



**NORTHERN  
MIDLANDS  
COUNCIL**

# **Business Continuity Plan**

Dated: May 2019

## REVIEW HISTORY / DOCUMENT HISTORY

### REVISION HISTORY

Version	Revision Date	Reference	Author
1	March 2011	Adopted: 18 April 2011 (min ref 105/11)	CS Manager
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### DISTRIBUTION LIST

This document has been distributed to:

Name	Position	Department	Action
	General Manager	NMC	
Mayor & Councillors		NMC	Approved
Mhairi Revie	Co-ordinator	State Emergency Services	
Emergency Management Committee		NMC	
IT Support		NMC	

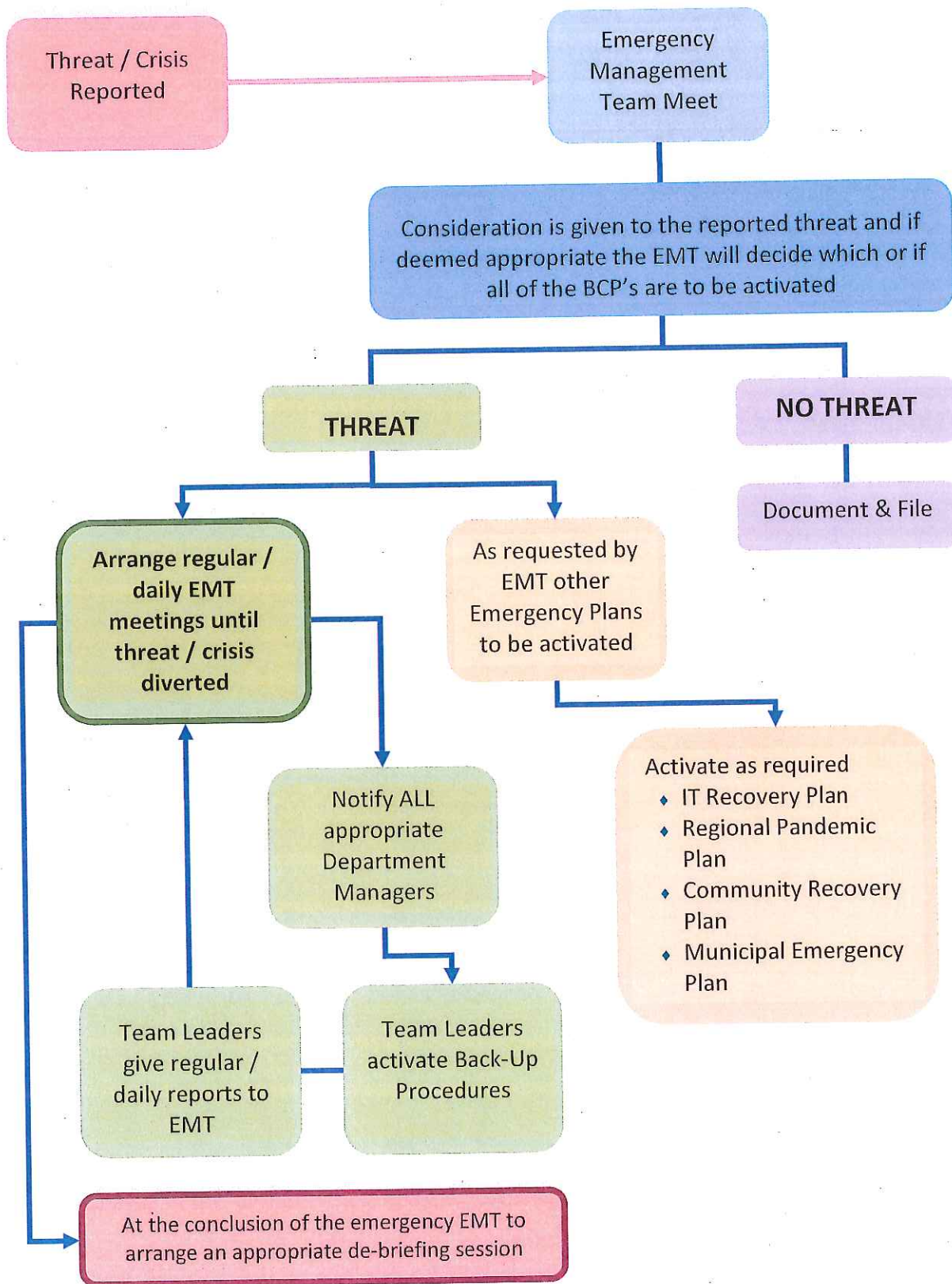
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1. FLOWCHART



## 2. INTRODUCTION

The objective of this Business Continuity Plan is to provide guidance to Northern Midlands Council management for the restoration of Council services during and after an emergency disruption. Where appropriate, this Business Continuity Plan should be activated in conjunction with the organization's Municipal Emergency Management Plan.

The major goals of this plan are the following:

- ◆ To minimize interruptions to the normal operations.
- ◆ To limit the extent of disruption and damage.
- ◆ To minimize the economic impact of the interruption.
- ◆ To establish alternative means of operation in advance.
- ◆ To train personnel with emergency procedures.
- ◆ To provide for rapid restoration of service.

