



SOUTH BURNETT
REGIONAL COUNCIL

Business Continuity and Recovery Plan **Business Continuity and Recovery Plan**



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Objectives of the Plan

The objective of this Business Continuity and Recovery Plan is to provide a readily accessible and useable document which enables South Burnett Regional Council to:

- Facilitate a first response to an event which significantly disrupts the organisation's operations;
- Follow an agreed and systematic approach for the ongoing management of such an event;
- Implement procedures to maintain essential services through the recovery period;
- Re-establish services and operations as quickly and efficiently as possible;
- Minimise the effect on the community, Staff, clients, organisation operations and contracts;
- Identify the critical aspects of Council services which may be exposed to risk of disruption;
- Define actions which will minimise loss or damage should an event occur;
- Adopt strategies to maintain Council services through periods of disruption to various locations including Information Technology/Communications Sites;
- Recover lost equipment and facilities as soon as possible;
- Ensure that insurance claims are properly lodged with Local Government Mutual; and
- Review of this plan on an annual basis by the Business Continuity Team.

What is a Serious Disruption to Council Services

A serious disruption to Council is an event which causes widespread service disruption to the South Burnett Regional Council. This Business Continuity and Recovery Plan focuses on the following critical centres and the possibility of one being taken out of service for an extended period of time (greater than one (1) week):

- Kingaroy Customer Contact Centre Precinct;
- Nanango Customer Contact Centre;
- Murgon Customer Contact Centre;
- Wondai Customer Contact Centre;
- Proston Library and Customer Contact Centre;
- Blackbutt Customer Contact Centre;
- QGAP/ Centrelink;
- The Information Technology Building, Glendon Street, Kingaroy;
- Communication Towers;
- Category A & B Community Halls (per the SBRC Fees and Charges Schedule); and
- Workshops and Depot facilities – Kingaroy, Murgon, Nanango and Wondai.

What is a Business Continuity and Recovery Plan

Preventative and reactive measures using alternative premises, redundant hardware, software backups, data backups and other resources/facilities to ensure that the organisation can continue operations during a serious disruption to services and to restore business operations as quickly as possible following the event.

Physical Location of Plan –

- Kingaroy Customer Contact Centre;
- Nanango Customer Contact Centre;
- Murgon Customer Contact Centre;
- Blackbutt Customer Contact Centre;
- Wondai Customer Contact Centre;
- Council's Intranet; and

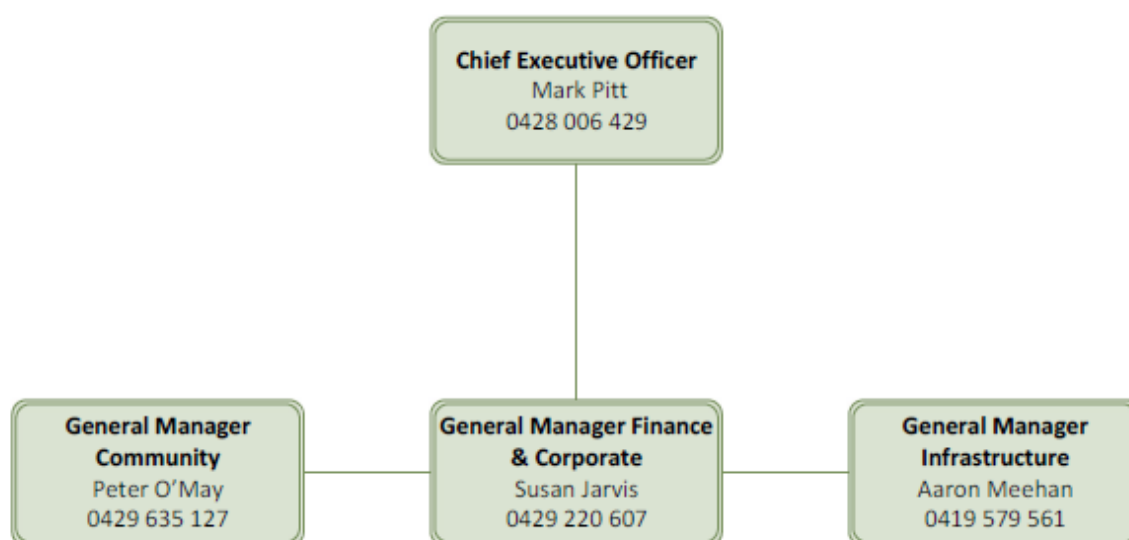
- QGAP/Centrelink

Emergency Pack Requirements

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

Business Continuity Team/Management Structure

The Business Continuity Team shall be comprised of the permanent members as per the table below.



The Chief Executive Officer (CEO) will automatically be the Chairperson of the Business Continuity Team. If under any circumstances the CEO or any member of the Council's Senior Executive Team (SET) is unable to be part of the Business Continuity Team for whatever reason, then the balance of the team can be co-opted from the Senior Management Team (SMT) to replace the absent permanent member/s and put in place an alternate Chairperson, if required.

The Business Continuity Team will administer Council's response to any disaster events effecting Council operations and the implementation of this Business Continuity and Recovery Plan. Additionally, during the response to any significant event, the Chairperson of the Business Continuity Team will consult with and provide regular briefings to the Mayor.

The Business Continuity Team can co-opt others into the team or adapt membership based on the nature of the emergency.

