purposes.

The Director Corporate will establish the temporary finance centre in the Gordon Library Old School Building or the Depot depending on the extent of the disaster.

Establish the financial services in the following order:

1. PAYROLL
2. CASHIER
3. RATES
4. STORES
5. OTHERS

## **ROLE OF THE MANAGER PURCHASING & INSURANCE**

The Manager Purchasing & Insurance will be a member of the Emergency Operations Group.

The Manager Purchasing & Insurance will be responsible for insurance related issues resulting from the disaster. These duties will include;

- ❖ notification of the insurance broker,
- ❖ relay of instructions from insurance broker and underwriter to the **ECG**
- ❖ appointment of the loss adjuster,
- ❖ accept, dispute or negotiate loss adjuster decisions,
- ❖ prepare a time-table for the restoration work and highlight any milestones in the timetable with the Loss Adjuster,
- ❖ safeguard all investigative information for insurance purposes concerning the disaster including statements, photographs and videos with the help of the PA Director Operations;
- ❖ preparation of the statement of claim with the help of the insurance broker.

The Manager Purchasing & Insurance will organise full time security of the disaster site.

## **ROLE OF THE MANAGER INFORMATION TECHNOLOGY**

The Manager Information Technology will coordinate the assessment, salvage and restoration of information services for Council departments effected by the disaster and work with the **Emergency Control Group** to minimise the effect of the disaster on Council operations and to assist in the swift recovery of information services to user departments and to the public. This will be in accordance with the DISASTER RECOVERY AND CONTINUITY BUSINESS PLAN and associated sub plans.

The Manager Information Technology will contact IT staff alerting them of the disaster and requesting them to assemble at the Gordon Library E Zone Room at a pre determined time.

The Manager Information Technology will instruct the employees to bring any laptops, notepads and mobile phones they might possess to work.

The Manager Information Technology will notify current suppliers of IT hardware and software to Council placing them on stand-by for assistance.

The Manager Information Technology will set up the Crisis Centre's computers and peripherals when they become available.

The Manager Information Technology will work with the **Emergency Control Group** to conduct a survey of the disaster site when cleared for inspection by the Authorities answering the following questions;

- ❖ which operating functions of the IT section are operational?
- ❖ are there any steps that can be taken immediately to maintain operating functions?
- ❖ should the equipment be removed from the site to prevent further damage?

- ❖ what resources are required to regain functions?

The Manager Information Technology will address computer security issues such as removal of hard drives from damaged computers and securing any non damaged system documentation.

The Manager Information Technology will prepare a summary report of the extent of the damage and recommendations to the Emergency Controller.

The Manager Information Technology will assist the Manager Purchasing & Insurance in the preparation of the claims documentation for insurance purposes.

Establish the temporary computer centre in the Gordon Library DR Computer Room.

Establish the temporary computer centres for each of the services in the following order;

1. CALL CENTRE
2. PAYROLL
3. CASHIER
4. FINANCE
5. CIVIC FUNCTIONS
6. DEVELOPMENT AND REGULATION
7. OPERATIONS
8. STRATEGY
9. COMMUNITY

## **Telecommunications**

Telephone communications will be vital for the organisation of Council's recovery efforts. It will be the responsibility of the Manager Information Technology to coordinate for the duration of the disaster all telecommunications activities. Appendix K should assist Council and Optus to determine the needs and priorities.

The Manager Information Technology will contact Optus to inform them of the disaster and to request emergency services including;

- ❖ redirecting of Council's telephone and facsimile numbers to the Crisis Centre,
- ❖ immediate installation of additional serviceable phone lines to the Crisis Centre,

- ❖ redirecting of services for Council's PABX system and establishing the required links to each of the temporary buildings as per the contingency plans attached to this plan;

CRISIS CENTRE	Gordon Library E Zone room
COMPUTER CENTRE	Gordon Library
FINANCE (incl.payroll)	Old School Building, Gordon Library
CIVIC	Old School Building, Gordon Library
DEVELOPMENT AND REGULATION	Old School Building, Gordon Library
OPERATIONS	Council's depot
COMMUNITY	Town Hall building
STRATEGY	Town Hall building

The Manager Information Technology will coordinate efforts to salvage existing telecommunications equipment with the nominated electronic equipment reclamation specialist.