### 2.1 PURPOSE

This Business Continuity Plan establishes procedures to recover Council services and systems following a disruption. The following objectives have been established for this plan:

- ◆ Maximize the effectiveness of operations through the following phases:
  - ◆ Notification/Activation phase to detect and assess damage and to activate the plan
  - ◆ Recovery phase to restore temporary operations and assess damage to the system
  - ◆ Reconstitution phase to restore system processing capabilities to normal operations.
- ◆ Identify the activities, resources, and procedures needed to carry out processing requirements during prolonged interruptions to normal operations.
- ◆ Assign responsibilities to designated personnel and provide guidance for recovery during prolonged periods of interruption to normal operations.
- ◆ Ensure coordination with other staff who will participate in the Business Continuity Planning strategies. Ensure coordination with external points of contact and contractors who will participate in the Business Continuity Planning strategies.

## 2.2 APPLICABILITY

The Business Continuity Plan applies to the functions, operations, and resources necessary to restore and resume Northern Midlands Council's operations.

## 2.3 SCOPE

This plan covers a number of scenarios that have been identified by departments under which the Business Continuity Plan may need to be implemented.

Threat / Crisis	Comments
Loss of Electrical Power	Relates to power failures over an extended period of time
Loss of key staff	Key staff in critical positions are lost due to long term sickness, resign or other factors
Loss of Council Offices / Buildings	Complete loss of buildings due to an emergency through fire or any other situation causing medium to long term loss
Major Financial Loss	Situations where medium / long term cash flow issues arise
Loss of Equipment and / or Essential Services	Failures in a number of Council critical areas such as bridges, roads or state runs out petrol etc.
IT services both Hardware and Software failures	Medium to long term loss of software / hardware.
Telecommunications failure	Consideration needs to be given to how Council will be able to communicate during medium and long term disruption to telecommunication services
Epidemic / Pandemic situations	Although Council have plans and procedures for pandemics it is important to ensure an appropriate BCP covers day to day services as required.
Natural Disasters such as Floods and Fire	Council need to consider the ramifications of extra workloads and services required in these situations

## 2.4 PLANNING PROCESS

The Business Continuity Plan was developed through consultation with management and staff and Council identified critical services, actions required and timeframes required so that Council can recover and restore partially or completely from disaster and or emergency situations. The stages were:

### Stage One:

1. Identify key services
2. Identify internal key personnel and backups
3. Identify critical equipment and requirements
4. Create list of potential crisis events

### Stage Two:

5. Create the first draft Business Continuity Plan
6. Communicate plan with each department

### Stage Three:

7. Complete Final Draft
8. Obtain Council approval
9. Merge with the Northern Midlands Municipal Emergency Management Plan



## 2.5 BACKUP SITE

### 2.5.1 Backup Site Longford Office

In the event of a disaster occurring that disable key offices/depots, Northern Midlands Council has arranged alternative facilities where key management and staff would resume the organization's most critical business functions.

#### Business Continuity Plan Backup Site for Longford Office

Name	Address	Key Contact
Longford Depot	13 Goderich Street, Longford	Works Manager 0400 120 158

#### 2.5.1.1 Alternative Back-up Sites

If the pre-arranged site proves to be unsuitable due to an unanticipated situation or event, the following sites have been identified as the alternative back-up sites. There are presently no arrangements in place with these possible long term alternate locations.

#### Business Continuity Plan Alternative Back-up Sites

Name	Address	Key Contact
Longford Hall	67 Wellington Street, Longford	Maree Bricknell Ph 0400 512 543
Evandale Community Centre	Barclay Street, Evandale	Centre Ph 63 918 128
Perth Community Centre	173 Fairtlough Street, Longford	Katrina Freeman Ph 0429 088 471

## 2.5.2 Backup Site Longford Main Depot

In the event of a disaster occurring that disable key offices/depots, Northern Midlands Council has arranged alternative facilities where key management and staff would resume the organization's most critical business functions.

### Business Continuity Plan Backup Site for Longford Main Depot (13 Goderich Street)

Name	Address	Key Contact
Hay Street Depot	Hay Street, Longford	Works Manager Ph 0400 120 158

### 2.5.2.1 Alternative Backup Sites

If the pre-arranged site proves to be unsuitable due to an unanticipated situation or event, the following sites have been identified as the alternative back-up sites. There are presently no arrangements in place with these possible long term alternate locations.

### Business Continuity Plan Alternative Back-up Sites

Name	Address	Key Contact
Longford Show Grounds	Marlborough Street, Longford	Show Society President Ph 0448 572 312
Cressy Recreation Ground	Macquarie Street, Cressy	President Cressy Rec Ground Management Committee Ph 0428 994 792
Bishopsbourne Recreation Ground	Bishopsbourne	President Bishopsbourne Rec Ground Management Committee Ph 0408 328 419

### 2.5.3 Backup Site Campbell Town Depot

In the event of a disaster occurring that disable key offices/depots, Northern Midlands Council has arranged alternative facilities where key management and staff would resume the organization's most critical business functions.