The Business Continuity Team will meet on a quarterly basis or as required to ensure that the organisation is prepared and resourced to effectively manage a significant event which disrupts Council services for an extended period of time utilising this plan.

Business Continuity and Recovery Coordination Centre

The following centres can be established as the Business Continuity and Recovery Coordination Centre depending on the location of the significant event and as determined by the CEO:

Location	Ownership/ Contact	Capacity for Extra Staff	Meeting Room	Toilet Facilities	Kitchen Facilities	IT Connectivity	Power Points	Telephone Lines	Comments
Kingaroy Customer Contact Centre	Council Owned	Limited	Yes	Yes	Yes	Yes, Council network, wifi	Many	Yes	Major Centre.
Kingaroy Visitor Information Centre (VIC)	Council Owned/Art Gallery leased to not-for-profit organisation	Limited - Utilising the 1938 Chambers and associated Art Gallery space	Yes	Yes (within the VIC and outside)	Yes (within the VIC)	Yes, Council network, wifi	Many	Yes	Some desks and computers already exist.
Kingaroy Town Common Hall (Oliver Bond Street)	Council Owned	Limited	No	Yes	Yes	Yes	Many	Yes	Chairs only
Nanango Customer Contact Centre	Council Owned	Good potential	Yes	Yes	Yes	Yes, Council network, wifi	Many	Yes	Desks and computers already exist.

The CEO will advise the Business Continuity Team of the location of the Business Continuity and Recovery Coordination Centre which will be the location of meetings of the Business Continuity Team and will be equipped with adequate facilities and resources to allow the Business Continuity Team to implement the Business Continuity and Recovery Plan.

The existing telephone numbers of the Council (07) 4189 9100, 1300 789 279 and facsimile number (07) 4162 4806 as well as Councils email info@southburnett.qld.gov.au are to be redirected as soon as possible to the Business Continuity and Recovery Coordination Centre.

The Customer Contact Officers and Executive Services Team will be assigned to the Business Continuity and Recovery Coordination Centre, as soon as possible, to assist the Business Continuity Team with all telephone support, communication, correspondence and to facilitate

business as usual. Additional Staffing resources will be obtained at the direction of the CEO or Chairperson of the Business Continuity Team, should the Business Continuity and Recovery Plan be activated simultaneously with the South Burnett Regional Council Local Disaster Management Plan and South Burnett Disaster Recovery Plan.

All necessary Officers will be seconded to the Business Continuity and Recovery Coordination Centre function to approve purchases required for immediate establishment of the Centre using existing purchase delegations.

Business Continuity and Recovery Coordination Centre Facilities

Immediately upon occupation of the Business Continuity and Recovery Coordination Centre, the General Manager Finance and Corporate is to review the circumstances and make arrangements for the acquisition and delivery of adequate resources to the centre.

Telephones

Redirection of telephone to mobile fleet or landline	Telstra - (07) 4189 9100 - 1300 789 279
Handsets	Relocate from other offices temporarily

Facsimiles (if internet is down)

1 x facsimile line	Telstra - (07) 4162 4806
1 x facsimile machine	Relocate from other offices where practical

Computers

12 x desktop or laptops	Relocate from redundant stock, training fleet or other offices where practical
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Alternate Work Locations

Initial Response for All Staff (Unless Otherwise Advised):

Primary Work Location	Alternate Work Location Following a Significant Service Delivery Event
Blackbutt Customer Contact Centre	Nanango Customer Contact Centre
Nanango Customer Contact Centre	Kingaroy Town Hall pending redeployment
Kingaroy Executive Services and Mayor	Kingaroy Visitor Information Centre incorporating the 1938 Chambers
Kingaroy Finance Office	Kingaroy Customer Contact Centre
Information Technology Kingaroy	Nanango Customer Contact Centre (backup system)
Kingaroy Customer Contact Centre	Kingaroy Town Common Hall pending redeployment
Wondai Customer Contact Centre	Murgon Customer Contact Centre
Wondai Library	Wondai Customer Contact Centre
Murgon Customer Contact Centre	Wondai Customer Contact Centre
Murgon Visitor Information Centre	Murgon Customer Contact Centre
Proston Customer Contact Centre	Wondai Customer Contact Centre
Kingaroy Workshop/Depot	Kingaroy Customer Contact Centre pending redeployment
Murgon Workshop/Depot	Kingaroy Workshop/Depot
Nanango Workshop/Depot	Kingaroy Workshop/Depot
Water and Wastewater Staff Kingaroy	Kingaroy Customer Contact Centre

Role of the Business Continuity Team

The Business Continuity Team will act as Council's immediate response and recovery group undertaking such functions as are required by the organisation, establishing priorities, organising and directing Council's resources and providing information to Staff, members of the public and insurers as required. The Business Continuity Team will assemble upon the instructions of the CEO or the nominated Chairperson at the nominated Business Continuity and Recovery Coordination Centre.

Business Continuity Team Meeting - Initial Meeting Following an Event

If possible, the CEO and the Business Continuity Team will perform a visual inspection of the issue behind the significant service disruption prior to the first meeting of the team, to determine the extent of the issue at hand and to assist in formulating an appropriate response.

The Mayor, Councillors and designated employees may be requested to attend the first meeting of the Business Continuity Team. A proposed agenda for this meeting is attached as Appendix I.

