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Business Continuity Management- Council Policy

Effective Date	19 July 2017
Policy Owner	Customer Support and Governance Manager
Link to Corporate Plan	Sustainable Organisation
Review Date	August 2025
Related Legislation	Local Government Act 2009 Local Government Regulation 2012 AS/NZS 5050:2010 Business Continuity - Managing disruption related risk AS NZA 3100:2009 Risk Management - Principles and guidelines Disaster Management Act 2003
Related Documents	WDRC Business Continuity Management Framework WDRC Enterprise Risk Management - Council Policy WDRC Enterprise Risk Management Framework WDRC Business Continuity Plan WDRC Disaster Management Plan

Policy Version	Approval Date	Adopted/Approved
1	19 July 2017	Ordinary Meeting of Council
2	21 July 2021	Ordinary Meeting of Council

*This policy may not be current as Council regularly reviews and updates its policies. The latest controlled version can be found in the policies section of Council's intranet or Website. **A hard copy of this electronic document is uncontrolled.***



Business Continuity Management- Council Policy

1. PURPOSE

The Business Continuity Management - Council Policy has been developed in conjunction with Council's Enterprise Risk Management Framework to assist the organisation prepare for disruptive events to its operations.

The Policy defines Council's approach to business continuity management and the principles by which business continuity plans will be developed and maintained.

2. SCOPE

This policy applies to all areas of Council operations.

3. POLICY

3.1 Introduction

The objective of business continuity management is to minimise the impact of a disruptive event on operations and the delivery of services to the community by ensuring that the organisation develops an effective Business Continuity Framework and that relevant Business Continuity Plans are in place. Examples of disruptive events include: natural disasters; fire or flood damage to council facilities; IT business systems failure; and telecommunications failure.

A key aim of Council's Business Continuity Management Framework is to:-

- increase organisational resilience by undertaking specific actions to strengthen Council's adaptive capability for managing sudden and significant change;
- continue to deliver critical business functions and services in a disruptive event or disaster;
- effect recovery with as little down time and negative impact as possible; and
- recognise and act on improvement opportunities inherent in an improved understanding of Council's business processes and objectives.

Council's Business Continuity Framework is made up of the following:-

- Business Continuity Management Policy - defines Council's approach to business continuity management and the principles by which business continuity plans will be developed and maintained within the organisation.
- A Local Disaster Management Plan which aims to minimise the effects of, coordinate the response to, and ensure the recovery from a disaster or an emergency affecting the Western Downs.
- Master Business Continuity Framework - provides a roadmap for managing disruption related risks and the supporting processes, tools and resources. It facilitates operating in both routine (business-as-usual) and non-routine (contingency) modes to help minimise the occurrence and the scale of disruptive events, particularly when/if it involves a disaster.

The Framework describes business continuity and its application at WDRC. It has links to supplementary information and it promotes internal stakeholder awareness and understanding of their roles in business continuity.

- Specific Operational Business Continuity Plans - considers the impact of disruptive events on critical operations and also documents procedures to allow continuity of services in the event of significant disruption.



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3.1 Approach to Business Continuity Management

Business Continuity Management at Council will be guided by the AS/NZS 5050:2010 Business Continuity – Managing disruption-related risk standard, which was developed to assist organisations maintain continuity of their operations through effective management of disruption-related risk. This will equip the organisation with the capacity to:-

- stabilise any disruptive effects as soon as possible;
- safeguard Council's assets, including people, property and financial resources;
- continue and/or quickly resume those operations that are most critical to Council's objectives to ensure the delivery of essential services to the community;
- expedite a return to normal operations and recovery; and
- capitalise on any opportunities created by an event.

3.2 Roles and Responsibilities

The CEO and Executive Team are responsible for overseeing Business Continuity Management across the organisation.

The Customer Support and Governance department is responsible for the coordination of business continuity management including the oversight of appropriate documentation, training, coordinating testing and monitoring of the Business Continuity Management Framework.

General Managers and Managers (or equivalents) are the Business Continuity Plan owners with responsibility for undertaking business impact analysis and ensuring that all critical functions under their responsibility have Business Continuity Plans established, maintained and reviewed. The Governance team will assist with this process.

Each critical function, as identified via a Business Impact Analysis, will have an appointed Business Continuity Plan owner who has the responsibility for actioning continuity arrangements when a critical function is interrupted. The owner must also ensure that relevant employees are aware of and trained in the actioning of the plan.

3.3 Measurement of Success

- Business Continuity Management is supported across the organisation.
- Business Continuity Plans are developed for critical operations and services following business impact analysis.
- Testing of Business Continuity Plans is carried out at appropriate times.
- Minimal interruption to Council's operations during and following a disruptive event.