The Manager Information Technology will report to the **Emergency Control Group**, the status of all telecommunication equipment including telephones, facsimiles, PABX, modems and mobiles.

## **ROLE OF THE MANAGER HUMAN RESOURCES**

The Manager Human Resources will coordinate information relating to any injuries and co-ordinate services required to deal with any injuries. The Manager Human Resources will also co-ordinate the services for employees affected by the disaster and work with the **Emergency Control Group** to minimise the effect of the disaster on Council's operations.

The Manager Human Resources will contact all administration employees alerting them of the disaster and requesting them to stay at home near the telephone until requested to return to work.

The Manager Human Resources will ensure the safety of all employees working in or around any damaged buildings.

The Manager Human Resources will establish the services required by the employees dealing with the psychological aspects of the disaster and recovery.

The Manager Human Resources will implement the "Management of Traumatic Incidence in the Workplace" procedure. (Appendix F).

The Manager Human Resources will coordinate the industrial relations issues that may arise out of the disaster, such as;

- ❖ the necessity of alternative duties (working outside of classifications),
- ❖ employees working extended hours or shifts,
- ❖ changing of lines of supervision as a result of the contingency plan,
- ❖ inconvenience associated with temporary accommodations substandard condition.

The Manager Human Resources will establish the temporary administration centre in the Old School Building of the Gordon Library.

The Manager Human Resources will source and replace all Personnel Records and all Workers Compensation Records (Appendix L may assist in the recovery of workers compensation records) currently held by Council.

In the event of a pandemic in the workplace, the Manager Human Resources will contact the Australian Government Department of Health and Ageing on prevention and control measures that Council should put in place and will undertake the role of Pandemic Manager.

## **ROLE OF THE DIRECTOR COMMUNITY**

The Director Community will work with the **Emergency Control Group** to minimise the effect of the disaster on Council operations.

The Director Community will contact all community services employees alerting them of the disaster and requesting them to report to the Town Hall building when the work area has been established.

The Director Community will establish the extent of file damage, recover files if possible and establish new files.

The Director Community will arrange for and adjust the library services to accommodate the Crisis Centre and other functions transferred to the Gordon Library.



## **ROLE OF THE DIRECTOR OPERATIONS**

The Director Operations will be the Emergency Controller in the **Emergency Control Group**.

The Director Operations will assign the role of Director Operations to an appropriate Manager within the Operations Directorate so that the Director Operations can concentrate on the disaster recovery operations and processes.

## **ROLE OF THE DIRECTOR STRATEGY AND ENVIRONMENT**

The Director Strategy and Environment will take responsibility for staff management with the assistance of the Manager Human Resources outside of the direct functions of the Emergency Control Group.

The Director Strategy and Environment will arrange for relevant staff to contact all effected Council employees to alert them of the disaster and advise them of their short and medium term working arrangements and working locations.

The Director Strategy and Environment will establish the extent of file damage, recover files if possible and establish new files.

## ROLE OF THE MANAGER ENGINEERING SERVICES

The Manager Engineering Services will assist in the assessment, salvage and restoration of services affected by the disaster and work with the **Emergency Control Group** to minimise the effect of the disaster on Council operations and to the public. Apart from the normal operations, the Manager Engineering Services will also assume the role of Deputy Controller for the Emergency Control Operations Group.

The Manager Engineering Services will work with the **Emergency Control Group** to conduct a survey of the disaster site when cleared for inspection by the Authorities.

The Manager Engineering Services will organise contractual services (carpenters, electrical, plumbing and others as needed) for all temporary premises listed below;

CRISIS CENTRE	Gordon Library E Zone room
COMPUTER CENTRE	Gordon Library
FINANCE	Old School Building, Gordon Library
CIVIC	Old School Building, Gordon Library
DEVELOPMENT AND REGULATION	Old School Building, Gordon Library
OPERATIONS	Council's depot
COMMUNITY	Town Hall building
STRATEGY	Town Hall building

## **ROLE OF THE DIRECTOR DEVELOPMENT & REGULATORY SERVICES**

The Director Development & Regulatory Services will be a member of the Emergency Control Operations Group.