Determining Priorities in Managing and Recovery from a Significant Disruption to Council Services

All Council's operational priorities will be determined by the Business Continuity Team and will be communicated to the Council as a whole, the public and any other organisation as required. In order to do this, each Manager will provide the Business Continuity Team with the following information to be updated as required:

- immediate workplace health and safety issues and how they are being addressed;
- Staff, plant and equipment available;
- property and communication systems available;
- summary of operations temporarily and permanently effected by the event;
- estimate of resources needed to restore the effected operations;
- timeframe for recovery to partial and full operations;
- location of operations not effected by the event;
- list of operations needing relocation; and/or
- prioritised list of functions/operations that require restoration/relocation.

The Business Continuity Team will determine the best allocation of available resources to meet the Council's service priorities and be generally guided by this plan.

The overall coordination of the recovery will be the responsibility of the CEO or the Chairperson of the Business Continuity Team. These members will be removed from their operational roles in so much as related specific tasks must not be assigned to them.

A record of the activities of the Business Continuity Team will be kept in an activity log. A proposed template of the log can be found in Appendix E.

Communications

Only the Mayor, CEO or Chairperson of the Business Continuity Team is permitted to speak with the media. Council should release a statement to the media immediately or as soon as possible. (Appendix A is an example of such a release.)

1. All communications will be coordinated through the Business Continuity Team with that team being responsible for:

- The allocation of communication resources.
 - All information released to the media and public.
 - All communications to employees.
 - All communications to insurance companies.
 - All communications with Emergency Services and other essential services.
 - All communications regarding recovery strategies.
2. The Business Continuity Team will endeavour to hold one (1) major briefing each day or when required at 10am at the Business Continuity and Recovery Coordination Centre. These meetings will be open to members of the public and the media. The frequency of these meetings can be scalable as recovery progresses.
 3. The Business Continuity Team will provide regular briefings to employees each day from the Business Continuity and Recovery Coordination Centre. These briefings will be delivered in a manner that best suits the situation such as but not limited to face-to-face (with script), email, handouts and text messaging. The frequency of these briefings can be scalable as recovery progresses.

Proposed Service Delivery Relocation Plan

Facility	Floor Area					Toilets				Staff																	Current Density per office	Potential Capacity (10m2/person)	Business Service Continuity Relocation Potential
	Gross	Net Office	Net Library	Net Hall	TOTAL	M	M url	F	Unisex	Property	Executive Services	Business Systems	Finance	Plant & Fleet	Design & Technical Services	Environment & Waste	Infrastructure	Water & Wastewater	Roads & Drainage	Planning & Land Management	Human Resources	ICT	NRM & Parks	Social & Corporate Performance	Corporate Services	Total current staff per office			
Blackbutt Office	180	11	84		94	1		1																5	5	2.1	9	Move services and personnel to Nanango Office.	
Kingaroy Customer Contact Centre	932	526			526	2	2	3	1	7	4	5	4			6				5	3			12	1	47	11.2	53	Relocate Executive Services, Customer Service Team and Mayor to Kingaroy VIC incorporating the 1938 Chambers. Also relocate common work groups to Nanango Office, Kingaroy Supervisors Admin Area, Town Common Hall.
Kingaroy - Economic Development	65	55			55						3														3	18.5	6	Relocate to Kingaroy Visitor Information Centre and 1938 Chambers.	
Kingaroy - Library			218		218																			10	10	21.8	22	Relocate to Nanango Library.	
Kingaroy - Finance Office	256	194			194						3	13	1												17	11.4	19	Relocate to Kingaroy Town Common Hall.	
Kingaroy - Human Resources Office	74	49			49				1												5				5	9.8	5	Relocate to Kingaroy Customer Contact Centre.	
Kingaroy - Information Technology	120	32			32	1		1														5			5	6.3	3	Relocate to Nanango Customer Contact Centre - location of the backup system.	
Kingaroy VIC and 1938 Chambers		323			323	2		2			5														5	64.6	32	Relocate permanent staff to Kingaroy Customer Contact Centre	
Kingaroy - Town Common Hall				160	160	1		1																	0	0.0	16		
Kingaroy - Water and Wastewater Office		65			65				1									6							6	0.0	7	Kingaroy Waste Water Treatment Plant Office	
Kingaroy Supervisors Admin Area		239			239	4		2	1																0	0.0	24		
Nanango Customer Contact Centre and Library	1288	672	242		914	1	2	2							9	4	4		9	4				2	3	35	19.2	91	Kingaroy Supervisors Admin Area, Kingaroy Town Common Hall, Wondai Office, Murgon Office, Kingaroy Library.
Nanango Cultural Centre				472	472	2	3	3																	0	0.0	47		
Wondai Customer Contact Centre and Library	371	181			181	1		1					1						1		1			1	4	45.2	18	Relocate to Murgon Customer Contact Centre, Library Services to Murgon.	
Murgon Customer Contact Centre and Library	530	152	142		294	1	2	2	1				1										7	2	1	11	13.8	29	Wondai Customer Contact Centre, Library Services to Wondai.
Murgon Hall				580	580																				0		58		
Total Staff										7	12	8	18	1	9	10	4	6	10	9	9	5	0	20	14	153			
IT Requirements										7	12	8	18	1	9	10	4	6	10	9	9	5	0	20	14	153			Up to 50 computers are available each year from the ongoing replacement program.

The Business Continuity Team will:

- consider the options and ability for identified Staff to work remotely taking into account the advantageous/disadvantageous and risks.
- consider the need and as required, request assistance from external agencies including neighbouring local governments, Local Government Association of Queensland, State and or Commonwealth government departments or private industry.