#### Business Continuity Plan Back-Up Site for Campbell Town Depot (14-16 Bedford Street)

Name	Address	Key Contact
Ross Depot	9 Bond Street, Ross	Works Manager Ph 0400 120 158

#### 2.5.3.1 Alternative Back-up Sites

If the pre-arranged site proves to be unsuitable due to an unanticipated situation or event, the following sites have been identified as the alternative back-up sites. There are presently no arrangements in place with these possible long term alternate locations.

#### Business Continuity Plan Alternative Back-up Sites

Name	Address	Key Contact
Campbell Town Ex Sewer Lagoon area	25 Harrison Street, Campbell Town	Works Manager Ph 0400 120 158
Campbell Town Recreation Ground	High Street, Campbell Town	President Campbell Town Rec Ground Management Committee Ph 0407 727 042

### 3. MANAGEMENT APPROACH

#### 3.1 GOVERNANCE AND ACCOUNTABILITY

The Northern Midlands Council sets forth an order of succession to ensure that decision-making authority for the Business Continuity Plan is uninterrupted. If a major incident/disaster occurs, the Emergency Management Team (EMT) will be convened and the situation assessed. It will be the responsibility of this team to decide whether or not to implement the Business Continuity Plan. The format of the EMT is illustrated in the following table:

#### Emergency Management Team

Role	Name	Contact Details
EMT Operations Manager	General Manager	0363 977 303/0417 848 627
EMT Deputy	Corporate Services Manager	0400 512 543
EMT Member	Risk Management Officer	0417 898 911
EMT Member	Community Recovery Officer	0419 130 600
EMT Member	Deputy Recovery Officer	0447 282 925
EMT Member	Works Manager	0400 120 158
EMT Member	Community & Development Manager	0422 662 233

Each departmental Business Continuity Plan (DBCP) will be activated by the BCP Team Leader, as identified in the departmental plan, when he/she receives instructions from the Operations Manager on the Emergency Management Team (EMT). Note that not all departmental DBCP's may need to be activated. The format of the departmental BCP is illustrated in the following table:

## Departmental Business Continuity Plan Members

Department	Role	Name	Contact Details
Works & Infrastructure	DBCP Team Leader	Works Manager	0400 120 158
Works & Infrastructure	DBCP Team Members	Wayne Flett Jonathan Galbraith	0418 135 548 0400 935 642
Community & Development Services	DBCP Team Leader	Amanda Bond / Trent Atkinson	0422 662 233 / 0427 352 682
Community & Development Services	DBCP Team Members	Paul Godier Fiona Dewar	0448 548 499 0417 975 006
Governance	DBCP Team Leader	Des Jennings	0417 848 627
Governance	DBCP Team Members	Gail Eacher Lorraine Green	0439 657 711 0419 130 600
Corporate Services	DBCP Team Leader	Maree Bricknell	0400 512 543
Corporate Services	DBCP Team Members	Merel Richardson Martin Maddox Natalie Horne Ben Morison Bronwyn Rigby Kate Lee	0417 898 911 03 6397 7303 03 6397 7303 0409 948 234 0363 977 303 0363 977 303 0438 911 303

When an emergency has been declared by the EMT, the DBCP Team Leaders will report directly to the EMT Operations Manager for the duration of the emergency. All ad hoc requests for decisions, assistance with facilities, acquiring outside services, etc. will be directed by the DBCP Team Leader to the EMT through the Operations Manager. It will be the DBCP Team Leader's responsibility to contact all team members or their alternates and ensure that they convene at the Emergency Operations Centre as defined in this plan. The DBCP Team Leader will be responsible for the successful implementation of their departmental plan.

### Business Continuity Contacts

Department	Name	Job Title	Phone	Mobile Phone	E-mail address

**Other Contacts**

Name	Phone	Mobile Phone	Details

**Roles & Responsibilities**

Role	Department	Name / Position	Area of Responsibility
Emergency Management Team	Various	General Manager Manager Works Corporate Services manager Community & Development Manger Community Recovery Manager	When a major incident / disaster is reported to Council the EMT will convene to assess the situation and issue appropriate instructions. It is the responsibility of the EMT to decide which if any emergency plans are to be implemented.
Departmental Business Continuity Plan Members	Works & Infrastructure	Team Leader	Each departmental Business Continuity Plan (DBCP) will be activated by the BCP Team Leader, as identified in the departmental plan, when he/she receives instructions from the Operations Manager on the Emergency Management Team (EMT).
Departmental Business Continuity Plan Members	Community & Development Services	Team Leader	As Above
Departmental Business Continuity Plan Members	Governance	Team Leader	As Above
Departmental Business Continuity Plan Members	Corporate Services	Team Leader	As Above

## 4. IDENTIFIED RISKS AND CALCULATIONS

### 4.1 RISK CALCULATIONS

Council has identified a number of disaster and or emergency scenarios where Councils services will be reduced, limited and in some cases cease for a period of time. Each identified disaster / emergency has been assessed using the model below so that each potential scenario risks, impacts, and consequences are adequately covered.

