



DISASTER RECOVERY PLAN



**Council Administration Centre
44 Princess Street Macksville NSW 2447**

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1 DOCUMENT CONTROL

The following procedure establishes a process for the review, distribution and implementation of the Disaster Recovery Plan documentation.

- Document distribution will be controlled.
- The Safety and Risk Officer shall maintain distribution lists. Each recipient shall initial the distribution list to indicate their receipt of the manual.
- All control documents are approved before issue and are marked with the revision number and the revision date.
- The Safety and Risk Officer is responsible for removal of obsolete controlled documents from all points of issue and use.
- The documents will be reviewed by the Safety and Risk Officer will be responsible for any subsequent changes to the document.
- The Safety and Risk Officer is responsible for ensuring that changes to controlled documents are understood, distributed, and communicated to the affected functions within the organisation.

Each individual issued a controlled copy of a Disaster Recovery Plan is responsible for its safe keeping.

2 DOCUMENT DISTRIBUTION

This is a controlled document

Document No	Issued To	Date	Comments	Sign
01	Assistant General Manager Corporate Services			
02	Manager Human Resources			
03	Safety and Risk Officer			
04	Manager ICT			
05	General Manager			
06	Chief Financial Officer			
07	Assistant General Manager Engineering Services			
08	Business Services Coordinator			
09	Manager Assets			
10	Manager Water & Sewerage			
11	Depot Coordinator			
12	Manager Development and Environment			
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4 PURPOSE OF PLAN

The Council Administration Centre Disaster Recovery Plan provides the organisation with a means of defining the actions required so that in the worst case scenario, ie where the building is completely destroyed, there is a methodology to ensure that the organisation is able to continue to function with the least possible disruption to the provision of services.

The Disaster Recovery Plan outlines the allocation of responsibilities to various Council officers in the event of a disaster and the actions each is to undertake to ensure that services are maintained with minimum adverse affects on the public, staff and Council.

The Business Continuity Plan (separate document 9124/2007) outlines the strategies and actions to be implemented to achieve full operational recovery from the disaster as soon as practicable.

5 DISASTER RECOVERY TEAM

A Disaster Recovery Team comprising appropriate individuals in the organisation who have the responsibility and expertise in key areas of the organisations operations to restore daily operations and services.

These individuals, along with their responsibilities, are:

**1 Chairperson:
General Manager**

The Chairperson will preside over all meetings and be responsible for the scheduling and minutes of all meetings, holding of daily major briefings open to employees, the public and the media and all press releases and interviews.

**2 Disaster Recovery Coordinator:
Assistant General Manager Engineering Services**

The Disaster Recovery Coordinator oversees the entire operation to ensure that the Disaster Recovery Plan is implemented and adhered to and is responsible for ensuring that in the event of a disaster the organisation is able to provide service to its customers.

**3 Premises Coordinator:
Manager Assets**

Responsible for site preservation, site security, clean up, repairs, provision of furniture and equipment.

**4 Finance Coordinator:
Chief Financial Officer**

Responsible for ensuring that the areas of the organisations finances to cater for a disaster are in place and that the organisation has the ability to meet its financial commitments (eg creditors, payroll, etc).

**5 Information Technology and Communications Coordinator:
Manager Information and Communication Technology**

Responsible for ensuring that all aspects of the organisation's information technology and communications components are able to be brought on line as soon as possible.

**6 Risk Management Coordinator:
Safety and Risk Officer**

Ensures that all matters related to risk management and insurance for the building are covered.

**7 Human Resources Coordinator:
Manager Human Resources**

Responsible for staff and staff welfare.

8 Business Support

The following staff are also members of the Disaster Recovery Team and are to ensure that the needs of their Departments are met in the event of a disaster:

Assistant General Manager Corporate Services
Manager Development and Environment
Business Services Coordinator
Manager Water and Sewerage
Depot Coordinator

The Disaster Recovery Coordinator is empowered to second and direct any other member of staff to provide support, advice or to carry out any duties as required.

Each member of the Disaster Recovery Team has a copy of the Disaster Recovery Plan and is to ensure that a copy is kept off site and readily accessible.

6 CRISIS CENTRE

The Supervisors' Office at the Council Works Depot at 20 Gumma Road, Macksville is the Crisis Centre. In the event of a total loss of the Administration Building, this area will provide immediate office accommodation including computers, power, telephone and other communications.

In the event of a disaster, this will be the immediate meeting point to coordinate and implement the Disaster Recovery Plan.

Due to the limited space of the Supervisors' Office there will be a need to transfer to a facility to accommodate approximately 60 staff members. The Macksville Senior Citizens Centre (MSCC) is the most suitable Council-owned facility and has been prepared for business continuity.