Resilience Program

1. Commencing in the financial year 2017/2018, Council will undertake a two (2) year program to invest in:
 - A new phone system;
 - Duplication of the Information Technology system in Nanango or utilise other appropriate resources and locations; and
2. Install backup power supplies at the key offsite communication sites for Council's Information Technology Network – for example, Ushers Hill and Hayes Hill.
3. Document Council's existing Information Technology Network Resilience Strategy (including the Communication Towers) along with existing and proposed intrusion controls.
4. Provide an alternate records facility and to utilise the services of a third party to store long-term/permanent records offsite in Toowoomba.

Various Halls

In the event of a Category A & B Community Halls (per the SBRC Fees and Charges Schedule) becoming unavailable for an extended period of time, contact will be made with hirers with forward bookings to assist in relocating to another Council or other available facility.

Stores and Fuel Facilities

- Fuel for fleet can be maintained by utilising the facilities at other depots. Fuel is available at Kingaroy, Murgon, Nanango and Wondai Depots. Council has a dedicated Fuel Truck available to service vehicles in depots and in the field during a significant event.
- Council has dedicated Stores facilities at Kingaroy, Nanango and Wondai. Should a significant event occur at one of those locations, stock held by Stores can be obtained through the available Stores and utilising 'just in time' purchasing process.

Associated Organisational Plans

- Water and Wastewater Business Continuity Plan.
- Water and Wastewater Pandemic Business Continuity Sub-Plan
- Works Pandemic Business Continuity Sub-Plan

Appendix A - Media Release



Media Release

PO Box 336 | Kingaroy Q 4610 | T: (07) 4189 9100 | F: (07) 4162 4806 | E: media@southburnett.qld.gov.au | W: www.southburnett.qld.gov.au | ABN: 89 972 463 351

FOR IMMEDIATE RELEASE <insert DD-MMM-YYYY>

START

(insert Title)

On (insert day and date) at approximately (insert time) a (insert type of significant event) impacted South Burnett Regional Council's operations (insert extent of damage) at (insert council building name and street location).

The cause of the significant event is unconfirmed at this time and is being investigated by the (insert agencies – i.e. Queensland Fire and Emergency Services, Queensland Police Service, Workplace Health and Safety Queensland).

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 (07) 4189 9100.

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

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

Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

END

Media Enquiries Contact: Tracey Wilson, Communications Officer
Telephone: (07) 4189 9539
Email: Media@southburnett.qld.gov.au

Appendix B - Services and Supply Contact List

Service	Contact	Telephone
Queensland Fire and Emergency Services		000 (Triple Zero)
Queensland Police Service	Emergency Kingaroy Police Station Murgon Police Station Nanango Police Station	000 (Triple Zero) (07) 4160 4900 (07) 4179 5222 (07) 4163 1211
Insurance Broker	Local Government Mutual - <i>Phil Whybrow</i>	(07) 3000 5504 0412 658 897
Lawyers	King and Company Solicitors	(07) 3243 0000
Security	Kingaroy Security	(07) 4162 1216
Local Print Media	South Burnett Times	(07) 4162 9777
	Murgon Moments	(07) 4168 2922
Radio	CFM 89.1	(07) 4162 4888
	Radio KFM	0407 582 166
	ABC Southern Queensland	(07) 4631 3811
	4SB 1071	(07) 4162 1433 0400 704 712 (After Hours)
	Wild Horse Community Radio – Yarraman	(07) 4163 8991
	Crow FM	(07) 4169 0700
Electricity	Ergon Energy	(07) 3228 8182
Gas	Elgas	13 11 61
Water	SBRC Water and Sewerage Emergencies	(07) 4189 9100 - Press 1
Protective Clothing	SBRC Stores	(07) 4189 9259
Cleaners	Restore All Qld - <i>Gavin Payne</i>	(07) 4162 8141 0407 637 229
Temporary Storage	Kingaroy Self Storage	(07) 4162 4488
Locksmiths	Nanango Lock and Key	(07) 4171 0137 0419 645 988
Electrical Contractor	Blacks Electrical	(07) 4162 2592
Plumber	Cox Plumbing	(07) 4162 2750
Manager ICT	Anthony Bills	0428 191 215
Technology One	Peter Hynes	(07) 3167 7301 (07) 3377 7416
Telstra		(02) 9368 3806
SBRC Media/Communications	The Media Team Tracey Wilson	(07) 4189 9171 0439 799 766

Appendix C - Information Technology Contact Details

Anthony Bills

Manager ICT

T: (07) 4189 8241 | M: 0428 191 215 | F: (07) 4162 4806

E: abills@southburnett.qld.gov.au

Appendix D - Pre-Printed Stationery

Document/s	Supplier	Address	Telephone
Letterhead, Envelopes and Business Cards	Nichol's Printing	3/34 King Street Kingaroy Q 4610	(07) 4162 7755
Cheques Customer No. 76844/1	Precision Business Forms	123 Basalt Street Geebung Q 4034	(07) 3865 2155

Appendix E - Business Continuity Team Activity Log

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

Action	Requested By	Referred To	Action Taken	Time and Date Completed

Appendix F - South Burnett Regional Council Critical Incident Management Plan

1. Introduction

South Burnett Regional Council uses a systematic approach to the management of incidents or issues that seriously affect or may affect Council's Staff, operations or reputation. Where possible, this approach uses existing infrastructure and procedures.

