



Bunbury Local Emergency Management Arrangements

ANNEX 8

**Business Continuity
During Emergency Situations**

UPDATED May 2022

SEMC ENDORSED MARCH 2020

AMMENDMENT RECORD

AMENDMENT		DETAILS OF AMMENDMENT	AMMENDED BY
No	Date		
1	Apr 14	Original Draft	EH/CW
2	Mar 15	Draft 2	CW
3	May 16	Amendments to Warning Level Triggers	CW
4	Mar 18	Amendment to incorporate organisational change	CW
5	Aug 19	Add to LEMA as Annex 8 (part 1) Post May LEMC endorsement	CW
6	May 2022	Amendments to City of Bunbury role titles	Carrienne Graham

Table 1 – Amendment Record

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City of Bunbury – Business Continuity During Emergency Situations

EMERGENCY – An event, actual or imminent, which endangers or threatens to endanger life, property, or the environment and which requires a significant and coordinated response.

(EMWA Glossary v:2011)

TRIGGERS FOR TIERED RESPONSE LEVELS

L1 COORDINATION - REACTION BY CITY OF BUNBURY

- ELT Member directs that a response occurs,
- HMA seeks support (or WAPol)
- Community dysfunction obvious - requests for assistance beyond 'normal' Functioning,
- Weather warnings/advice of HMA.

L2 COORDINATION - REACTION BY CITY OF BUNBURY

- L1 Structure insufficient – or organisational demand to escalate,
- Financial delegations of Leader/Manager insufficient,
- Likely escalation required (*ie* another storm front approaching),
- HMA declares incident to be a L2.

L3 COORDINATION - REACTION BY CITY OF BUNBURY

- L2 Structure insufficient – or organisation demand to escalate – span of control exceeded,
- Financial delegations of Manager insufficient,
- Multiple areas of operation (adjacent shires/councils),
- HMA declare incident to be a L3.

EMERGENCY COORDINATION TEAM (ECT) - FUNCTIONAL STATEMENTS

CoB Response Coordinator (RC)

Responsible for the coordination of City of Bunbury response to a non-routine event, that effects community or potentially, City 'core business' operations.

CoB Operations Officer (OO)

Manage physical, coordinated response of the City, to any non-routine emergency event. The Operations Officer is to ensure and **command the field operations**.

CoB Planning Officer (PO)

Manage information of and for the CoB coordination in response to a non-routine emergency.

CoB Logistics Officer (LO)

Provide **resourcing** for CoB response to a non-routine emergency, also to assist with resourcing to HMA

City of Bunbury Public Information Officer (PIO) **as distinct from that of the HMA*

Ensure effective management of **public information** to enable safe and timely community decisions in response to any non-routine emergency.

CoB Finance Officer (FO) (for Level 1 incident - role assumed by CoB Logistics Officer)

Manage the **financial** elements of CoB response to any non-routine emergency.

CoB Safety Advisor (SA)

Ensure **OSH** management across CoB (field and Incident Coordination Planning).

Mayor (L2 and L3 incidents)

Represent **community** interests,

Provide social figurehead and leadership,

Liaise with CEO, City senior staff and external agencies (including HMA).

Senior CoB staff Member (Manager/Director/CEO)

Occupy relevant positions in the Coordination structure, as directed,

Provide accurate and timely information on the status of CoB assets, operations and functions.

Welfare Liaison Officer

Ensure liaison occurs with the Department of Communities, for Welfare centre provision and management.

EMERGENCY COORDINATION TEAM (ICT) MEMBERSHIP

- CoB Response Coordinator (RC)
- CoB Operations Officer (OO)
- CoB Planning Officer (PO)
- CoB Logistics Officer (LO)
- CoB Public Information Officer (PIO)
- CoB Finance Officer (FO) – as appointed
- CoB Safety Advisor (SA) – as appointed
- City Mayor
- Senior City Staff

EMERGENCY COORDINATION TEAM (ECT) - ROLE STATEMENTS (refer Aides Memoire)

CoB Response Coordinator (RC)

- Representative from City Management, from a relevant department (Subject Matter Expertise (SME),
- Delegation level would be relevant to authority required, for incident level and delegations, Director or Manager – dependent upon emergency/incident level ,
- Head-up CoB support to HMA and community,
- Ensure continuity of City's core business,
- Delegate roles to City staff, as required,
- Liaise with/between external agencies/staff/elected member and community.