Alternate accommodation that may be utilised on a needs basis includes the Nambucca Emergency Operations Centre and the Works Depot.

7 DISASTER RECOVERY TEAM CONTACTS

The following is the after hours contacts for all members of the Disaster Recovery Team:

Name	Role	Mobile Phone No
General Manager	Chairperson	TBA
AGMES	Disaster Recovery Coordinator	0409 129 721
Manager Assets	Premises Coordinator	0427 202 476
CFO	Chief Finance Officer	0447 887 790
MICT	Information Technology and Communication	0401 334 039
SRC	Risk Management Coordinator	0428 003 917
MHR	Human Resources Coordinator	0418 208 212
AGMCS	Assistant General Manager Corporate Services	0427 293 941
DC	Depot Co-ordinator	0408 461 933
MWS	Manager Water and Sewerage	0418 468 368
MDE	Manager Development and Environment	0428 716 633
BSC	Business Services Co-ordinator	0409 681 922

Immediately upon notification of a disaster, the Disaster Recovery Coordinator will contact all members of the Disaster Recovery Team to rendezvous at the Works Depot Supervisors' Office.

The Disaster Recovery Coordinator will then contact the following to brief them on the situation

Name	Phone No	Mobile No
General Manager		TBA
Mayor	(02) 6569 5556	0408 661 412
Deputy Mayor		0437 134 140

The Disaster Recovery Coordinator may also need to contact the following persons (dependant upon the location of the Crisis Centre):

Location	Name	Phone No	Mobile No
Rural Fire Service (NEOC)	Macksville Kempsey	(02) 6568 2536 (02) 6562 1964	
Macksville Senior Citizens Centre (MSCC)	Rochelle McMurray (Business Services Unit) - to cancel all bookings	(02) 6568 0240	

8 EMERGENCY CONTACTS

Other contacts applicable in the event of a disaster include the following:

Emergency	Contact Name	Phone No	Alternate Phone No
NSW Fire Brigade (Macksville)		000	(02) 6568 1561
NSW Police Service (Macksville)		000	(02) 6560 7799
NSW Ambulance Service		000	131 233
Essential Energy		132 080	132 391
Telstra		131 679	
Strudwick Security	Ken Strudwick	(02) 6568 3616	0407 435 813
State Emergency Service		132 500	
StateWide Insurance	Adam Hellier	(02) 8824 1600	0407 041 930
Terry Perkins Solicitor	Terry Perkins	(02) 6568 6099	
Office of Local Government		(02) 4428 4100	
Local Government NSW		(02) 9242 4000	
Civica Support		1800 643 436	
WINK - (Stationary Supplies)		13 26 44	
Spydus Support		(03) 8676 4415	
Structural Engineer GHD (Coffs)	Andrew Oliver	(02) 6650 5600	

9 INITIAL ACTION

Upon evidence that a “disaster” has occurred, it is essential that the Disaster Recovery Team assemble to commence the implementation of the Disaster Recovery Plan.

If the “disaster” occurs during work hours, there is an Emergency Evacuation Procedure which is to be followed: (**NOTE: This is set out in the EMERGENCY PROCEDURES GUIDE**).

If the “disaster” occurs after hours, the General Manager or, in his absence, the Acting General Manager will determine whether or not the Disaster Recovery Plan is to be implemented.

If the Disaster Recovery Plan is to be implemented it becomes the responsibility of the Disaster Recovery Coordinator to ensure that the Plan is implemented and followed.

Accordingly, the members of the Disaster Recovery Team will each undertake the following measures immediately:

Disaster Recovery Coordinator

Upon notification of the disaster, the Disaster Recovery Coordinator will initiate the following measures:

- Contact the members of the Disaster Recovery Team and advise them of the assembly point.
- Contact the Mayor and Deputy Mayor to advise of the situation and that the Disaster Recovery Team has been assembled.

Premises Coordinator

- Contact the Security Company to provide security for the site
- Contact the Structural Engineer to determine integrity of the building
- Employ any steps necessary to make the building as safe as possible in conjunction with advice from the Structural Engineer
- Commence action to arrange accommodation and cleaning/reclamation requirements in accordance with the “Premises and Infrastructure” chapter.

Risk Management Coordinator

- Contact Insurance Broker to advise of situation.

Information Technology and Communications Coordinator

- Contact Telstra to advise of situation and liaise to commence alternative communications requirements at Crisis Centre and MSCC.
- Contact Spydus to advise of situation.
- Commence implementation of ICT within the Business Continuity Plan.

Human Resources Coordinator

- Advise and reassure staff as they arrive of the situation and direct them to alternative accommodation
- Implement the Trauma Management Policy No G 34.

10 PREMISES AND INFRASTRUCTURE

This section deals with getting the organisation “up and running”.