Council has developed this approach to meet its legal requirements, standards of good governance and, importantly, to minimise the risk to its Staff, contractors, service provider and ratepayers.

The Council's approach brings together four elements:

- Emergency response (making people safe and minimising damage to assets)
- Emergency management (coordinating the emergency response and managing the recovery)
- Crisis management (addressing strategic business and reputation issues)
- Business continuity (maintaining business operations)

The application of these four elements will depend upon the situation and the good judgement of Council's managers and Staff. For example, a major fire would involve all four elements whilst a major public controversy may only involve crisis management.

It will be rare that a Critical Incident Management Team will be required. It is more likely that issues or incidents will be managed and resolved by (emergency) response teams at the operational level: matters will go no further than 'monitoring by the General Manager responsible'. Nevertheless, Council has put in place arrangements to handle the full range of incidents and issues.

2. Responsibility

The Chief Executive Officer, as Council's Critical Incident Coordinator, is responsible for the establishment, operation and review of Council's Critical Incident Management Plans. The Chief Executive Officer chairs the Council's Emergency Planning Committee (Australian Standard 3745: Planning for Emergencies in Facilities) which coordinates Council's critical incident plans.

3. Risk Management

The Critical Incident Management Plan provides a framework for the appropriate risk management of serious incidents and issues that may disrupt the operations of Council. This document is supported by plans that have been developed to address a range of risks that have been identified through the Council's Risk Registers. The plans also contain sufficient flexibility to manage unforeseen situations. The plans are reviewed after incidents as well as being reviewed periodically.

Appropriate infrastructure and resources have been developed to support these plans. These include Fire Wardens, Emergency Coordinators and the Critical Incident Management Team. Other resources that may be necessary in a major incident such as call centres and media teams have also been identified.

4. Recognising a Critical Incident

A critical incident is any event or business continuity issue that significantly threatens the commercial position or operability of South Burnett Regional Council. Critical incidents will involve all or a substantial part of Council's operation and have major actual or long-term consequences. Critical incidents require a coordinated operational response that deals with the control of the emergency situation and the restoration of normal business operations.

A critical incident can be triggered by a physical event such as a bushfire, chemical spill, gas leak, major fire or explosion, power outage, fatality or serious injury although it is possible that it may develop over time from smaller and possibly unconnected events. It will frequently involve some media interest and may be driven by perceptions rather than facts.

The Organisational Business Continuity and Recovery Plan describe Council's arrangements to prepare for, respond to, and recover from a range of major physical emergencies.

5. Recognising a Major Critical Incident

A major critical incident (crisis) may be triggered by a physical emergency such as a major fire but most major critical incidents evolve gradually from less dramatic events. The crisis may be triggered by internal or external issues such as public safety, health concerns, major fraud, mismanagement or controversial academic activities. Routine or seemingly harmless activities may develop into a crisis after attracting the attention of government, regulators, interest groups, the public or the media. In addition, a simple emergency or minor issue can be turned into a crisis by being insensitively or poorly managed.

Crises can often be difficult to identify and can escalate very rapidly. They will almost always involve media interest on a national scale and they will frequently be driven by perceptions rather than facts.

6. Notification Process

The effective management of incidents and issues requires their prompt communication to the appropriate level of management. Where an immediate emergency response is required to an incident, the Organisational Business Continuity and Recovery Plan prescribes the notification arrangements.

All incidents requiring an immediate emergency response are reported directly to the CEO. Where an immediate response is not required, incidents and issues will be brought to the attention of senior management through the normal management structure. All major critical issues or incidents must be advised to the relevant member of Senior Executive. The relevant member of the Senior Executive will consult with the CEO, as the Council's Emergency Coordinator, and provide advice to the CEO relating to the activation of a Crisis or Emergency Management Team.

7. Activation of a Critical Incident Management Team

The principle of '*prudent over-reaction and rapid de-escalation*' applies when considering the level of activation of a Critical Incident Management Team. It is easier and usually more effective to scale down an over-reaction than it is to ramp up an under-reaction.

Where an immediate emergency response to a health and safety risk is required, the arrangements in the Organisational Business Continuity and Recovery Plan will apply.

Where no immediate response is required, or where an emergency has ongoing effects, activation of the Organisational Business Continuity and Recovery Plan is at the discretion of the CEO or nominee.

In response to an incident or issue, a Critical Incident Management Team may be convened. Members of the team may be drawn from the Senior Executive, employees and Emergency Services personnel from across the region. The Critical Incident Management Team may direct the establishment of operational teams to provide support or handle aspects of the emergency or crisis.

