

Tablelands Regional Council



Corporate Business Continuity Plan v5 27 June 2024 LIVE

Acknowledgement of Country

We acknowledge the Native Title parties across the Tablelands Regional Council area and other family groups who are the traditional custodians of this land. We recognise your continuing connection to Country and pay respect to Aboriginal and Torres Strait Islander Elders past, present and emerging including:

- Bar Barrum of the area around the Walsh River and to the west of the Wild River
- Dulabed and Malanbarra Yidinji of the Gillies Range area
- Girramay of the Kirrama area
- Gugu Badhun of the Wairuna/Lamonds Lagoon area
- Jirrbal of the Koombooloomba, Ravenshoe and Herberton areas
- Mamu of the Millaa Millaa area
- Ngadjon-Jii of the Malanda and Topaz areas
- Tableland Yidinji of the Kairi, Tolga, Tinaroo and Lake Barrine areas
- Warrungu of the Gunnawarra/Goshen area.

Contents

Document management	4
Document control information.....	4
History.....	4
Distribution.....	5
1. Introduction	6
1.1 Purpose & scope	6
1.2 Crisis Management Team	7
1.3 Communications.....	7
1.4 Business Continuity Management Phases.....	8
1.5 Business Continuity Process.....	9
2. BCP activation requirements	10
2.1 Determine the activation level	10
2.2 Determine the extent of the disruption	10
2.3 Impact & incident levels — grading criteria	11
2.4 Manage the event & recover critical functions	12
2.5 Return to normal operations.....	12
2.6 Debriefing	13
3. Critical functions and relevant section level BCPs.....	14
Appendix A. Crisis Management Team	21
Appendix B: CMT Roles & Responsibilities.....	22
Appendix C: CMT Command Centre	27
Appendix D: CMT Task Log	28
Appendix E: Business Continuity Update Report	29

Document management

Document control information

Title		Business Continuity Plan
Version Number		V5 LIVE 27 June2024
Storage Location		SharePoint – Corporate Documents – Business Continuity

History

Version	Date	Author	Comments / Amendment summary	Authorised by
0.1	June 2017	QRMC Risk Management	Draft for user comments	
0.2	January 2018	Senior Advisor Disaster Management & Business Continuity	Draft for exercise	
0.3	November 2018	Senior Advisor Emergency Management	Draft for approval by S<	
1.0	November 2018	Senior Advisor Emergency Management		Approved by ELT on 20/11/18
2.0	April 6 2020	Senior Advisor Emergency Management	Minor changes to reflect organisational arrangements and updated BIA information.	Approved by ELT on 06/04/2020
2.1	April 23 2020	Senior Advisor Emergency Management	Minor change to CLT roles and improvements identified at COVID-19 exercise	Adopted by Council on 23/04/2020
3	February 24 2022	Senior Advisor Emergency Management	Minor changes to reflect organisational changes, updated BIA information and CLT membership clarification.	Endorsed by ELT on 11/02/22 Adopted by Council on 24/02/2022
4	May 19 2023	Senior Advisor Emergency Management	Updated critical functions and minor changes to position titles, version dates, etc.	Endorsed by ELT on 19/05/2023 Adopted by Council on 25/05/23

5	June 2024	Senior Advisor Emergency Management	Updated CLT to Crisis Management Team (CMT) and minor changes throughout.	Endorsed by ELT on 14/06/2024 Adopted by Council on 27/06/24
---	-----------	-------------------------------------	---	---

Distribution

This document will be distributed to the following staff members or stakeholders:

Date	Staff member or stakeholder	Version number
27/06/2024	Crisis Management Team	V5
27/06/2024	Service Level Managers / BCP Owners	V5
27/06/2024	Mayor & Councillors	V5
27/06/2024	Employees	V5
27/06/2024	TRC Website	V5

1. Introduction

1.1 Purpose & scope

This Business Continuity Plan (BCP) forms part of our Business Continuity Management Framework and is designed to coordinate TRC activities following a major business disruption event. The Corporate BCP is supported by section level Business Continuity Plans:

- Water and Waste
- Strategic Assets
- Roads and Projects
- Environment and Natural Resources
- Finance
- People and Culture
- Community Services
- Systems and Information
- Legal and Governance
- Communication and Engagement
- Office of the CEO

Activation of this plan and coordination of supporting section level activities will be directed by the Crisis Management Team (CMT).

