

PURPOSE

This policy sets out Council's intentions and directions with respect to ensuring on-going management and governance processes are in place to minimise service delivery outages in the case of a business disruption event.

Implementing an effective Business Continuity Framework ensures that Council can continue delivering critical services following a disruptive event. It aims to build high level resilience across all Directorates services and sites when facing major adverse events.

SCOPE

This policy applies to all Council operations and is underpinned by Council's Incident Management and Disaster Recovery Plans.

STRATEGIC PLAN ALIGNMENT

Leading Our Community

Objective 4.1	Govern in the best interests of our community
Strategy 4.1.1	Manage Council for maximum efficiency, accountability, and transparency
Strategy 4.1.3	Maximise regulatory compliance in Council and the community through our systems and processes
Objective 4.2	Prioritise our resources to achieve our community's goals
Strategy 4.2.1	Deploy the Council's resources effectively to deliver value

STATUTORY REQUIREMENTS

Acts	<i>Local Government Act 1993</i>
Regulations	<i>N/A</i>
Australian/International Standards	AS ISO 22301:2017 - Societal security - Business continuity management systems - Requirements

DEFINITIONS

Business Continuity means the capability of the Council to continue the delivery of services at acceptable pre-defined levels after a business disruption.

Business Continuity Management (BCM) means a management process that identifies potential threats to Council and the impacts to Council's business operations those threats (if realised) might cause. It provides a framework for building organisational resilience with the capability for an effective response to ensure service delivery of Council's critical services.

Disaster Recovery Plan (DRP) means the documented procedures that guide Council to respond, recover, resume, and restore to pre-defined levels of operations following a disruptive event relating to Council's infrastructure and technology networks and systems.

Incident Management Plan (IMP) means the documented procedures that guide Council to respond, recover, resume, and restore to pre-defined levels of operations following a disruptive event. Earliest possible restoration of such functions after disruption is the main objective of business continuity management.

Disruptive event means any event which causes a significant disruption (no building/infrastructure, no ICT, significant staff unavailability or any combination of the above) in the delivery of Council's services.

POLICY STATEMENT

Business Continuity Management (BCM) is essential in minimising organisational and reputational risk to Council after a business disruption.

Council recognises that sound BCM practices will assist the organisation's capability in preventing, preparing for, responding to, managing, and recovering from the impacts of a disruptive event.

Council also recognises that disruption-related risks may be infrequent, but they can have severe consequences for critical services that are not able to be resolved by routine management. Disruption-related risks include (but are not limited to) physical and non-physical events such as natural disasters, pandemics, significant loss of utilities, financial crises, accidents, and incidents that threaten Council's reputation.

Council has implemented Incident Management Plans (IMPs) at the corporate and departmental level to:

- Ensure services that are critical to Council's objectives continue despite the occurrence of a potentially disruptive event;
- Stabilise the effects of a disruptive event and return to normal Council operations and a full recovery as quickly as possible; and
- Capitalise on opportunities created by a disruptive event.

It is Council policy that:

- Council's priority in the case of a disruptive event is the immediate and ongoing safety of the public and staff. Council's emergency management arrangements and incident management / disaster recovery planning help us to be prepared for and respond to emergency situations.
- Following a disruptive event, Council will ensure that critical services are operating, and that normal business is resumed as quickly as possible.
- Council will learn from experiences of disruptive events to minimise (where possible) their likelihood and consequence in the future.

DOCUMENT CONTROL

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