8. Related Documents

South Burnett Regional Council Local Disaster Management Plan
South Burnett Disaster Recovery Plan
Water and Waste Water Business Continuity Plan

9. Next Review Date

26 March 2020

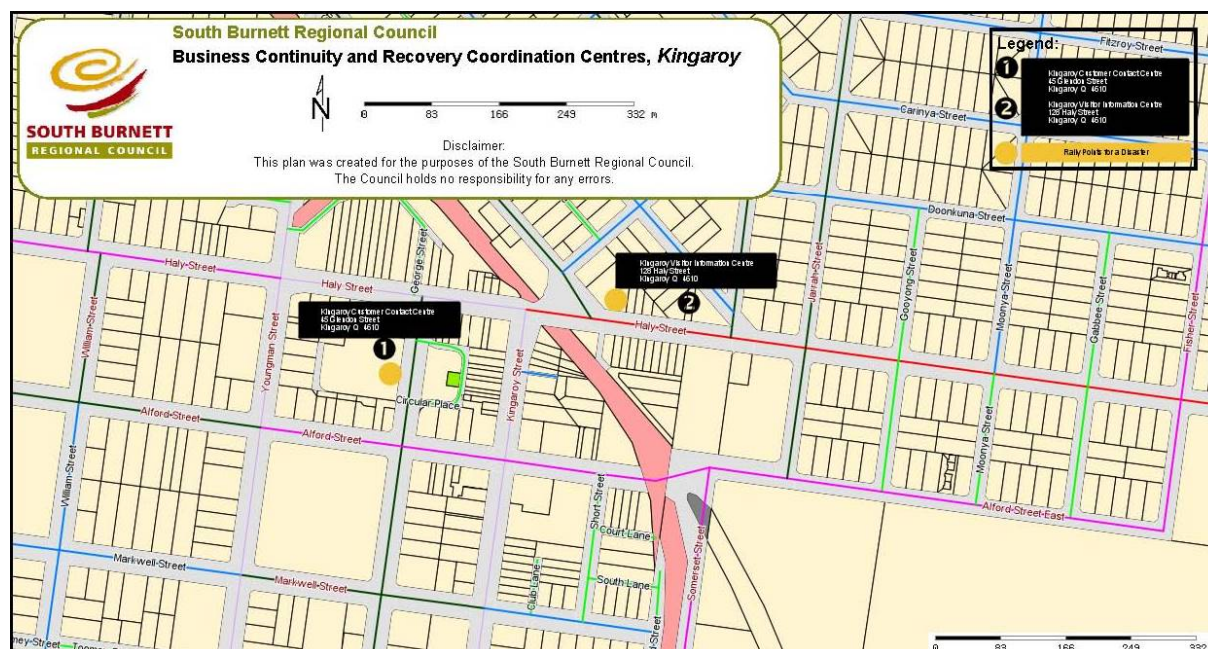
Mark Pitt PSM
CHIEF EXECUTIVE OFFICER

Date

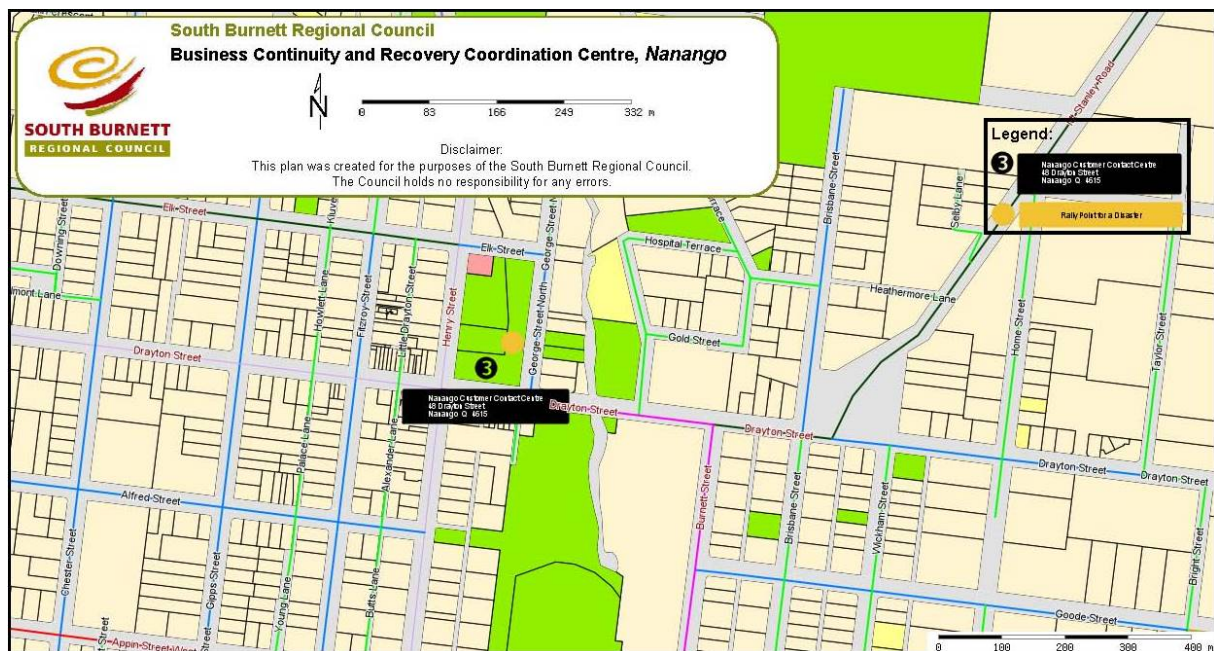
Appendix G - Plans of Locations

- Rally Points for a Disaster
- Locations for the Crisis Centre/Temporary Work Locations:
 1. Kingaroy Customer Contact Centre
 2. Kingaroy Visitor Information Centre
 3. Nanango Customer Contact Centre – This needs to be updated