Probability Rating		Impact Rating	
1	Very High	1	Terminal
2	High	2	Devastating
3	Medium	3	Critical
4	Low	4	Controllable
5	Very Low	5	Minor

### 4.2 IDENTIFIED DISASTERS / EMERGENCY SITUATIONS

The following disaster / emergency situations have been identified has potential issues for Council.

Identified Disaster / Emergency	Probability Level Rating	Impact Level Rating
Major Loss of Electrical Power:	Very Low	Critical
Loss of Key Staff	Low	Controllable
Loss of Council Offices / Building	Very Low	Critical
Major Financial Loss	Very Low	Critical
Major Equipment Failures	Low	Critical
IT Services Failures	Low	Devastating
Telecommunication Failure	Low	Critical
Epidemic / Pandemic Situations	Very Low	Devastating
Natural Disasters such as Flood & Fire	Medium	Controllable

## 5. CONTINGENCY STRATEGY

### 5.1 BACKUP AND RECOVERY STRATEGIES

A variety of backup and recovery strategies have been considered and reviewed by each department. Should a disaster or emergency situation arise the Emergency Management Team will meet and decide on the appropriate actions. Once notified by the EMT Operations Manager each appropriate Departmental Business Continuity Plan will be put into action and driven by the DBCP Team leaders. Other detailed emergency plans such as: IT Recovery, Community Recovery Plan, Regional Pandemic Plan, Municipal Emergency Management Plan may be used dependent upon the situation at which time the Business Continuity Plan will form part of the overall emergency plan.

### 5.2 LATENCY (MAXIMUM TOLERABLE OUTAGE)

Latency is the unpredictable time from a failure occurrence to the point where its affect on the ability for Council to maintain an appropriate level of service has been recognized.

Scenario	Affected Departments	Impact	Maximum Tolerable Outage
Major Loss of Electrical Power:	All	After a period of time a large number of Council services will be affected	Two to Three Days
Loss of Key Staff	All	It will affect the individual area until a suitable replacement is found and gained the experience	One to Six Months
Loss of Council Offices / Building	All	Immediate effect on internal staff and departments	Immediate
Major Financial Loss	Corporate services Governance	Cash flow alternatives will need to be found.	One to Two Weeks
Loss of Equipment and / or Essential Services	Infrastructure Works	A variety external situations could affect Council services	Three to Five Days
IT Services Failures	Corporate Services	Alternative IT services that may include software and hardware will be required. The IT Recovery Plan will be used.	Three to Five Days
Telecommunication Failure	All	Immediate affect on all departments with communication.	Three to Five Days
Epidemic / Pandemic Situations	All	Potential to shut down Council Services and / or substantially reduce services	Notified by DHHS



Scenario	Affected Departments	Impact	Maximum Tolerable Outage
Natural Disasters such as Flood & Fire	All	Potential to shut down Council Services and / or substantially reduce services	Notified by SES through State Emergency Plans

### 5.3 BACKUP PROCEDURES

All backup procedures will be orchestrated through the EMT and individual Departmental Business Continuity Plans.

Scenario	Backup Procedure when Maximum Tolerable Outage	Responsible Persons
Major Loss of Electrical Power:	<ul style="list-style-type: none"> <li>◆ All department managers to assess and allocate work from home capabilities where possible</li> <li>◆ EMT to determine potential alternative power source</li> </ul>	<ul style="list-style-type: none"> <li>◆ DBCP Team Leaders</li> <li>◆ EMT Operations Manager</li> </ul>
Loss of Key Staff	<ul style="list-style-type: none"> <li>◆ All department managers to ensure critical tasks have been identified and appropriate training of back up person completed.</li> </ul>	<ul style="list-style-type: none"> <li>◆ Departmental Managers</li> </ul>
Loss of Council Offices / Building	<ul style="list-style-type: none"> <li>◆ EMT to determine alternative site</li> <li>◆ IT Recovery Plan to be activated</li> <li>◆ All department managers to assess and allocate work from home capabilities where possible</li> </ul>	<ul style="list-style-type: none"> <li>◆ DBCP Team Leaders</li> <li>◆ Departmental Managers</li> <li>◆ EMT Operations Manager</li> </ul>
Major Financial Loss	<ul style="list-style-type: none"> <li>◆ Corporate &amp; Governance Managers to determine short term cash flow solutions</li> </ul>	<ul style="list-style-type: none"> <li>◆ Corporate, Services General Manager</li> </ul>
Major Equipment Failures	<ul style="list-style-type: none"> <li>◆ Works &amp; Infrastructure to assess and report</li> <li>◆ EMT to co-ordinate with community</li> <li>◆ May need to activate parts of Community Recovery Plan</li> </ul>	<ul style="list-style-type: none"> <li>◆ Works Manager</li> <li>◆ EMT Operations Manager</li> <li>◆ Community Recovery Coordinator</li> </ul>
IT Services Failures	<ul style="list-style-type: none"> <li>◆ Activate IT Recovery Plan</li> <li>◆ EMT to co-ordinate</li> </ul>	<ul style="list-style-type: none"> <li>◆ Corporate Service Manager</li> <li>◆ EMT Operations Manager</li> </ul>
Telecommunication Failure	<ul style="list-style-type: none"> <li>◆ Activate IT Recovery Plan</li> <li>◆ EMT to co-ordinate</li> </ul>	<ul style="list-style-type: none"> <li>◆ Corporate Service Manager</li> <li>◆ EMT Operations Manager</li> </ul>
Epidemic / Pandemic Situations	<ul style="list-style-type: none"> <li>◆ Activate Pandemic Recovery Plan</li> <li>◆ EMT to co-ordinate</li> </ul>	<ul style="list-style-type: none"> <li>◆ Economic &amp; Community Development Manager</li> <li>◆ EMT Operations Manager</li> </ul>