The Supervisors’ Office at the Works Depot, 20 Gumma Road, Macksville will be the initial assembly point and temporary crisis centre until the MSCC is able to be utilised.

The MSCC will be the Crisis Centre in terms of the Disaster Recovery Plan and would be utilised by the organisation as a “Customer Service Centre” and centre for day-to-day operations.

There are three main requirements for the premises in terms of implementing the Disaster Recovery Plan. These are:

- (i) Communications
- (ii) Information Technology
- (iii) Office supplies, furniture and equipment

Without the provision of these, the organisation will not be able to achieve the purpose of the Disaster Recovery Plan.

The following pages detail how these requirements will be implemented.

11 COMMUNICATIONS

While Telstra is responsible for providing the necessary communications infrastructure for Council, until such time as the organisation is able to provide the necessary infrastructure, the use of mobile phones will be the primary means of immediate communication.

The existing Council telephone number of 6568 2555 is to be redirected immediately to the Crisis Centre.

12 INFORMATION TECHNOLOGY

The provision of computer equipment for use by staff is also essential to ensuring that the organisation meets the objectives of the Disaster Recovery Plan.

The Information Technology and Communications Coordinator is responsible for implementing the ICT Business Continuity Plan (separate plan) which provides a detailed program for the replacement of computer equipment in the event of disaster.

The ICT Disaster Recovery Plan forms part of the Business Continuity Plan (separate document).

13 OFFICE SUPPLIES, FURNITURE AND EQUIPMENT

It is the responsibility of the Premises Coordinator to arrange for the supply of office supplies, furniture and equipment.

The Premises Coordinator may need to arrange the following service providers:

Service	Provider	Phone No.
Cleaning/Reclamation Specialists	Blue Ice Cleaning Services	6576 0163 0409 813 600
Document Recovery Specialist	Munter Pty Ltd	9644 6677
Locksmiths	Nambucca Locksmith	6568 5563
Security	Strudwick Security	6568 3616 0407 435 813
Temporary Storage	Macksville Self Storage Nambucca Valley Storage	6568 3724 6568 7034

14 MANAGEMENT

The focus of Management with respect to the Disaster Recovery Plan goes much further than just the loss of the asset (ie Administration Centre). It also deals with the assuming of responsibility for differing situations.

In the event that personnel on the Disaster Recovery Team are unavailable due to the disaster or absent from the area, the remaining members of the Disaster Recovery Team are to appoint appropriate personnel to the vacant roles; or commence the Recovery Plan whilst awaiting the return of the personnel.

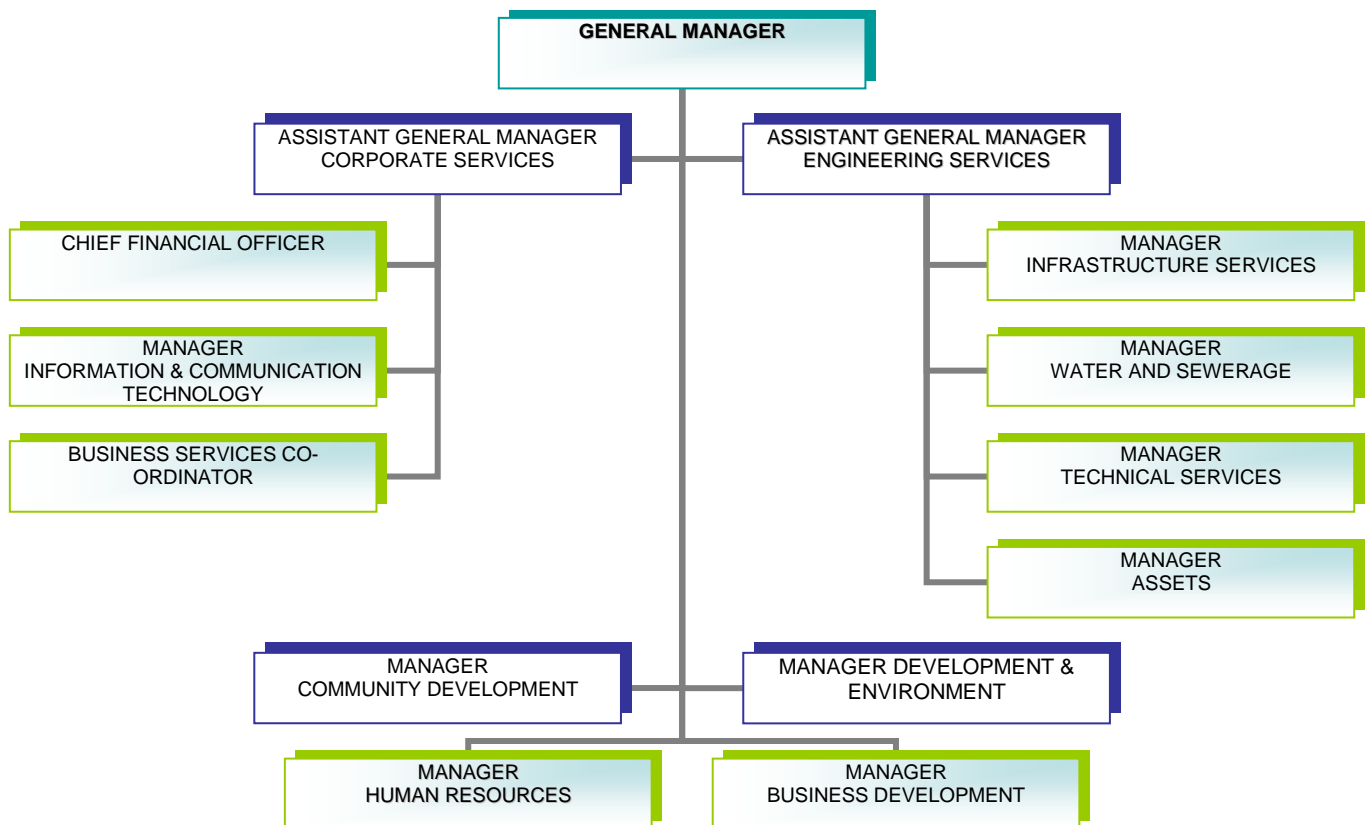
In the event that members of the Disaster Recovery Team or Officers allocated responsibilities in this Plan are unavailable, the personnel flowcharts set out below are to be used to identify the personnel to assume the roles of those that may be unavailable.