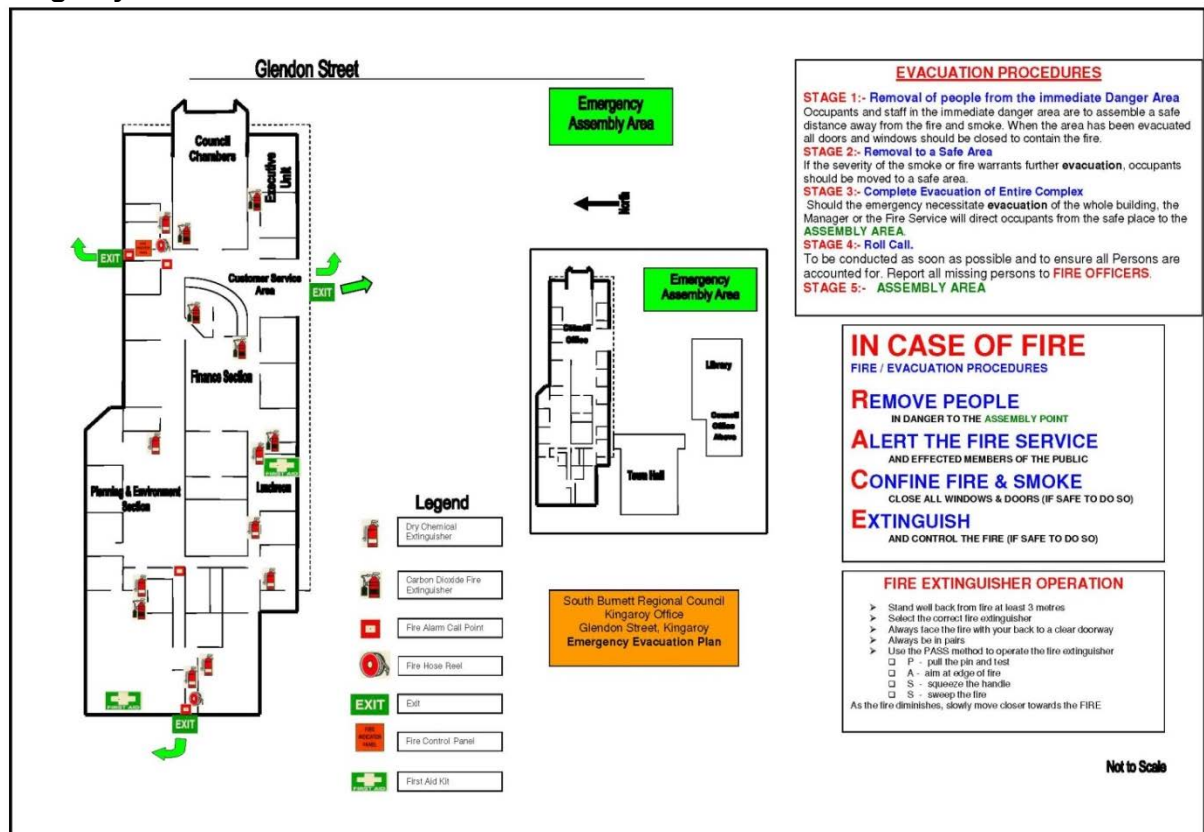
Business Continuity and Recovery Coordination Centres, Kingaroy



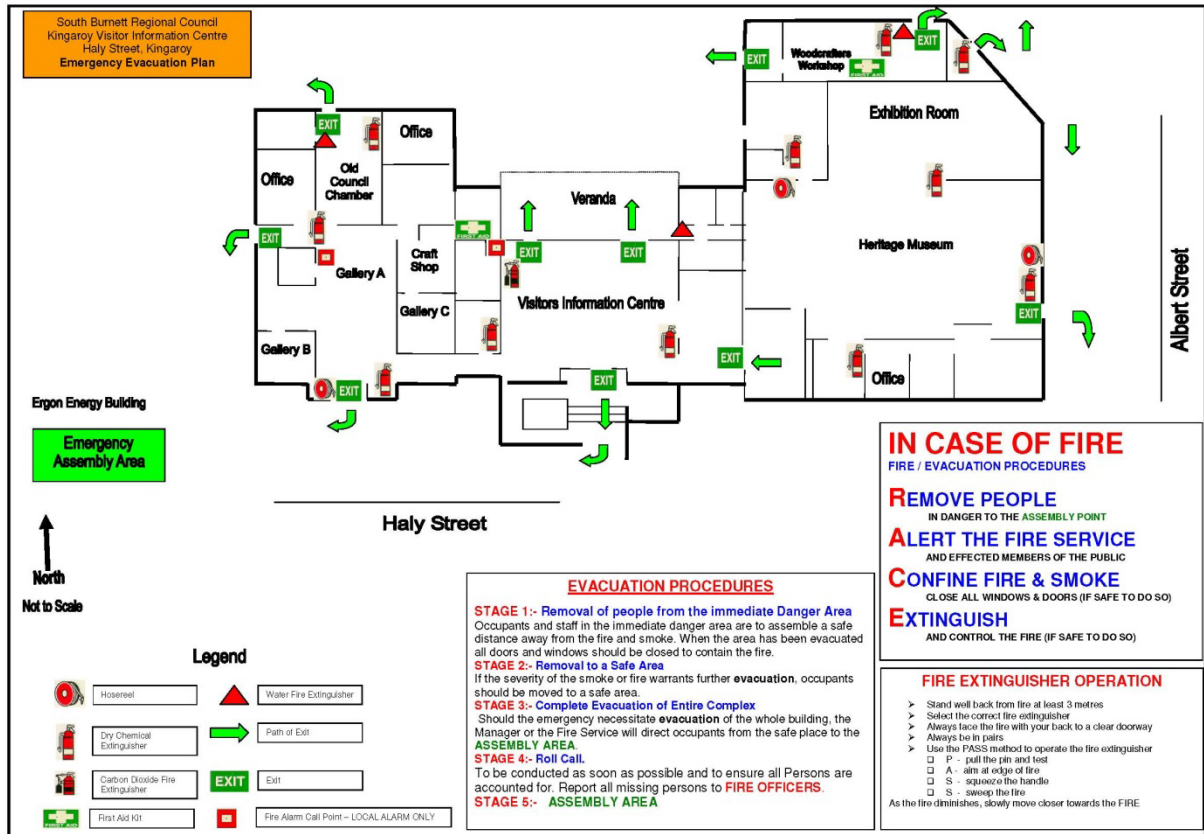
Business Continuity and Recovery Coordination Centre, Nanango