Scenario	Backup Procedure when Maximum Tolerable Outage	Responsible Persons
Natural Disasters such as Flood & Fire	<ul style="list-style-type: none"> <li>◆ Activate Municipal Emergency Plan</li> <li>◆ EMT to assist</li> <li>◆ Potential for SES, Regional &amp; State Emergency Plans to be activated</li> </ul>	<ul style="list-style-type: none"> <li>◆ Works Manager</li> <li>◆ EMT Operations Manager</li> </ul> Potential for SES, Regional & State Emergency Plans to be activated

## 6. TERMS / APPENDICES

Term or Acronym	Meaning
BCP	Business Continuity Plan – this document describes the methods and procedures for recovering business operations from disaster scenarios.
DBCP	Departmental Business Continuity Plan – this document describes the methods and procedures within departments for recovering business operations from disaster scenarios.
EMT	Emergency Management Team – responsible for initial review of the disaster and making decisions on actions required by departments.
Emergency Procedures	Procedures that staff follow during evacuation drills and events.
MTO	Maximum Tolerable Outage - The maximum period of time that business processes can operate before the loss of resources affects their operations.
Recovery Strategy	An approved course of action to be employed in response to a business disruption, interruption or disaster.

## 7. DEPARTMENTAL BUSINESS CONTINUITY DETAILS

### 7.1 SUMMARY OF RESPONSE PROCEDURES

The initial response procedures are critical to efficiently managing a disaster scenario and reducing the impact on business operations. The following key tasks are required to be completed and are used as the trigger for the initial response to the relevant disaster scenario within the required timeframe.

Ref	Activity	Responsibility	Required time frame
1	Notify Senior Management Team of the incident	General Manager	Immediate upon identification of incident
2	Conduct initial assessment of incident and determine severity	General Manager	15 - 20 minutes of incident
3	Assess the need to activate the Council's BCP	General Manager	30 minutes of incident
4	If BCP is to be invoked refer to the following departmental sections of the BCP:	See relevant section	30 minutes of incident
5	Convene the Senior Management Team to monitor the incident and response	General Manager	30 minutes of incident, continuously
6	Coordinate the stand down process	General Manager	As appropriate

## 7.2 GOVERNANCE

DEPARTMENT NAME: GOVERNANCE  
 TEAM LEADER: Des Jennings, General Manager  
 TEAM MEMBERS: Gail Eacher, Sam Dhillon, Lorraine Green  
 OUTLINE: In an emergency the main functions of the Governance Department is to provide assistance with administration, public relations and HR

### RESPONSE PROCEDURES:

Ref	Activity	Responsibility	Required time frame
<b>1.</b>	<b>Building security and relocation</b>		
1.1	Determine need to relocate to alternate facilities	Team Leader	Immediate
1.2	If relocation to alternate site is required for an extended period of time (i.e. permanent loss of building), determine an alternative site.	Team Leader	As required
<b>2.</b>	<b>Communications</b> All communications both internal and external must be authorised by the GM unless otherwise advised by the Senior Management Team.		
2.1	Oversight and control all external Council communications both written and verbal	Team Leader	As required
2.2	Liaise with department heads regarding department communication	Team Leader	As required
<b>3.</b>	<b>Human Resources</b>		
3.1	In the event of the loss of personnel, next in line to that person assumes automatic emergency delegation of that person's duties if required	Team Leader	As required
3.2	Advise staff of incident as necessary	HR/Exec Secretary	As required
3.3	Inform service providers as necessary	HR/Exec Secretary	As required
3.4	Facilitate trauma / stress counselling via Newport and Wildman	HR/Exec Secretary	As required

## DEPARTMENTAL PERSONNEL DETAILS:

Name	Contact Details (phone, email, etc.)	Experience / Licence Details (state any experience and if they can drive a vehicle such as car / truck etc.)
General Manager	Ph: 63 977 314 Mobile: 0363 977 303 <a href="mailto:des.jennings@nmc.tas.gov.au">des.jennings@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ SES Coordinator</li> <li>◆ Management Skills</li> <li>◆ Car licence</li> </ul>
Samantha Dhillon	Ph: 63 977 318 mobile: 0419 008 076 <a href="mailto:samantha.dhillon@nmc.tas.gov.au">samantha.dhillon@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ HR skills</li> <li>◆ Car licence</li> </ul>
Lorraine Green	Ph: 63 977 315 Mobile: 0419 130 600 <a href="mailto:lorraine.green@nmc.tas.gov.au">lorraine.green@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ Management skills</li> <li>◆ Community Development/Community Recovery Skills</li> <li>◆ Car licence</li> </ul>
Gail Eacher	Ph: 63 977 316 Mobile: 0439 657 711 <a href="mailto:gail.eacher@nmc.tas.gov.au">gail.eacher@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ HR/Administration skills</li> <li>◆ Car licence</li> </ul>