This BCP sets out the principal processes, roles and responsibilities in executing our corporate response to a business disruption event. Such events may include:

- Impacts of severe weather e.g. cyclones, storms, floods, etc.
- Medium- to large-scale loss of staff e.g. industrial action or pandemic.
- Significant or prolonged loss of ICT e.g. voice and/or data.
- Significant or prolonged loss of electricity supply.
- Access to a key building lost due to factors such as fires, structural failure, police cordons, utility works, bomb threats etc.
- An incident that may affect multiple sites and staff welfare including those resulting in evacuation or shelter in place as a strategy.
- Any other significant incidents or events, e.g. loss of equipment or machinery, multiple vehicles, utility failures etc.

Business functions identified during the Business Impact Analysis (BIA) process are captured in the [TRC Detailed BIA Master](#).

Specific business continuity objectives are to:

- minimise the impact to services provided to the community and key stakeholders
- minimise disruption to staff and resources
- manage the service disruption to reduce social, financial, environmental and other impacts to Tablelands Regional Council (TRC)
- reduce the impact of other subsequent risks developing eg. reputation risk and community dissatisfaction.

1.2 Crisis Management Team

In order to manage TRC activities during a business disruption event, the Crisis Management Team (CMT) shall be convened comprising the following staff:

CMT Position	Organisation Position Title	Alternate Position Title
Chair	Chief Executive Officer	Any General Manager
CMT Support / Minute taker	Executive Assistant to the CEO	Executive Assistant to any General Manager
Infrastructure & Environment	GM Infrastructure & Environment	Manager Water & Waste
Community & Corporate Services	GM Community & Corporate Services	Manager Community Services
Facilities	Manager Strategic Assets	Senior Advisor Facilities
Communications	Strategic Communications Advisor	Coordinator Communications & Engagement
Human Resources	Manager People & Culture	Senior Advisor Human Resources
Systems & Information	Manager Systems & Information	Supervisor System Projects
Emergency Services / LDMG Liaison	Senior Advisor Emergency Management	Manager Environment & Natural Resources
Fire Safety Advisor	WHS Business Partner	WHS Business Partner

The Crisis Management Team's roles and responsibilities are listed in [Appendix B: CMT Roles and Responsibilities](#).

The Crisis Management Team will appoint other staff to the CMT on an as required basis.

1.3 Communications

It is the responsibility of all with subordinate staff to ensure they have primary and alternate contact details available in both electronic and hard copy form that is stored securely and easily accessible.

TRC's management team outlook distribution list and/or the Early Warning Network (EWN) is used to contact managers and/or all employees (depending on the circumstances). Staff contact details are available in the emergency contact list and from the HR system. Managers may be

required to make direct contact with their staff. A copy is produced monthly during high-risk times of the year to ensure this data is accessible in the event of internet failure.

The Strategic Communication Advisor is responsible for internal and external communications on behalf of the CMT.

Section level plan owners deliver communication between Council and key stakeholders relevant to their area of responsibility, as guided by the CMT.

1.4 Business Continuity Management Phases

There are three phases involved in restoring operations after a business disruption:

1. Emergency Response

- Identify, assess and report the incident/loss/outage
- Implement emergency procedures
- Escalate to senior management
- Isolate/contain damage
- Initial Impact Assessment
- Initiate Business Continuity Management (BCM) process

2. Business Continuity

- Stabilise situation (damage control)
- Reassess impact
- Identify/allocate resources and assistance required
- Implement workarounds and BCP requirements
- Restore critical systems and applications
- Manage indirect consequences, e.g. staff issues