CoB Operations Officer (OO)

- Delegated from relevant department that would have SME, relevant to the consequences for the particular hazard,
- Delegated Officer to have appropriate capacity and delegation, for incident level.
- Head-up CoB field operations, in City's response to supporting community,
- Liaise with HMA Operations Officer, to restore community functioning,
- Delegate sectors/roles to staff, as appropriate to incident.

CoB Planning Officer (PO)

- Generally drawn from Community Law, Safety and Emergency Management,
- Manage City's coordination information:
 - Current and history – community impacts (including Critical Infrastructure),
 - Future predications – community impacts (including Critical Infrastructure),
 - Inform community information strategies & messaging,
 - Program and chair Emergency Coordination Team (ECT) meetings.

CoB Logistics Officer (LO)

- Generally drawn from Rangers and Administration (access to WAERN & City radio/network/vehicles),
- Manage the supply and ultimate demobilisation of resources required for the CoB coordinated response to the non-routine emergency,
- Track and record use of City and contracted resources, being used in support of the coordinated response to non-routine emergencies.

CoB Public Information Officer

- The City of Bunbury PIO ensures that community information is relevant and sufficient to empower community to make safe and effective decisions on their response, to the non-routine event,
- Liaise with the HMA PIO, to ensure that HMA messages are effectively relayed through the various community communication channels,
- The PIO would also be involved in ensuring that the HMA are aware of community responses and expectations, with respect to the event,
- The PIO should ensure that the HMA Incident Controller is aware of the Risk Evaluation criteria, from the Local Emergency Management Arrangements (as community acceptance/expectations),
- To be appointed under the following occasions:
 - L2 and L3 incidents (HMA) – Media and Communications (Wider Community);
 - L1 (delegated, if required).
- Provide Community information:
 - To community on behalf of HMA,
 - From community to HMA,
- Represent City's interests,
 - Inform city staff and elected members

CoB Finance Officer (FO)

Appointed for Level 2 and 3 incidents. For Level 1, may be assumed by Logistics Officer (LO)

- Manage CoB monies and records related to the coordinated response to the non-routine emergency,
- Create emergency GL (as required),
- Manage delegations of expenditure, as required,
- Create relevant financial reports,
- Apply (as applicable) for external monies and support (WANDRRA),
- Manage receipt of donations (\$ and goods),
- Drawn from Finance Department (level dependent upon financial delegation required).

CoB Safety Advisor (SA) – as appointed

Appointed by CoB OSH Officer.

- Appointed for Level 2 and 3 Incidents, optional for Level 1,
- Supervise safety in CoB coordinated response to non-routine emergency, including:
 - Field operations,
 - Incident Coordination Planning, to ensure safety is considered,
- Liaise with Safety advisors of the HMA to provide local hazard information and receive incident specific hazard/risk assessments, for communication to CoB and community,
- Provide post operation report to CoB debrief.

Mayor – Level 2 and L3 Incidents

- Issue community information statements,
- Provide political leadership – in consultation with the CoB CEO,
- Provide linkage to elected officials.

Senior CoB Staff (Manager/Director/CEO)

- Ensure appropriate representation at ISG meetings,
- Report upward to CEO/Mayor,
- Ensure appropriate structure is established and maintained for incident coordination, (manage for span of control),
- Ensures OSH procedures maintained by CoB for situation,
- Manages for fatigue, with staff rostering arrangements.

Australasian Inter-Service Incident Management System (AIIMS)

The AIIMS is utilised in the City of Bunbury response to any non-routine emergency events, for the following reasons:

- This system of operation mirrors what the majority of Australian incident response organisations would be using, enabling the use of common terminology and processes,
- It provides a platform to develop effective and workable delegations, organisational structures and reporting protocols,
- Is tried and proven as a system to assist organisations respond effectively to situations outside of normal operating environments.

Essentially AIIMS encourages agency responses to consider and plan for contingencies, while ensuring appropriate delegations. Responsibilities and reporting are delegated into functional areas of operation, reducing confusion in times of uncertainty.

AIIMS essentially uses a number of principles to ensure the effective response to a non-routine organisational event. As these are shared across agencies, cooperation and coordination is more effective and easily established. These principles are detailed in table 3 – below.