The Director Development & Regulatory Services will assist in the assessment, salvage and restoration of services affected by the disaster and work with the **Emergency Centre Group** to minimise the effect of the disaster on Council operations and to the public.

The Director Development & Regulatory Services will contact all Development & Regulatory Services employees alerting them of the disaster and requesting them to stay at home near the telephone until required to return to work.

The Director Development & Regulatory Services will establish Development & Regulatory Services in Old School Building of the Gordon Library.

The Director Development & Regulatory Services will establish the extent of property file damage, recover files if possible and establish new files.

# RELOCATION PLANS

## 1. INFORMATION TECHNOLOGY

All staff are to report to the Depot for advice of their proposed working locations. Appendix G contains a plan of the new location where Information Technology will be established.

The specific requirements for this location are;

FACILITY	NUMBER	TIME FRAME	CONTACT DETAILS
TELEPHONES	6	Day 1	
COMPUTERS	6	Day 1	
DESKS	6	Day 1	
CHAIRS	6	Day 1	

## 2. CUSTOMER SERVICES

All staff are to report to the Depot for advice of their proposed working locations. Appendix G contains a plan of the new location where the Customer Services department will be established.

The specific requirements for this location are;

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>TELEPHONES</b>	<b>12</b>	<b>Day 1</b>	
<b>COMPUTERS</b>	<b>12</b>	<b>Day 1</b>	
<b>DESKS</b>	<b>12</b>	<b>Day 1</b>	
<b>CHAIRS</b>	<b>12</b>	<b>Day 1</b>	

### 3. FINANCIAL SERVICES

The Director Corporate, the Manager Finance and the Manager Purchasing and Insurance are to report to the Crisis Centre as soon as practical following the disaster.

Appendix G contains a plan of the new location where the Finance Department will be established.

All other staff are to stay at home and be available for advice on return to work instructions.

The specific requirements for this location are;

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>OFFICE SPACE</b>			
<b>TELEPHONES</b>			
<b>COMPUTERS</b>			
<b>PRINTER</b>			
<b>SCANNER</b>			
<b>DESKS</b>			
<b>CHAIRS</b>			
<b>CASHIER OFFICES</b>			
<b>SAFE</b>			
<b>PHOTOCOPIER</b>			
<b>RECORD STORAGE FACILITIES</b>			
<b>PRINTED FORMS</b>			

### 4. CIVIC SERVICES

All Civic Management staff are to report to the Gordon Library building for advice of their working location the next working day after the declaration of the disaster.

Appendix G contains a plan of the new location where the Civic Management section will be established.

All other staff are to stay at home and be available for return to work instructions.

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>OFFICE SPACE</b>			
<b>TELEPHONES</b>			
<b>COMPUTERS</b>			
<b>PRINTER</b>			
<b>SCANNER</b>			
<b>DESKS</b>			
<b>CHAIRS</b>			
<b>PHOTOCOPIER</b>			
<b>RECORD STORAGE FACILITIES</b>			
<b>PRINTED FORMS</b>			



## 5 COMMUNITY SERVICES

The Director Community will report to the Emergency Crisis Centre immediately the next working day after the disaster.

Appendix G contains a plan of the new location where the Community Department will be established.

All other staff are to stay at home and be available for return to work instructions.

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>OFFICE SPACE</b>			
<b>TELEPHONES</b>			
<b>COMPUTERS</b>			
<b>PRINTER</b>			
<b>DESKS</b>			
<b>CHAIRS</b>			
<b>PHOTOCOPIER</b>			

## 6. OPERATIONS

All Operations staff are to report to the Depot for instructions.

Appendix G contains a plan of the new location where the Operations Department will be established.