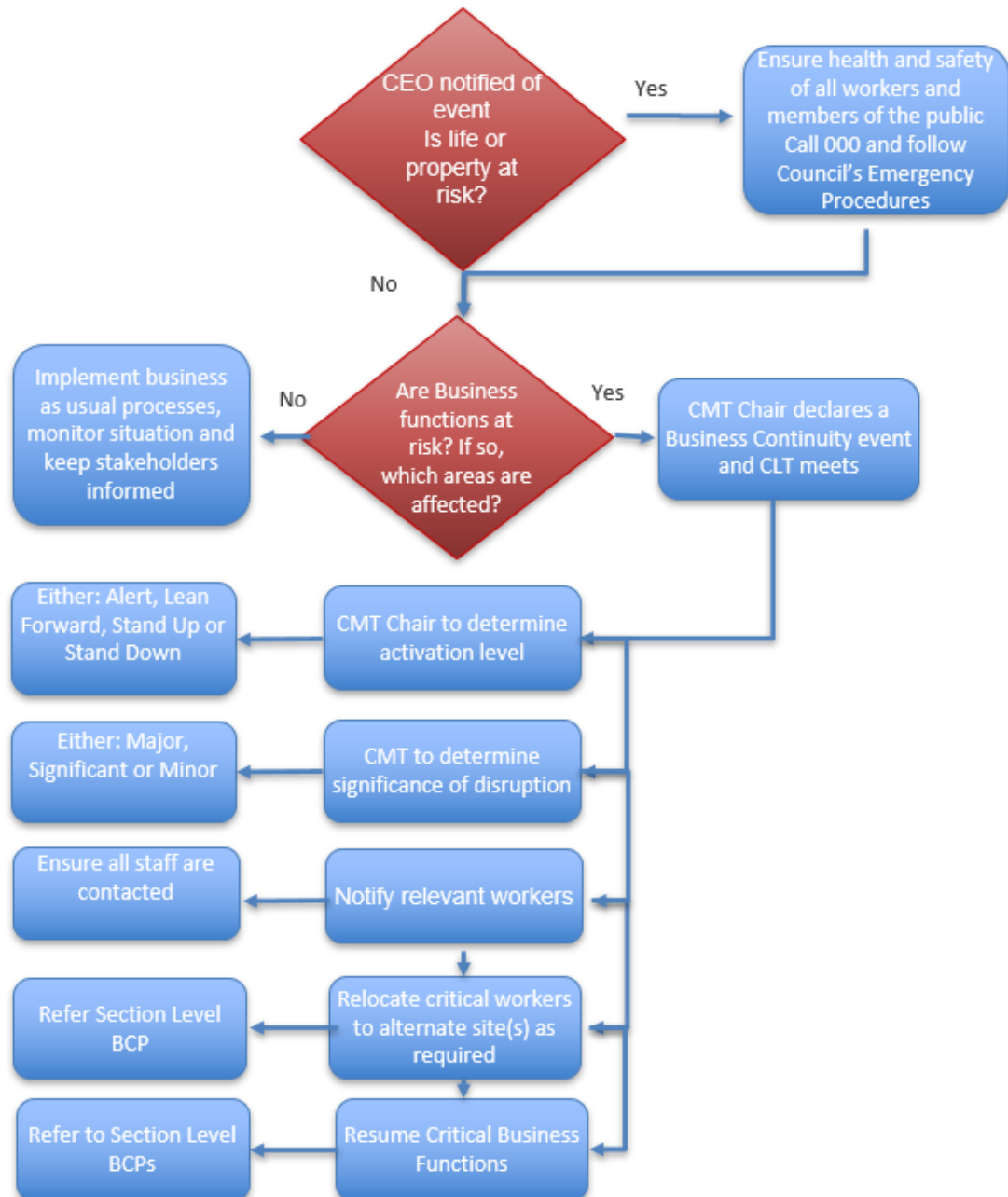
3. Recovery & Resumption

- Salvage and repair damage
- Reinststate original systems and processes
- Data recovery and catch-up
- Business resumption
- Cost capture and recovery e.g. insurance
- Post-event analysis

1.5 Business Continuity Process

Activation of this plan and supporting strategies will be directed by the CMT.

The CMT is responsible for the coordination of activities in order to facilitate the recovery of functions following a business disruption event. The roles as described in this BCP will be to support the CMT by facilitating recovery of critical business functions.



2. BCP activation requirements

2.1 Determine the activation level

This BCP and relevant supporting section level BCPs will be invoked in accordance with the following activation levels:

- **Alert** requires a heightened level of vigilance due to the possibility of an event in the area of responsibility. No action is required however the situation should be monitored by someone capable of assessing the threat potential.
- **Lean forward** is an operational state characterised by a heightened level of situational awareness of an event (either current or impending) and a state of operational readiness.
- **Stand up** is where resources are mobilised, personnel are activated, and operational activities commenced.
- **Stand down** is the transition from responding to an event back to normal core business and/or recovery operations. There is no longer a requirement to respond to the event and the threat is no longer present.

2.2 Determine the extent of the disruption

Once notification is received by the CMT Chair that a disruption event has occurred and is being managed as per section level BCP arrangements and/or TRC's emergency response procedures, with a disruption or potential for disruption to business, the CMT Chair must convene the CMT and provide a briefing on the situation.

In the event of a crisis making it impossible to occupy the CMT Command Centre, the CMT will assemble at an alternate location (refer [Appendix C](#)).

If an incident or event that causes serious disruption to services is also defined/declared as a disaster, then the Tablelands Local Disaster Management Plan (LDMP) may also be invoked. The Tablelands LDMP enables the Local Disaster Management Group (LDMG) to mobilise a response utilising all available resources dependant on the incident and in line with statutory responsibilities.