## DEPARTMENTAL FACILITIES, SERVICES &amp; EQUIPMENT

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Motor Vehicles	Council Office, 13 Smith Street, Longford	2	Team Leader	As above
Mobile Phones		4	Team Leader	As above
Desk Computers		2	Team Leader	As above
Laptops		2	Team Leader	As above

## 7.3 CORPORATE SERVICES

DEPARTMENT NAME: CORPORATE SERVICES  
 TEAM LEADER: Maree Bricknell  
 TEAM MEMBERS: Merel Richardson, Martin Maddox, Ben Morison, Bronwyn Rigby,  
 Natalie Horne  
 OUTLINE: Corp Services team members can assist with IT services,  
 communications and admin (incl. finance) support

### RESPONSE PROCEDURES:

Ref	Activity	Responsibility	Required time frame
<b>1. Building security and relocation</b>			
1.1	If relocating to alternate site: Communicate activation of BCP to alternate service sites Arrange access for staff into alternate site Ensure safe custody of all documentation Establish a minimum number of 10 work stations. Source furniture from suppliers where necessary Re-route telephones to alternate site Organise temporary redirection of mail delivery to alternate site if applicable	Team Leader Team Leader Team Leader Team Leader Team Leader Team Leader	Immediate As required As required As required As required As required
<b>2. Implement Disaster Recovery Plan (DRP)</b>			
2.1	Implement procedures in accordance with Disaster Recovery Plan	IT System Administrator	Immediate
2.2	Coordinate with Systems Administrator to determine status of IT restoration	Team Leader	As required

## CRITICAL BUSINESS ACTIVITIES:

Critical Business Activities	Maximum Tolerable Outage	Resources Required			Key Tasks
		IT Systems	Documentation	No. Team Members	
<ul style="list-style-type: none"> <li>◆ Determine liquidity requirements</li> <li>◆ Prepare daily cash flow</li> <li>◆ Transfer of funds between accounts</li> </ul>	1 week	Commbiz	<ul style="list-style-type: none"> <li>◆ Daily premium statement</li> <li>◆ CBA bank statement</li> <li>◆ Known creditors obligations</li> </ul>	1 (+ 2 Approvers)	<ul style="list-style-type: none"> <li>◆ Prepare daily cash flow</li> <li>◆ Arrange transfer of funds between Commonwealth Bank accounts</li> </ul>
Pay staff	6-14 days	Open Office & Commbiz	Procedures & tokens	1 (+ 2 Approvers)	Pay staff an interim payment in lieu of standard payroll (if required)
Sort mail	3 days	Email	Incoming mail	1	
Process mail	3 days	DW	Incoming mail	1	<ul style="list-style-type: none"> <li>◆ Process Mail</li> <li>◆ Process payments</li> </ul>
Internet	1 day				SES info

## OTHER BUSINESS ACTIVITIES:

Other Business Activities	Maximum Tolerable Outage	Resources Required			Key Tasks
		IT Systems	Documentation	No. Team Members	
Receipting	> 2 days	Open Office & Commbiz		1	<ul style="list-style-type: none"> <li>◆ Issue receipts</li> <li>◆ Process in Open Office</li> </ul>
Paying creditors	> 2 weeks	Open Office & Commbiz	Tax invoices Blank cheques	1 (+ 2 Approvers)	<ul style="list-style-type: none"> <li>◆ Send cheques</li> <li>◆ Load and transfer file to Commonwealth Bank</li> </ul>
Accounts receivable	> 2 weeks	Open Office & Commbiz		1	<ul style="list-style-type: none"> <li>◆ Issue invoices</li> <li>◆ Record receipts</li> </ul>
Property	> 2 weeks	Open Office		1	<ul style="list-style-type: none"> <li>◆ Process receipts and charges</li> </ul>
Financial reporting	> 2 weeks	Open Office Email Microsoft Excel		2	<ul style="list-style-type: none"> <li>◆ Prepare monthly financial statements</li> <li>◆ Reporting to Departments and Council</li> </ul>
Investments	> 2 weeks	Commbiz Microsoft Excel	reports	1	<ul style="list-style-type: none"> <li>◆ Renewals &amp; withdrawals</li> </ul>
Building/ Planning	2 weeks	TasApprove		6	<ul style="list-style-type: none"> <li>◆ Process applications &amp; permits</li> </ul>