AIIMS Principles

- Management by Objective
- Manage Span of Control
- Functional Management
- Flexibility
- Unity of Command

Table 3 – AIIMS Principles

INTERDEPENDENCIES FOR EMERGENCY COORDINATION TEAM (ECT)



Figure 1 – Interdependencies of community sectors

	Interface	CoB Position
1	Business + Community	CEO, Finance, Customer Service, Rangers and Emergency Management
2	Business + HMA	Community Wellbeing, CoB Response Coordinator, CoB Operations Officer
3	Community + HMA	Mayor, City & HMA PIO
4	All	Mayor/CEO, ISG, CoB Response Coordinator
	The positions above are delegated authority. They may delegate responsibility further, according to incident nature, complexity etc.	

Table 4 – Community Interdependencies

HAZARD WARNING LEVELS

These are required to enable an appropriately scaled City response to non-routine emergencies.

These warning levels are designed to enable sufficient preparation time for forecast events, or signal an appropriate response to a sudden impact emergency. They also enable a more effective method of signalling to the community and to staff, the importance of any messaging.

The City may work through a number of stages, as an incident escalates or diminishes. Warnings should be tailored to the four levels. These levels should also trigger predetermined responses from the City. These levels will be determined through consideration of the following factors:

- Severity of the hazard (consequence) and it's likely impact upon community,
- Time span to impact,
- Required level of resourcing to respond to community impacts/consequence.

Alert Level	Delayed Impact		Sudden Impact
	Impact Due	Consequence (refer REC ¹)	Sudden Onset
Blue	> 24 hours	Low	Low Consequence
Yellow	12-24 hours	Moderate	Likely to meet REC ¹ trigger levels
Red	<12 hours	High	Likely to (or has) exceeded REC ¹ triggers
Green	All Clear	Recovery	Low impact on community

Table 5 – Determining Hazard Alert Levels

Consult the triggers chart within the City of Bunbury 'Local Emergency Management Arrangements' Annex 4 - 'THREAT PLANS', for discreet hazard-based triggers to be used in the determination of Incident 'Threat Levels'.

¹ – **REC (Risk Evaluation Criteria)**. From the City's Emergency Risk Management Assessment and detailed within the Local Emergency Management Arrangements as the threshold of what the community sees as an unacceptable impact.