If the Tablelands LDMP has been activated and officers are required to attend in an emergency response capacity, then it is incumbent on the Chief Executive Officer to ensure that there is a sufficient level of resilience to cover both the disaster and to ensure the continuity of TRC critical activities/functions. Consideration needs to be given to the resourcing of the LDMP and/or the continuity response for days and even weeks dependant on the circumstances.

A liaison person or the CMT Chair will facilitate the linkages and communication as outlined in [Appendix B: CMT Roles and Responsibilities](#).

In order to determine if an event constitutes a corporate business disruption event, the CMT Chair must assess the impacts and potential of the event and make an informed decision. This is a subjective process and will be guided by the following questions which, if answered yes, may result in the activation of the BCP:

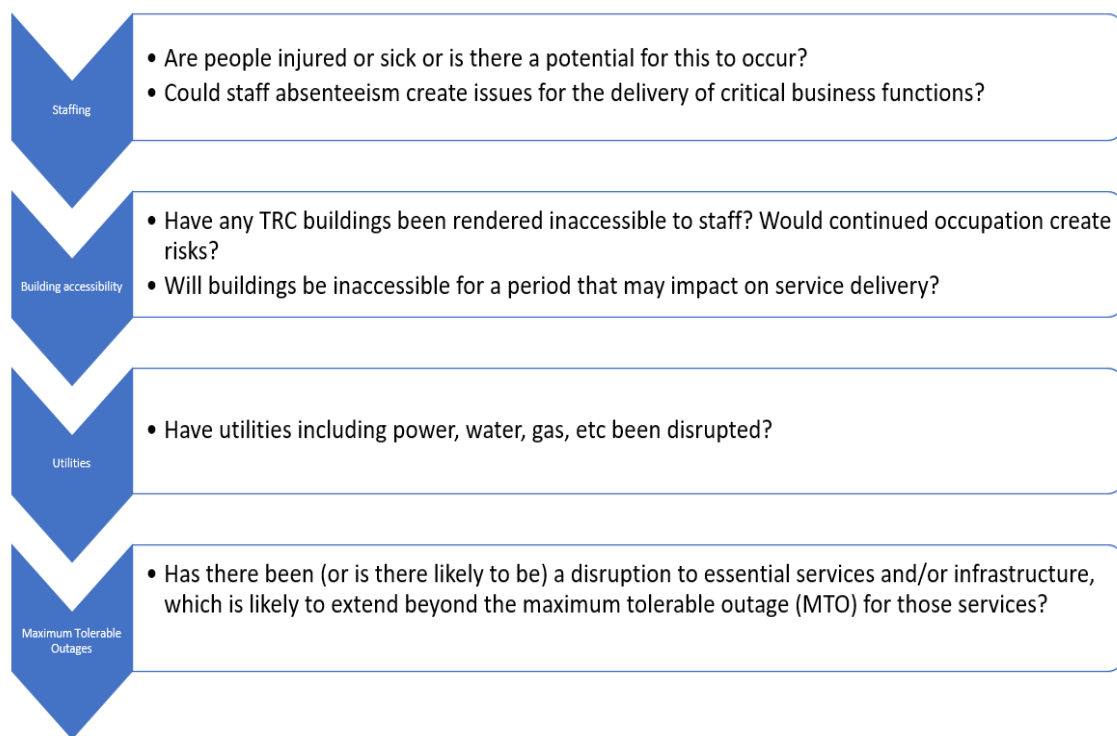


Figure 2: Assessment of potential impact

2.3 Impact & incident levels — grading criteria

In order to properly determine an appropriate response, clear criteria are required to establish whether significant disruption has occurred and has or will result in a serious impact to TRC services.

Serious business continuity events can potentially have significant impacts in terms of the services delivered and the reputation of TRC based on how the incident is perceived to be handled. The following table is designed to assist in defining what level of response should be adopted for a particular level of event.

Table 2: Impact & incident levels

Definition	Criteria (1 or more)
Major Disruption	<ul style="list-style-type: none"> • Destructive loss of a major or multi-occupancy site. • Major wide scale incident in geographical area affecting several services. • Major disruption to service delivery. • Local Disaster Management Plan activated. • Section level BCP inadequate to deal with the incident. Reassignment of staff is required to maintain critical functions. • Sustained media interest with possibility of adverse publicity.