Some key areas in which “back up” personnel have been identified are:

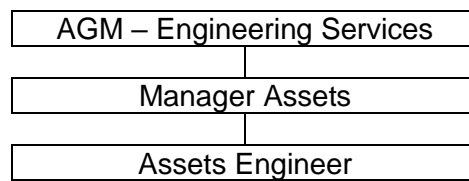
- I. People
- II. Property
- III. Computers
- IV. Communications
- V. Record Management
- VI. Administration
- VII. Insurance

People

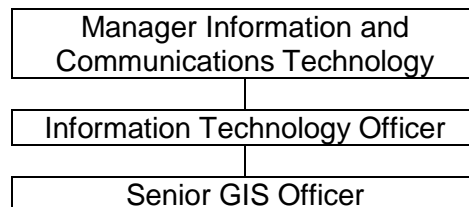
Nambucca Valley Council Management Structure



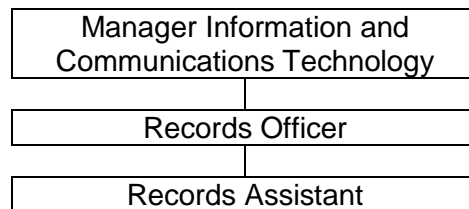
Property



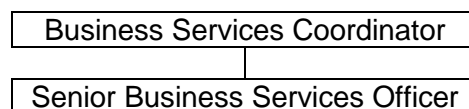
Computers and Communications



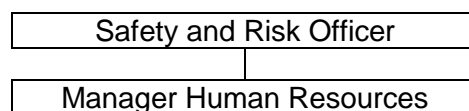
Records Management



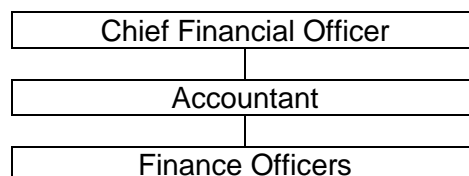
Administration



Insurance



Finance



15 PEOPLE

Council must consider its employees' reaction to a major disaster through counselling etc.

Employees exposed to trauma in the workplace may experience some of the following reactions to the incident that they have been involved in.

Physical Reactions

- Change in sleep patterns
- Nightmares
- Easily startled
- Fatigue and exhaustion
- Health problems (eg change in appetite, loss of sexual potency, headaches, digestive problems)

Thinking Reactions

- Flashbacks
- Difficulty with concentration
- Difficulty making decisions or solving problems
- Inability to attach importance to anything other than the incident.

Emotional Reactions

- Fear and anxiety
- Guilt
- Depression
- Emotional numbing
- Feelings of helplessness
- Over-sensitivity
- Mood swings
- Feeling isolated from, or different from other people
- Anger—which may be manifested by: scapegoating, irritability, frustration with bureaucracy, violent fantasies.

The above are natural reactions and although painful, is a normal part of the healing process.

Council's Trauma Management Policy No G 34 (Doc No 25175/2012) can be found on Council's website.