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>OFFICE SPACE</b>			
<b>FRONT COUNTER FACILITIES</b>			
<b>TELEPHONES</b>			
<b>COMPUTERS</b>			
<b>PRINTER</b>			
<b>SCANNER</b>			
<b>PLOTTER</b>			
<b>DESKS/CHAIRS</b>			
<b>PRINTED FORMS</b>			
<b>PHOTOCOPIER</b>			
<b>RECORD STORAGE FACILITIES</b>			

## 6. DEVELOPMENT AND REGULATIONS

All Development and Regulations staff are to report to the Old School Building of the Gordon Library the next working day after the disaster.

Appendix G contains a plan of the new location where the Development and Regulation staff will be established.

All other staff are to stay at home and be available for return to work instructions.

<b>FACILITY</b>	<b>NUMBER</b>	<b>TIME FRAME</b>	<b>CONTACT DETAILS</b>
<b>OFFICE SPACE</b>			
<b>FRONT COUNTER FACILITIES</b>			
<b>TELEPHONES</b>			
<b>COMPUTERS</b>			
<b>PRINTERS</b>			
<b>DESKS</b>			
<b>CHAIRS</b>			
<b>PHOTOCOPIER</b>			
<b>RECORD STORAGE FACILITIES</b>			
<b>PRINTED FORMS</b>			

# **APPENDIX A PROPOSED DEPARTMENTAL LOCATIONS**

1. Mayor and Councillors – Old School Building – Gordon Library
2. General Manager – Crisis Centre – E Zone Room
3. Civic Management – Gordon Library
4. Information Technology – Gordon Library Disaster Recovery Centre
5. Customer Services – Gordon Library
6. Call Centre – Old School Building Gordon Library
7. Development and Regulation – Old School Building Gordon Library
8. Finance Department including payroll – Old School Building Gordon Library
9. Human Resources Department – Old School Building Gordon Library
10. Community Services – Town Hall Building
11. Strategy – Town Hall Building
12. Operations - Depot

# **APPENDIX B EMERGENCY CONTROL GROUP AGENDA**

## **AGENDA**

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

# APPENDIX C PRESS RELEASE

## PRESS RELEASE

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

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

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

The contact number for Council will remain as (INSERT TELEPHONE NUMBER).

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

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

By Authority

GENERAL MANAGER

# **APPENDIX D MINIMUM COMPUTER CONFIGURATION**

3.2Ghz Intel Pentium 4 Processor

1GB RAM

40GB Hard Disk Drive

100/1000 Network Card

8 USB Ports

DVDROM Drive

Windows XP Pro SP2

17" LCD Screen, Mouse and Keyboard





# APPENDIX F TRAUMA MANAGEMENT PROCEDURE

## TRAUMA MANAGEMENT POLICY

### Objectives

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

### Statement

Whilst Council acknowledges its duty of care to both its employees and the general public there are nonetheless serious incidents which can occur at the workplace which are traumatic to all concerned.

These incidents could include;

1. Serious injury to an employee or member of the public;
2. Employee or member of the public suffering a heart attack or similar health emergency;
3. An act of violence eg robbery, disaster etc.
4. Emotional trauma

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

### Characteristics of Post-Trauma Stress Reaction

Supervisors are not expected to be medical practitioners nor hold a degree in psychology.

However, the severity of incidents this procedure is concerned with, is such that some degree of stress reaction would be a normal expectation.

Characteristics of post-trauma stress reaction include;

- ❖ Re-experiencing the event.
- ❖ Emotional numbing and withdrawal.

- ❖ Heightened reactions.
- ❖ Disturbed sleep
- ❖ Impaired concentration
- ❖ Irrational guilt.

### **Who Should Have Trauma Debriefing?**

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

### **Post Incident Action Checklist**

1. Attend to the injured. It is vital that available first aid is administered to those with physical injuries either at the scene or be sufficient to permit safe transport to the hospital
2. Concurrent with emergency medical care is intervention as is feasible and can be performed safely without further injury to any person. This would include turning off equipment in continuing operation, extinguishing fires, cleaning up toxic materials in a spill, isolating a contaminated area.
3. Contact appropriate Director, who will then have responsibility for ensuring the following occurs:
  - a) If appropriate attend to the immediate needs of the injured person's family including notification, assistance with transportation etc.
  - b) Control access of the media to the scene and to staff and relatives of staff.  
Contact **(INSERT NAME AND ADDRESS OF COMMUNITY HEALTH CENTRE)** on **(TELEPHONE)** to organise professional counselling for those employees involved.
  - c) Provide employees with accurate information about the current situation and update this over subsequent days.
  - d) Organise assistance, such as transport home, for any employee who is traumatised. Try to ensure that employees are not alone on the evening after the incident.
  - e) Get an accurate account of what has happened before employees leave. Provide briefing to those involved. This would include discussing with them whether they will be back to work the next day. In most circumstances return to work should be encouraged, particularly as direct assistance will be provided.
  - f) Act quickly to dispel rumours.