## DEPARTMENTAL PERSONNEL DETAILS:

Name	Contact Details (phone, email, etc.)	Experience / Licence Details  State any experience and if they can drive a vehicle such as car / truck etc.)
Maree Bricknell	Phone: (03) 63977309 Mobile: 0400 512 543 <a href="mailto:maree.bricknell@nmc.tas.gov.au">maree.bricknell@nmc.tas.gov.au</a>	Car licence
Merel Richardson	Phone: (03) 6397 7336 Mobile: 0417 898 911 <a href="mailto:merel.richardson@nmc.tas.gov.au">merel.richardson@nmc.tas.gov.au</a>	Car licence
Martin Maddox	Phone: (03) 6397 7310 <a href="mailto:martin.maddox@nmc.tas.gov.au">martin.maddox@nmc.tas.gov.au</a>	Car licence
Ben Morison	Phone: (03)6397 7300 <a href="mailto:ben.morison@nmc.tas.gov.au">ben.morison@nmc.tas.gov.au</a>	Car licence
Bronwyn Rigby	Phone: (03) 6397 7312 <a href="mailto:bronwyn.rigby@nmc.tas.gov.au">bronwyn.rigby@nmc.tas.gov.au</a>	Car licence
Natalie Horne	Phone: (03) 63977339 <a href="mailto:Natalie.horne@nmc.tas.gov.au">Natalie.horne@nmc.tas.gov.au</a>	Car Licence

## DEPARTMENTAL FACILITIES, SERVICES &amp; EQUIPMENT

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
IT - server infrastructure	Council Office, 13 Smith Street, Longford	1	Ben Morison	(03) 63 977 300
IT - laptop		2	Ben Morison	(03) 63 977 300
Car		1	Maree Bricknell	(03)63 977 303, 0400 512 543
Mobile phone		2	Maree Bricknell	(03)63 977 303, 0400 512 543
Council office building		1	Maree Bricknell	(03)63 977 303, 0400 512 543
Council depot building	Council Depot, 13 Goderich Street, Longford	1	Maree Bricknell	(03)63 977 303, 0400 512 543

## 7.4 COMMUNITY & DEVELOPMENT SERVICES

DEPARTMENT NAME: COMMUNITY & DEVELOPMENT SERVICES  
 TEAM LEADER: Amanda Bond / Trent Atkinson  
 TEAM MEMBERS: Paul Godier, Chris Wicks, Erin Boer, Tammi Axton  
 OUTLINE: Department has animal management issues identified as a critical function that needs to be maintained in the event of an emergency. Department would play a support role for other issues to other departments that are required to continue to function.

### DEPARTMENTAL PERSONNEL DETAILS:

Name	Contact Details (phone, email, etc.)	Experience / Licence Details (state any experience and if they can drive a vehicle such as car / truck etc.)
Amanda Bond	<a href="mailto:Amanda.bond@nmc.tas.gov.au">Amanda.bond@nmc.tas.gov.au</a> 0422 662 233	<ul style="list-style-type: none"> <li>◆ Car Licence</li> <li>◆ Management Skills</li> </ul>
Trent Atkinson	<a href="mailto:trent.atkinson@nmc.tas.gov.au">trent.atkinson@nmc.tas.gov.au</a> 0427 352 682	<ul style="list-style-type: none"> <li>◆ Management skills</li> <li>◆ Car licence</li> <li>◆ Building knowledge and skills</li> </ul>
Wade Hateley	<a href="mailto:wade.hateley@nmc.tas.gov.au">wade.hateley@nmc.tas.gov.au</a> 0419 510 770	<ul style="list-style-type: none"> <li>◆ Plumbing skills</li> <li>◆ Drivers Licence – Car</li> </ul>
Chris Wicks	<a href="mailto:chris.wicks@nmc.tas.gov.au">chris.wicks@nmc.tas.gov.au</a> 0431 481 429	<ul style="list-style-type: none"> <li>◆ Health issues</li> <li>◆ Drivers Licence – Car</li> </ul>
Paul Godier	<a href="mailto:paul.godier@nmc.tas.gov.au">paul.godier@nmc.tas.gov.au</a> 0448 548 499	<ul style="list-style-type: none"> <li>◆ Supervision Skills</li> <li>◆ Planner</li> <li>◆ Drivers Licence – Car</li> </ul>
Erin Boer	<a href="mailto:erin.boer@nmc.tas.gov.au">erin.boer@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ Planner</li> <li>◆ Drivers Licence – Car</li> </ul>
Tammi Axton	<a href="mailto:tammi.axton@nmc.tas.gov.au">tammi.axton@nmc.tas.gov.au</a> 0458 320 802 / 0419 358 395	<ul style="list-style-type: none"> <li>◆ Animal welfare</li> <li>◆ Drivers Licence – Car</li> </ul>

### DEPARTMENTAL FACILITIES, SERVICES & EQUIPMENT

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Council Vehicles	Council Office, 13 Smith Street, Longford	4	Team Leader	As Above
Mobile Phones		8	Team Leader	As Above
Laptops		3	Team Leader	As Above
Computers		10	Team Leader	As Above