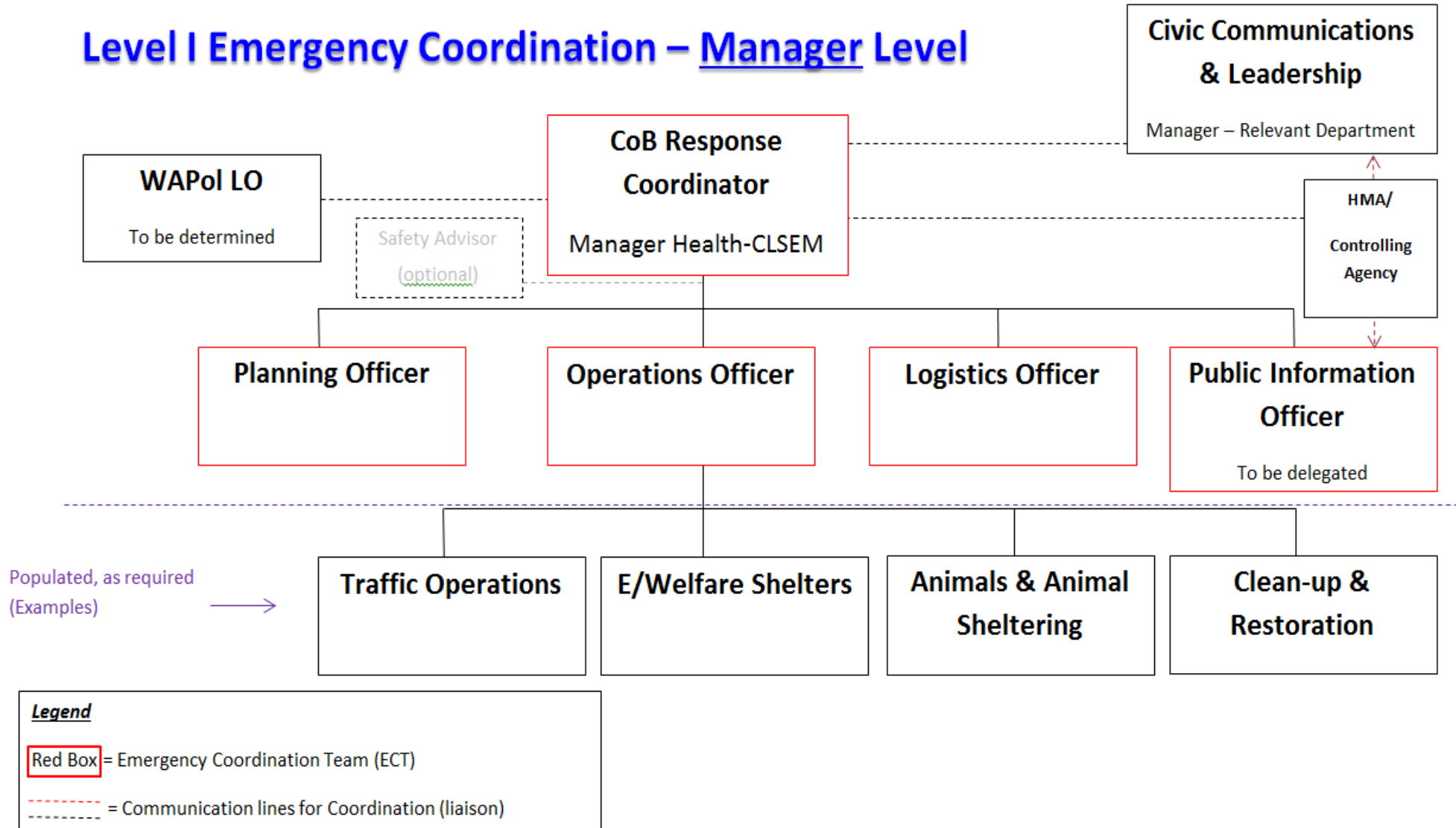
Threat	Warning Level Triggers			
	Blue - Low	Yellow - Moderate	Red - High	Green
Flooding	<ul style="list-style-type: none"> Flood warning issued for the Geographe BoM district, with River levels approaching winter time levels. plus Catchments are saturated. Storm surge approaching coast close to high tide. Failure of storm drainage system/pump-sets where this failure will be greater than 4 hours in a period where 20 - 30 mm of rain is forecast. Forecast rainfall exceeds 20-30 mm in a 2 hours period. Tsunami 'watch' is issued by BoM, DFES, Geoscience Australia – for the SW coastline. 	<ul style="list-style-type: none"> Flood levels are rising beyond annual winter levels and more rain (>15mm) is forecast within the next 24 hours. Storm surge of 1 to 2 metres is forecast, to occur within 1 hour of forecast high tide. Warning of dam failure within the Preston or Ferguson Rivers, or potential for Collie to raise the Leschenault Estuary greater than one metre (given the capacity to discharge through the cut). Tsunami 'Warning' alert issued by BoM, DFES, Geoscience Australia, for the SW Coast. Failure of storm drainage system/pump-sets where this failure will 	<ul style="list-style-type: none"> Flooding/inundation is occurring within Bunbury (more than 10 homes/buildings for more than 12 hours). Warning of significant dam break/cascading dam failure in Preston or Ferguson River catchment. Storm surge greater than 2 metres is forecast within 1 hour of forecast high tide. Failure of the Wellington, Harvey or any other Watercorp facility on the Preston or Harvey Rivers. Tsunami 'Land Warning' alert confirmed by BoM, DFES and/or Geoscience Australia for the SW Coast. 	<ul style="list-style-type: none"> Flooding cleared, plus Rainfall (or other source of water) is not expected to be sufficient for the flood risk to recur, plus Infrastructure, providers plus Health Department, CoB Environmental Health and WAPol declare that the risk has passed. ISG meeting satisfied that the threat has passed.