# **APPENDIX G PLANS OF LOCATIONS**

Plans of work locations are held on Council's computer records.

# APPENDIX H

## TELECOMMUNICATIONS

### REQUIREMENTS

#### **PABX and Communication Links**

Council's current PABX is fully managed by Optus and hosted offsite at the Optus Data Centre in Ultimo. In the event of a disaster at one or more of Council's sites the system will continue to function for the remaining sites. Any new or replacement equipment that will be needed in relation to a disaster will be coordinated through Optus based on the nature and extent of the disaster. Specific equipment details and configuration records are maintained by Optus under the terms of the managed agreement and can be referenced in the event that equipment needs to be replaced.

#### **Internet Connection**

Council's Internet link is provided and maintained by Verizon Australia Pty Ltd (1300 368 811) and is located in the Council Chambers building. In the event of a disaster affecting this site, Verizon will need to establish a replacement link into the most appropriate location. The current link used by Council is a 4MB E1 link delivered via optical fibre cable.

<p style="text-align: center;"><b>APPENDIX I</b> <b>LIST OF INSURANCE COMPANIES</b></p>
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**1. WORKERS COMPENSATION**

**2. PUBLIC LIABILITY**

**3. PROFESSIONAL INDEMNITY**

**4. INDUSTRIAL SPECIAL RISKS**

**5. MOTOR VEHICLE FLEET**

**6. COMPUTER EQUIPMENT**

**APPENDIX J  
IT SUB-PLAN**

**STAFF**

The following IT staff are fully trained in back-up and recovery procedures:

<b>POSITION</b>	<b>NAME</b>	<b>EMERGENCY CONTACT NUMBER</b>
<b>MANAGER IT</b>	<b>John Giovinazzo</b>	<b>0418 423 351</b>
<b>OPERATIONS COORDINATOR</b>	<b>Jason Bedwin</b>	<b>0419 487 003</b>
<b>SYSTEM SUPPORT SPECIALIST</b>	<b>Robert Wilkinson</b>	<b>0414 521 757</b>

# INFORMATION SYSTEMS

## **System and Data Backup**

Council uses a combination of volume and file level backup methods and procedures across its range of IT Systems using two main backup products. The product(s) used to backup each of Council's systems is dependent on a number of factors including the application vendors recommendations, the type of data (files, database etc), system usage as well as the priority and complexity of the system.

The backup methods and processes for all of Council's systems is documented and maintained in various locations in order for it to be accessible in the event of a disaster. Copies of this documentation are stored in IT, off site in the DR Computer Room as well as on personal storage devices held by IT staff.

### StorageCraft ShadowProtect

ShadowProtect product is used to do volume level backup of both system and data volumes that allows complete barebones system recovery in the event of data loss, system failure or a major disaster.

Volume level backups are done directly to disk storage located in the DR Computer Room at Gordon Library. These are then moved onto tape media using BrightStor at regular intervals depending on the system and data being backed up.

### CA BrightStor ARCserve

BrightStor is used to perform file level backups of data or previously created volume backup files onto tape media.

## **System and Data Recovery**

IT staff actively monitor all backup processes to ensure the integrity of the process. As well as the operational requirement to restore data in response to staff requests, IT staff will perform regular data recovery tests to ensure we are able to recover from a disaster. This involves both individual files restores as well as complete system restores onto spare servers.

## **Off Site Storage**

All volume backups stored on disk and tape media are located in the DR Computer at Gordon Library. The backup procedure ensures that all systems and data will always have a backup that is stored in an alternate location.