## 7.5 WORKS & INFRASTRUCTURE

DEPARTMENT NAME:	WORKS & INFRASTRUCTURE SERVICES
TEAM LEADER:	Leigh McCullagh
TEAM MEMBERS:	Wayne Flett, Damien Wilson, Jonathan Galbraith
OUTLINE:	<p>During an emergency situation the department will be providing technical support to the organization and can assist in a number of areas including:</p> <ul style="list-style-type: none"> <li>◆ Management and coordination of the Works Department and Contractors</li> <li>◆ Project Management and investigation of technical issues</li> <li>◆ Auditing and surveillance.</li> <li>◆ Drafting plans and reports</li> <li>◆ Technical review and closure of assets</li> <li>◆ Traffic Management</li> <li>◆ Assist with supply of resources (employees and plant and equipment)</li> </ul> <p>Pending the type and severity of an emergency there is no significant priority on the existing day-to-day role of the department.</p>

### DEPARTMENTAL PERSONNEL DETAILS:

Name	Contact Details (phone, email, etc.)	Experience / Licence Details (state any experience and if they can drive a vehicle such as car / truck etc.)
Manager Leigh McCullagh	Ph: (03)63 977 325 Mobile: 0400 120 158 <a href="mailto:Leigh.mccullagh@nmc.tas.gov.au">Leigh.mccullagh@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ Management Skills</li> <li>◆ Car licence</li> <li>◆ Project and contractor management</li> </ul>
Wayne Flett	Mobile: 0418 135 548 <a href="mailto:wayne.flett@nmc.tas.gov.au">wayne.flett@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ Traffic management</li> <li>◆ Project and contractor management</li> <li>◆ Management of specialist consultants e.g. geotechnical and construction</li> <li>◆ Bridge management (including temporary bridges)</li> <li>◆ Stormwater management</li> </ul>
Damien Wilson	mobile: 0419399274	<ul style="list-style-type: none"> <li>◆ Building management, knowledge and skills</li> <li>◆ Building contractor contacts</li> <li>◆ Car licence</li> <li>◆ Tools</li> <li>◆</li> </ul>
Jonathan Galbraith	Ph: (03)63 977 327 Mobile: 0400 935 642 <a href="mailto:jonathan.galbraith@nmc.tas.gov.au">jonathan.galbraith@nmc.tas.gov.au</a>	<ul style="list-style-type: none"> <li>◆ Traffic management</li> <li>◆ Drafting, project and contractor management</li> <li>◆ Management of specialist consultants e.g. waste and stormwater management</li> </ul>
After Hrs Emergency on call	Mobile: 0418 573 389	

## DEPARTMENTAL FACILITIES, SERVICES &amp; EQUIPMENT

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Vehicles	Longford Depot,	<ul style="list-style-type: none"> <li>◆ Toyota Prado</li> <li>◆ Holden Colorado Dual cab ute</li> <li>◆ Mazda BT 50 Utility</li> </ul>	Team Leader	As Above
Hand Held Power Tools-Builders trucks		<ul style="list-style-type: none"> <li>◆ Drill, torch, nail gun, grinder, hand held tools</li> </ul>	Damien Wilson / Glenn Donaldson	As Above
Survey Equipment		<ul style="list-style-type: none"> <li>◆ Hand Held Device +/- 5m</li> <li>◆ Level and staves</li> <li>◆ Hand held device +/- 300mm</li> <li>◆ Measuring wheel</li> </ul>	Jonathan Galbraith	
Portable Computers		<ul style="list-style-type: none"> <li>◆ HP Laptop with remote connection</li> <li>◆ GPS</li> </ul>	Jonathan Galbraith	
Keys for all Council owned buildings		<ul style="list-style-type: none"> <li>◆ All</li> </ul>	Jonathan Galbraith Maree Bricknell	

## DEPARTMENTAL FACILITIES, SERVICES &amp; EQUIPMENT (PLANT LOCATED AT LONGFORD DEPOT)

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Depot & Security Yard	13 Goderich Street, Longford	1 x building	Wayne Flett	0418 135 548,
4 x 4 Ute		1		
Forklift		1		
Ute		1		
Back hoe		3		
Graders		1		
Ride-on Mowers		2		
Tractor Slasher		1		
Tractor		2		
7 tonne Tip Truck		3		
7 tonne Hot Mix Truck		1		
4.5 tonne Tip Truck		2		
Mower Trailer		2		
Trailer		1		
Road Broom		1		
Various small plant				
Pumps, Concrete cutter/ chainsaws, brush cutters, pole saws, etc				
Self contained breathing apparatus		1		
Elevated Work platform	1			

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Gas detector / rescue tripod- Confined space entry		1		

## DEPARTMENTAL FACILITIES, SERVICES &amp; EQUIPMENT (PLANT LOCATED AT CAMPBELL TOWN DEPOT)

Facilities, Services or Equipment Available	Location	Number Available	Contact Person	Contact Details
Depot & Security Yard	Bedford Street, Campbell Town	1 x building	Mark Triffett	0408 318 341
Ute		2		
Back hoe		1		
Wheeled loader		1		
Ride-on Mower		1		
Tractor Slasher		1		
4.5 tonne Tip Truck		1		
Trailer		1		
Various small plant				
Pumps, concrete cutting saw, chainsaws/pole saws etc				
Brush cutter, etc				

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