		be greater than 4 hours during a period where greater than 30 mm of rain is forecast.		
Severe Storm	<ul style="list-style-type: none"> • ‘Gale Warning’ – winds forecast with a velocity between 41-47 knots (76 – 87 km/hr). • Advanced warning given of Storm Force winds 48-55 knots (80-102 km/hr) within 24 hours. • Severe weather forecast within 24 hours. • Rainfall is forecast to exceed seasonal norms and rivers are already high. • Cyclone – Blue alert declared by DFES, for Bunbury. 	<ul style="list-style-type: none"> • Storm Force winds forecast with a velocity between 56-63 knots (103-117 km/hr), due in less than 24 hours, with flood warnings being issued. • Severe weather due within 4 hours. • Risk of tornadoes mentioned in forecast. • Cyclone – Yellow Alert declared by DFES, for Bunbury. 	<ul style="list-style-type: none"> • Hurricane Force winds forecast with a velocity of greater than 64 knots (>118km/hr). • Storm force winds due in 2 hours. • Significant rainfall forecast with already saturated catchments and rivers nearing flood level. • Cyclone – Red Alert declared by DFES for Bunbury. 	<ul style="list-style-type: none"> • Storm passed. Winds below 22 knots, plus • Utility agencies report no danger expected from damage – or that it has been made-safe, plus. • DFES removes Alerts and declares ‘all clear’.
Bushfire	<ul style="list-style-type: none"> • The Fire Danger Rating is forecast to be ‘Very High’. • Fire exists which does not currently threaten assets. • A bushfire ‘Advice’ has been issued by the Controlling Agency, 	<ul style="list-style-type: none"> • The Fire Danger rating is forecast to be ‘Severe’ or ‘Extreme’. • An existing bushfire has led to a ‘Watch & Act’ advice by the Controlling Agency for portions of Bunbury. 	<ul style="list-style-type: none"> • The Fire Danger Rating is forecast to be ‘Catastrophic’. • An existing bushfire has led to an ‘Emergency Warning’ being issued by the Controlling Agency for portions of Bunbury. 	<ul style="list-style-type: none"> • Bushfire has been declared ‘safe’, risk level would only return to Green, where Fire Danger Rating is ‘High’ or less.