Definition	Criteria (1 or more)
	Mandatory meeting of CMT
Significant Disruption	<ul style="list-style-type: none"> • Disruption likely to last more than 1 day. • Access to one or more sites denied for more than 1 day. • Access to main ICT unavailable for more than 1 day. • Many sections are requesting activation of their BCP. • Sustained media interest with possibility of adverse publicity.
	Mandatory meeting of CMT
Minor Disruption	<ul style="list-style-type: none"> • Incident expected to only last for half a working day. • Access to systems denied but expected to only last for half a working day. • One or a small number of section level BCPs activated. • Possibility of adverse publicity in local / regional media. • The incident is not serious or widespread. • The incident is unlikely to affect service delivery to a significant degree. • The incident can be dealt with and closed by service managers / emergency services. • Minor adverse publicity at a local level. • Possibility of small financial losses. <p>Response: Incident can / should be managed locally by section level BCPs. Relevant General Manager to be notified.</p>

2.4 Manage the event & recover critical functions

The CMT Chair must determine whether the whole CMT is required to remain at the CMT Command Centre (or alternate location) and may call meetings of the CMT throughout the duration of the business disruption event. All CMT meetings, status reports and decision-making should be documented. The following templates are provided:

- Status update reports from each section level plan owner (Refer [Appendix E – Business Continuity Update Report](#))
- Business Continuity Task Log. (Refer [Appendix D – CMT Task Log](#)).

Critical functions will be recovered using detail contained in the respective section level BCP's and information contained in [Section 3: Critical Functions & Relevant Section Level BCPs](#) (see below).

2.5 Return to normal operations

Once the business disruption event is complete, the affected area/s are to be returned to pre-disruption status. This includes restoration (or relocation) of facilities and resumption of business functions back to acceptable levels. Depending on the nature and scale of the disruption event, this may take place over a significant period of time.

2.6 Debriefing

Debriefing is a compulsory part of dealing with business disruptions. All staff involved in business disruption events and exercises are expected to participate in the debriefing process. A schedule of debriefs may be required to ensure all lessons identified are captured. It is desirable to try to capture information whilst it is still fresh in people's minds and then again further down the track after staff have had an opportunity to process and evaluate the business disruption. This will ensure that all lessons learnt during operations are captured and that any necessary amendments can be made to improve future responses.

3. Critical functions and relevant section level BCPs



Community & Corporate Services



Infrastructure & Planning



Office of the CEO

Department	Business Function Name	Function Description	MTO (Days)	Section
Community & Corporate Services	Provision of ICT systems and hardware, desktops, telephony including WAN connections for all sites	Provision of ICT systems and telephony including WAN connections for all sites	0.25	Systems and Information
Community & Corporate Services	Provision of internet to multiple sites	Maintenance and provision of internet connectivity	0.25	Systems and Information
Community & Corporate Services	Provision and maintenance of user accounts	Setting up and removal of staff accesses to systems and email etc	0.25	Systems and Information
Community & Corporate Services	Act as distribution of keys for emergency use	Issue keys for Atherton State High School Hall and Community facilities utilised as places of refuge during a disaster (Merriland Hall/ Herberton Hall/ Ravenshoe Hall/ Mt Garnet Hall)	0.25	Communication & Engagement
Infrastructure & Environment	Monitoring and inspections of referable dams	Monitoring and inspections of referable dams	0.25	Water & Waste Services

Infrastructure & Environment	Maintain water supply (quantity)	Maintain operation of water supply pipes and pumps	0.25	Water & Waste Services
Infrastructure & Environment	Maintain water storage	Maintain function of dams and reservoirs	0.25	Water & Waste Services
Infrastructure & Environment	Treatment of wastewater	Treatment of wastewater per environmental license	0.25	Water & Waste Services
Infrastructure & Environment	Receive wastewater via reticulated system	Maintain operation of wastewater pipes and pumps	0.25	Water & Waste Services
Infrastructure & Environment	Emergency response (road closures, traffic management, vegetation clearing etc.)	Emergency response to deal with urgent safety issues on the transport network	0.25	Roads & Projects
Infrastructure & Environment	Fire management on Council land (response)	Respond to fires on Council land and / or requests from primary landholders (NPWS, DNRM) to help fight fires in an emergency	0.25	Environment & Natural Resources
Infrastructure & Environment	Respond to immediate public health issues	Respond to urgent public health issues creating a risk to public safety or environment	0.25	Environment & Natural Resources