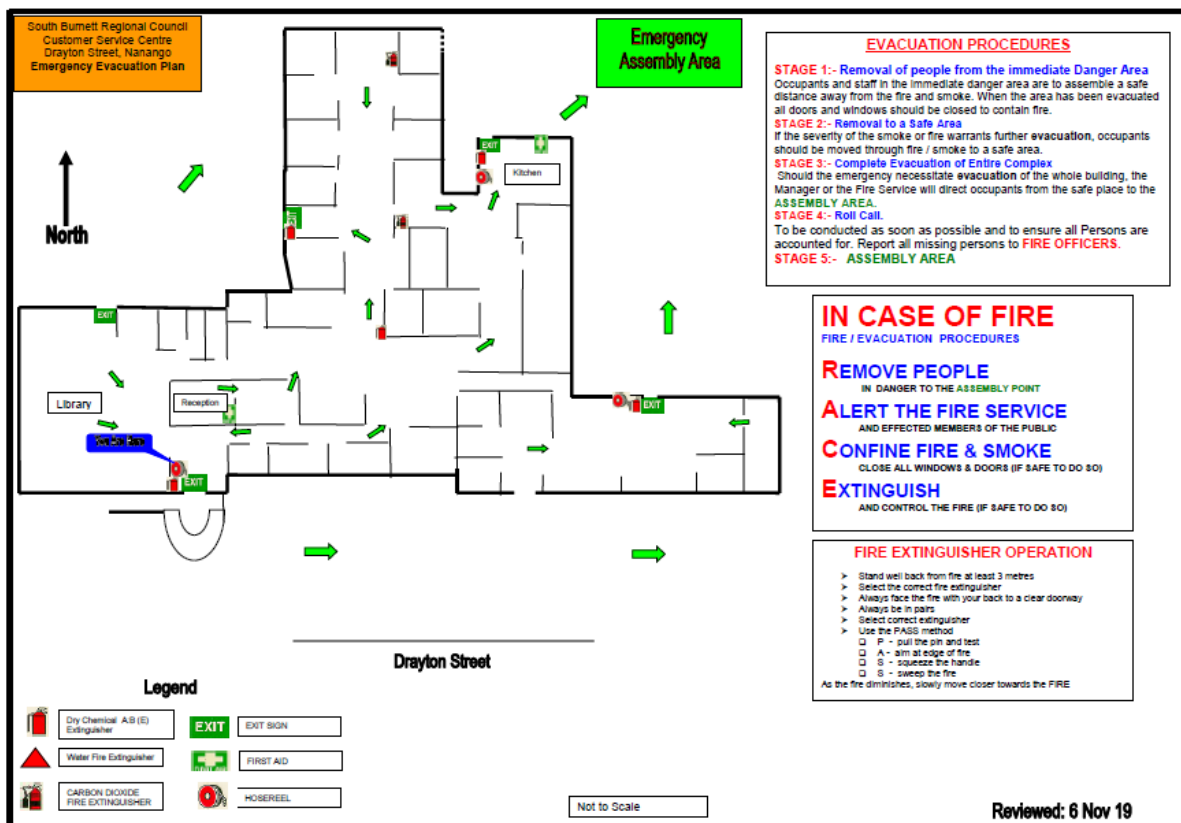
Kingaroy Customer Contact Centre



Kingaroy Visitor Information Centre



Nanango Customer Contact Centre



Reviewed: 6 Nov 19

Appendix H - Emergency Pack –

Locations of Emergency Pack

Kingaroy Customer Contact Centre
Kingaroy Visitor Information Centre
Nanango Customer Contact Centre

Contents of Emergency Pack

A USB device containing:

- Business Continuity and Recovery Plan.
- List of Staff names and contact details
- List of organisational mobile numbers
- Councillor contact details
- Copy of templates (including templates of printed forms specific to each Unit)
- List and location of Vital Records

The Emergency Packs must be collected and updated annually with the plan to ensure contents are current and accurate (e.g. Staff list, contact details, telephone numbers and updated templates).

Appendix I - Business Continuity Team Agenda

1. Welcome/Attendance.
2. Summary of event and impact (including not limited to):
 - report from initial site visit
 - identification of affected services and work teams
3. Determine operational team.
4. Initial plan for operations during the first few days.
 - appointment of purchasing authority
 - allocation of temporary work locations
 - implementation of emergency contact numbers
 - public notification (see Appendix A)
 - implementation of equipment requirements
 - Staff requirements
5. Schedule of Staff briefings.