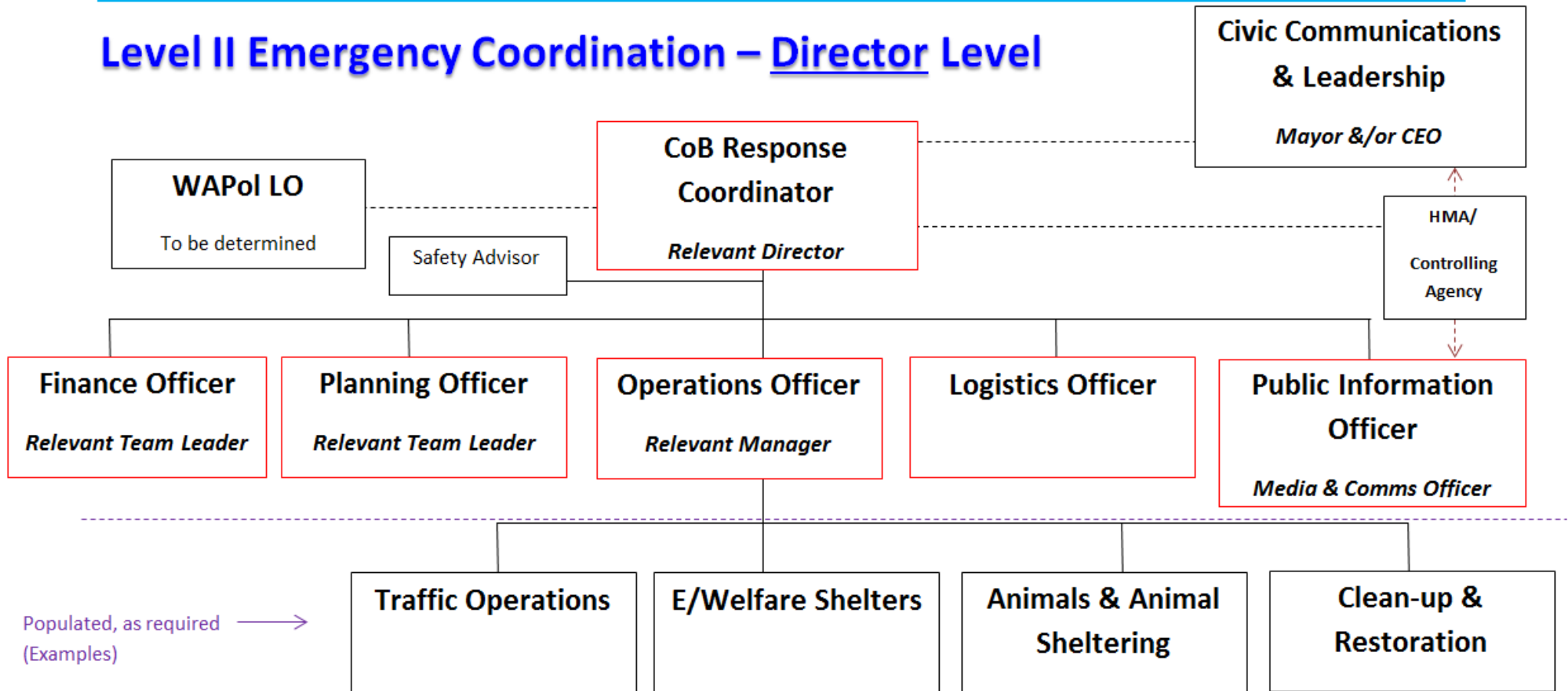
	<p>for portions of Bunbury.</p> <ul style="list-style-type: none"> • An existing bushfire, is declared as 'contained'. • A Total Fire Ban has been declared for Bunbury. 		<ul style="list-style-type: none"> • A fire has significantly damaged or destroyed 2 or more homes in Bunbury, and/or fatalities or serious injuries have been caused by bushfire. 	
Telecommunications Outages	<ul style="list-style-type: none"> • Anticipated duration is less than 4 hours 	<ul style="list-style-type: none"> • Anticipated duration is 4-24 hours. 	<ul style="list-style-type: none"> • Anticipated duration is greater than 24 hours. 	<ul style="list-style-type: none"> • Restoration of normal service levels
Power Supply Outages	<ul style="list-style-type: none"> • Anticipated duration is less than 4 hours 	<ul style="list-style-type: none"> • Anticipated duration is 4-24 hours. 	<ul style="list-style-type: none"> • Anticipated duration is greater than 24 hours. 	<ul style="list-style-type: none"> • Restoration of normal service levels
Other Hazards	<p><i>Refer to Annex 4 of the City of Bunbury Local Emergency Management Arrangements, for alert level descriptors.</i></p>			

Table 6 – Determining Hazard Alert Levels – Hazard Specific

Level I Emergency Coordination – Manager Level



Level II Emergency Coordination – Director Level



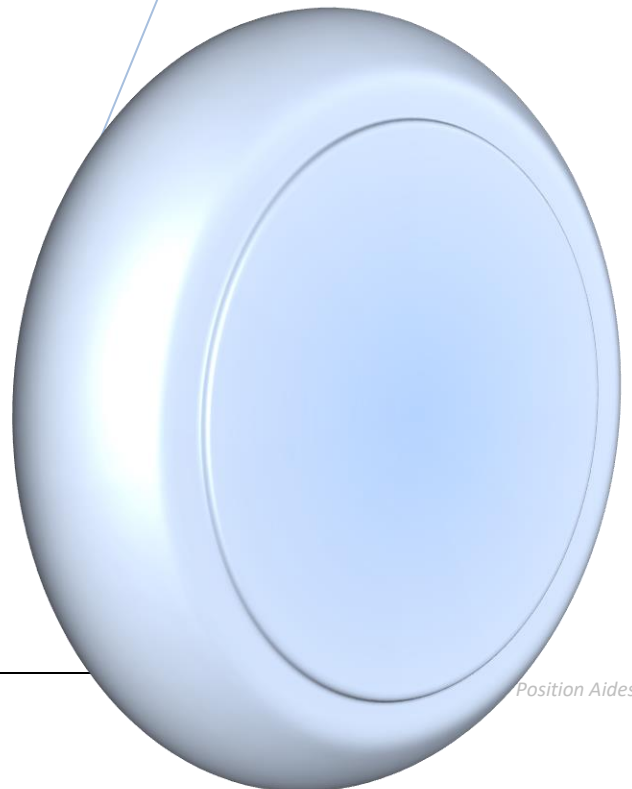
Legend

Red Box = Emergency Coordination Management Team (ECT)