Office of the CEO	Provide administrative support to CMT, Mayor, LDMG, LDC and CEO	Executive support for meetings and actions during emergency incidents	0.25	Office of the CEO
Office of CEO	Chairing the LDMG	Being able to consult and make decisions in conjunction with the LDMG	0.25	Emergency Management
Office of the CEO	Take role of Local Disaster Coordinator	Coordinate disaster operations for the LDMG during an event and provision of advice. Manage the disaster coordination centre	0.25	Emergency Management
Community & Corporate Services	Support LDCC operations	ICT and GIS support to coordination centre	1	Systems and Information
Community & Corporate Services	Maintain backups and storage – data protection	Backing up all systems and data	1	Systems and Information
Community & Corporate Services	Provision of radio network for TRC staff	Provide hardware and radio network channel, support, maintenance and licensing	1	Systems and Information
Community & Corporate Services	Stores	Issue equipment and inventory from TRC stores	1	Finance Services

Community & Corporate Services	Provide animal management services	Managing dangerous animals including dog attacks, stock on main roads	1	Community Services
Community & Corporate Services	Clean and maintain animal pound	Feed animals and clean pound (only if TRC has impounded animals)	1	Community Services
Community & Corporate Services	Provide first point of contact for all council services via front counter, telephone, email and online	Processing payments, enquiries, receipting, raising invoices, entering requests for service/complaints into CRM system, answering main contact number 1300 362 242 (24/7), processing electronic communication through info@trc.qld.gov.au and enquiries captured through social media and website	1	Communication & Engagement
Community & Corporate Services	Manage corporate communications	Including drafting media releases, creation and approval of messages for external and internal stakeholders. Provide public information as part of LDMG	1	Communication & Engagement
Infrastructure & Environment	Maintenance of backup generators	Service, maintenance and inspection of TRC generators	1	Strategic Assets
Office of CEO	Approving media releases and delivering Council spokesperson communications	Reviewing and approving media releases, Delivering public statements to press and public as requested	1	Office of CEO
Office of the CEO	Crisis Management Team	Chair and support the Crisis Management Team in the event of a business disruption	1	Office of the CEO

Community & Corporate Services	General HR advice and support	Provision of support and advice to the organisation	2	People & Culture
Community & Corporate Services	Civic and supported events	Communicate impacts or changes with significant stakeholders	2	Community Services
Infrastructure & Environment	Treatment of drinking water	Maintain supply of water as per DWQMP	2	Water & Waste Services
Infrastructure & Environment	Emergency facility management	Managing emergency facilities, aerodromes, fuel, generators and other plant and equipment (dealing with damage to Council owned facilities)	2	Strategic Assets
Infrastructure & Environment	Investigation of environmental health complaints and ensure compliance	Investigation of complaints referring to public health risks and environmental harm. Monitoring/response to serious noncompliance	2	Environment & Natural Resources
Infrastructure & Environment	Environment and natural resources management and coordination	Manage and coordinate the functions of Environmental Health, Biosecurity/Land Protection, Nursery/Revegetation, Climate/Sustainability	2	Environment & Natural Resources
Community & Corporate Services	Provision of UPS for T3 Server Room	Maintenance and provision of UPS	3	Systems and Information
Community & Corporate Services	Wellbeing and Employee Assistance Program	Employee wellbeing and EAP support	3	People & Culture

Community & Corporate Services	Creation of work orders	Creation of work orders to capture costs relating to specific event	3	Finance Services
Infrastructure & Environment	Opening of TRC transfer stations	Opening transfer stations to accept waste (can be unmanned)	3	Water & Waste Services
Infrastructure & Environment	Transfer station pickups (satellite sites)	Transport of waste from remote transfer stations	3	Water & Waste Services
Office of CEO	Post Disaster Community Recovery	Chair LDMG recovery group and support associated subgroups following a disaster event	3	Emergency Management
Community & Corporate Services	Configuration of systems	Create new CR categories or other system changes to meet business needs	7	Systems and Information
Community & Corporate Services	Provide ICT Helpdesk – (Customer Service)	Provision of ICT support to staff	7	Systems and Information
Community & Corporate Services	Enter timesheets	Entry of employee timesheets for pay run	7	People & Culture
Community & Corporate Services	Process payroll calculation run and payment run	Payroll processing to pay employees	7	People & Culture

Community & Corporate Services	Creation of work orders	Creation of work orders to capture costs relating to specific event	3	Finance Services
Infrastructure & Environment	Opening of TRC transfer stations	Opening transfer stations to accept waste (can be unmanned)	3	Water & Waste Services
Infrastructure & Environment	Transfer station pickups (satellite sites)	Transport of waste from remote transfer stations	3	Water & Waste Services
Office of CEO	Post Disaster Community Recovery	Chair LDMG recovery group and support associated subgroups following a disaster event	3	Emergency Management
Community & Corporate Services	Configuration of systems	Create new CR categories or other system changes to meet business needs	7	Systems and Information
Community & Corporate Services	Provide ICT Helpdesk – (Customer Service)	Provision of ICT support to staff	7	Systems and Information
Community & Corporate Services	Enter timesheets	Entry of employee timesheets for pay run	7	People & Culture

It is recognised that not all critical business functions will be relevant in every scenario. It is the responsibility of the CMT to determine which critical business functions apply in accordance with the nature and scale of the event.