----- = Communication lines for Coordination (liaison)



Aides Memoire



AMMENDMENT RECORD

AMMENDMENT		DETAILS OF AMMENDMENT	AMMENDED BY
No	Date		
1	Apr 14	Original Draft	EH/CW
2	Mar 15	Draft 2	CW
3	Mar 18	Amend with consideration of staffing changes	CW
4	May 19	Add to LEMA as Annex 9 (Part 2)	CW
5	May 2022	Amended City of Bunbury staff titles	CMG

LEGEND

The following tables indicate the pages that the Aides Memoire (task checklists) can be found. The blue bordered pages indicate existing/normal work day positions within the City of Bunbury. The red bordered pages indicate the Emergency Coordination Team (ECT) job roles, that would be filled to provide a City of Bunbury response to a non-routine event. Refer to the Business Continuity flow chart diagram, to determine the origin of the officers that would be selected to occupy these coordination roles.

Operational Officer Positions (peacetime positions)	Duty Statements	Page
	Team Leader Rangers and Emergency Management TL-RAEM	2
	Community Safety and Emergency Management Officer CSEMO	3
	Director – P&DS	4
	CEO	5
	Mayor	6
	Managers – Remote City of Bunbury Sites	7
	Remaining City of Bunbury Staff	8

Coordination Roles (Emergency positions)	Duty Statements	Page
	Response Coordinator	9
	Operations Officer	10
	Planning Officer	11
	Logistics Officer	13
	Public Information Officer	14
	Finance Officer (if required)	15
	Emergency Available City of Bunbury Staff	16

Acronym Glossary

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TEAM LEADER RANGERS AND EMERGENCY MANAGEMENT (TL-RAEM) – CHECKLIST

Upon advice of likely impact of hazard:

- Decide level of emergency coordination required, consulting with Community Safety and Emergency Management Officer (CSEMO) and Director Sustainable Communities
- Evaluate and analyse available information, to determine appropriate response,
- Utilise the Australasian Inter-service Incident Management System (AIIMS), to enable integration of the City of Bunbury's Emergency Coordination Team (ECT), with the Hazard Management Agency (HMA),
- Direct CSEMO and teams to take action, delegate roles/responsibilities,
- Advise City staff of incident/warning detail,
- Inform CEO (if appropriate/required),
- Inform Mayor if required (if appropriate/required),
- Consult the Director D&PS on the necessity to establish coordination structure/s. If ECT is to be established, recommend appointment of the most appropriate Director,
- Inform 'Emergency Available' (EA) Staff, if required,
- Continue to assess the situation, identify risks and determine priorities, until appointment of ECT,
- Assist to ensure structures in place, for continuity of City of Bunbury core business,
- Delegate roles and responsibilities, as required,
- Provide resourcing, as required,
- Assist in the management of community impacts, as required,
- Program and chair ECT meetings as required, until appointment of an 'AIIMS - Planning Officer',
- Liaise between internal staff and external agencies, as required,
- Head up support to Hazard Management Agency (HMA) as required, until appointment of ECT,
- Monitor and review objectives, to ensure structures are appropriate and advise of any shortfalls that may be evident,
- Fill incident coordination structures, as directed,
- Continue to manage Community Law, Safety and Emergency Management essential core business.

COMMUNITY SAFETY AND EMERGENCY MANAGEMENT OFFICER (CSEMO) – CHECKLIST

- Delegate roles and responsibilities, as required,
- Assist TL-RAEM to head up support to Hazard Management Agency (HMA), as required.
- Update TL-RAEM of incident intelligence,
- Other required duties, as directed by TL-RAEM,
- Maintain Emergency Management core business,
- Take responsibility for ongoing maintenance of City of Bunbury policies, procedures and training, with respect to 'Business Continuity in a Crisis',
- Prepare to undertake the role of Recovery Coordinator, as required.