Appendix A. Crisis Management Team

This document is a RESTRICTED Excel file that can be found in SharePoint and in the Guardian IMS software (references). These contacts are also established as a group in the EWN system.

Appendix B: CMT Roles & Responsibilities

Each member of the CMT is responsible for specific actions or tasks. These are outlined in each of the following responsibility statements.

Crisis Management Team Members Role and Responsibility Statement	
Position on the CMT	Chair
Staff position	Chief Executive Officer
If absent, this role will be filled by	Any General Manager
Responsibilities	<ul style="list-style-type: none"> • Authority to activate the Business Continuity Plan • Formally note details of the incident • Notify other members of the Crisis Management Team • Notify the Mayor and Councillors <p>Communications established with key stakeholders through agreed strategies with the Strategic Communications Advisor. Media releases developed as required</p> <p>As soon as practical, advise staff members of the Business Continuity event, the current status and the action being instigated</p> <p>Determine if the Business Continuity Command Centre needs to be activated</p> <ul style="list-style-type: none"> • Call first Crisis Management Team meeting • Chair Crisis Management Team meeting(s) • Instigate preliminary assessment of critical functions and any infrastructure affected • Ensure Council's insurance underwriter has been notified • Meet with management to discuss damage assessment and recovery actions • Authorise restoration plans • Advise of standing down of the Business Continuity Command Centre and Team • Ensure debriefing sessions are conducted to learn lessons from the event
Position on the CMT	CMT Support / Minute taker
Staff position	Executive Assistant

Crisis Management Team Members Role and Responsibility Statement	
If absent, this role will be filled by	Executive Assistant
Responsibilities	<ul style="list-style-type: none"> Set up business continuity command centre meeting room Record proceedings of CMT meetings during disruption events using the CMT Task Log
Position on the CMT	Facilities
Staff position	Manager Strategic Assets
If absent, this role will be filled by	Senior Advisor Facilities
Responsibilities	<ul style="list-style-type: none"> Investigate building and contents damage <p>Consult with the Insurance Officer so that an insurance claim can be lodged (if required) and agree on any remedial works</p> <ul style="list-style-type: none"> Arrange cleaning of debris or material from affected areas <p>Identify alternate accommodation options in conjunction with ICT staff ("Hot and Cold Sites")</p> <ul style="list-style-type: none"> Engage security to secure and safeguard property Safeguard building plans or engineer drawings of Council buildings and make accessible for key stakeholders <p>Provide maps and diagrams as required</p> <p>Open the Business Continuity Command Centre (if required)</p> <p>Support the establishment and relocation to alternate business locations if required</p>
Position on the CMT	Communications
Staff position	Coordinator Communications & Engagement
If absent, this role will be filled by	Strategic Communications Advisor
Responsibilities	<ul style="list-style-type: none"> Develop a media strategy with CEO approval <p>Prepare media releases and briefings which relate the extent of damage, advise temporary arrangements for services and alternative locations</p> <p>Be the initial contact for any media enquiries</p>

Crisis Management Team Members Role and Responsibility Statement	
	<p>Monitor and record all media from initial business disruption event through to full recovery</p> <ul style="list-style-type: none"> • Organise media briefing areas and manage any media visits • Advise community on any impact to service disruption and keep them up to date with any developments <p>Liaise with Crisis Management Team regarding staff briefings</p> <ul style="list-style-type: none"> • Ensure communication channels are kept up to date e.g. social media and web site.
Position on the CMT	
Staff position	GM Community & Corporate Services
If absent, this role will be filled by	Manager Community Services
Responsibilities	<ul style="list-style-type: none"> • Provide CMT with insight and information about the impact of the disruption to Community and Corporate Services • Ensure Community & Corporate Services critical business functions are recovered
Position on the CMT	
Staff position	Manager People & Culture
If absent, this role will be filled by	Senior Advisor Human Resources
Responsibilities	<ul style="list-style-type: none"> • Establish service requirements and co-operative support arrangements <p>Ensure all staff directly affected or impacted by the event are accounted for</p> <ul style="list-style-type: none"> • Ensure WHS compliance during recovery process <p>Provide support and assistance to staff members and if necessary, arrange counselling services</p> <ul style="list-style-type: none"> • Ensure employees receive their salary or other payments <p>Help to maintain staff morale</p> <p>Provide assistance with staff movements and resources to get critical functions operational</p> <p>Notify WorkCover of a potential claim caused by the business disruption event and assist with any WorkCover claims or requirements</p>

Crisis Management Team Members Role and Responsibility Statement	
	<p>Give assistance to employees that are deployed to carry out other duties and ensure that they receive appropriate instructions, training and guidance</p> <p>Liaise with managers regarding staff facilities and amenities</p> <ul style="list-style-type: none"> Review critical function staff roster requirements <p>Ensure recruitment of temporary staff where required</p>
Position on the CMT	Infrastructure & Environment
Staff position	General Manager Infrastructure & Environment
If absent, this role will be filled by	Manager Water & Waste
Responsibilities	<p>Provide CMT with insight and information about the impact of the disruption to Infrastructure critical business functions</p> <ul style="list-style-type: none"> Ensure Infrastructure & Planning critical business functions are recovered.
Position on the CMT	Knowledge & Systems
Staff position	Manager Systems & Information
If absent, this role will be filled by	Supervisor System Projects
Responsibilities	<ul style="list-style-type: none"> Activate and manage the IT Disaster Recovery Plan (DRP,) Use backups to get systems operational Keep the Crisis Management Team informed of systems availability and recovery Supply and install equipment to restore normal services <p>Provide assistance and guidance to ICT users</p> <p>Fit out ICT equipment to sites as required</p> <ul style="list-style-type: none"> Organise replacement of essential ICT equipment Assess the damage to ICT software and hardware <p>Monitor and arrange relocation or securing of hard copy records where required</p> <ul style="list-style-type: none"> Ensure the operation of the ICT helpdesk and provide support where necessary
Position on the CMT	Emergency Service / LDMG Liaison
Staff position	Senior Advisor Emergency Management

Crisis Management Team Members Role and Responsibility Statement	
If absent, this role will be filled by	Manager Environment & Natural Resources
Responsibilities	<ul style="list-style-type: none"> • Liaise with emergency services and/disaster management agencies if disruption is the result of a disaster event <p>Obtain resources and. assistance from other organisations if required</p> <p>Provide support to CMT and Section Level BCP owners as required (subject to availability).</p> <ul style="list-style-type: none"> • Monitor the recovery of processes against the Business Continuity Plan <p>Organise schedule of debriefing sessions in liaison with the CEO as required to identify and learn lessons from the disruption</p>
Position on the CMT	Fire Safety Advisor
Staff position	WHS Business Partner
If absent, this role will be filled by	WHS Business Partner
Responsibilities	<ul style="list-style-type: none"> • Liaise with the ECO's • Provide WHS advice.

The Crisis Management Team will appoint other staff to the CMT on an as required basis.




Appendix C: CMT Command Centre

Component	A1 & A2	Coordination Centre	Atherton Library	Malanda Boardroom
Telecommunication facilities	Yes	Yes	Yes	TBC
Internet facilities	Yes	Yes	Yes	Yes
Emergency back-up power	Yes	Yes	No	Yes
Security	Yes	Yes	No	TBC
Media	Yes	Yes	No	Yes
Information Displays	Yes	Yes	No	Yes
Copy of the BC Plan, Critical functions and other relevant documents	Yes	Yes	TBC	TBC
Checking of centre and administration and resource requirements	Yes	Yes	TBC	TBC
Planning for extended operational requirements	Yes	Yes – unless LDMG is activated	TBC	TBC

Appendix D: CMT Task Log

Time	Information Received	Decision	Action	Tasked to	Current Status	Additional Notes

Appendix E: Business Continuity Update Report

Service Name	<i>[Insert service name]</i>	Status of Service	
Position	<i>[Manager]</i>	Date	
Author	<i>[Name]</i>	Time	
Executive Summary (who, what, when, where and what thereafter)	<i>[Insert exec summary]</i>		
Recommendation/s	<i>[Insert any Recommendations]</i>		
Report Detail <ul style="list-style-type: none"> · Current Status · Key/Emerging Issues · Resources Required · Other matters / Actions 	<i>[Insert report detail]</i>		
Status of Service: <div>  Business as Usual </div> <div>  Taking Action / Some Concern for Service </div> <div>  Critical Function Delivery only / Service in Jeopardy </div>			



Live, discover and invest in a Tablelands community



Tablelands Regional Council

trc.qld.gov.au

info@trc.qld.gov.au

1300 362 242



45 Mabel Street, Atherton Qld 4883

PO Box 573, Atherton Qld 4883