DIRECTOR – SUSTAINABLE COMMUNITIES – CHECKLIST

- Obtain briefing from TL-RAEM of current and ongoing situation,
- Consider in consultation TL-RAEM, appropriate level of City response to a forecast or current emergency and potentially, head up the Emergency Coordination Team (ECT) structure. For Yellow or Red Alert phases, a Director should be appointed to the position of Response Coordinator (RC) and head up the ECT. This appointment should consider the best fit Director, dependent on the hazard and required subject matter expertise, required for the role of the City of Bunbury Response Coordinator,
- Ensure that any structure established, utilises the Australasian Inter-service Incident Management System (AIIMS), to enable integration of the City of Bunbury's ECT, with the Hazard Management Agency (HMA),
- Assume role in ECT, as appropriate (if not Response Coordinator (RC)),
- Chair incident debriefing sessions and take responsibility for the production of post incident analysis reporting,
- Present recommendations for change to policies, procedures and training in 'Business Continuity in a Crisis' at any debrief/post emergency analysis,
- Take responsibility for the development, maintenance and effectiveness of Business Continuity policy and procedures.

CITY OF BUNBURY CEO – CHECKLIST

- Ensure that the City of Bunbury continues to provide core business, as best as practicable, given the impact of the crisis, or emergency,
- Ensure that the Emergency Coordination Team (ECT) is raised and given the appropriate authority and delegations, to provide effective civic support to both the community and the Hazard Management Agency (HMA),
- Working with the City Mayor, ensure that the interests of the City and the community of Bunbury are represented, in the management of the response to the emergency/crisis,
- Provide support to the City's Public Information Officer (of the ECT), to communicate with the effected elements of the Bunbury community,
- Indicate to the City of Bunbury Response Coordinator (RC), the rhythm/frequency of incident updating, to enable the Executive Leadership Team (ELT) to maintain situational awareness,
- If the Hazard Management Agency has raised a Community Liaison Unit (CLU), consider the provision of a venue for them to establish appropriate community information stands (including at any welfare centres).

MAYOR – CHECKLIST

- Communicate with the City of Bunbury Response Coordinator (RC) and the CEO, to enable effective consultation and communication with the Bunbury community,
- Determine the frequency, agenda and location for public information protocols and communicate these to the CoB Public Information Officer (PIO), through the RC,
- Be the key communication link to community and the Hazard Management Agency (HMA), ensure that the community receives sufficient information to enable them to make informed decisions on their reactions to the incident,
- Represent the community and ensure that it's needs are represented to the HMA and government (as required),
- Ensure elected representation at Incident Support Group (ISG) meetings and also at Operational Area Support Group (OASG), if raised.

MANAGER/S – CITY OF BUNBURY OUTSTATIONS – CHECKLIST

- Maintain an active awareness of any Emergency Management Plans and Arrangements for the facility/s that you have responsibility for,
- Work to ensure the safety of staff and security of the facilities, in response to the crisis/emergency,
- Ensure that your supervisor receives regular and effective feedback on the status, with respect to your facility/s,
- Where your facility/s have been identified as an emergency relocation/welfare centre, establish liaison with Department of Communities, to assist with the establishment of such a centre, as required.

REMAINING CITY OF BUNBURY STAFF – CHECKLIST

- Continue, wherever possible to ensure that the City continues to function, to meet community expectations. Provide support to enable the machinery of local government to be ongoing, despite the impact of the emergency,
- Maintain situational awareness of the management of the emergency, to enable informed choices with respect to personal safety and welfare,
- Where you are not able to continue at work, as a result of being personally impacted by the emergency, ensure that your supervisor is aware of your likely absence and if possible, the likely duration of your absence.

DIRECTOR – (SUBJECT MATTER EXPERT) RESPONSE COORDINATOR (RC) – CHECKLIST

“Responsible for the effective coordination of the City of Bunbury’s response to the emergency”

- As the appointed Director, be available to assume the position of Incident Response Coordinator. This position is to head-up the Emergency Coordination Team (ECT), to ensure the effective representation of the City of Bunbury and it’s community’s interests in the management of the impact of the emergency,
- The Director to fill this position will be determined (wherever possible) by the incident requirements and the skill sets required, to coordinate the City’s response,
- Utilise the Australasian Inter-service Incident Management System (AIIMS), to enable integration of the City of Bunbury’s Emergency Coordination Team, with the HMA,
- Establish an ECT, commensurate with the Incident complexity and community impact. Choose from the list of AIIMS trained Emergency Available (EA) City staff, recognising existing skills and knowledge, for the various job roles identified as necessary,
- Provide ongoing incident reporting to the ELT, Mayor and CEO to ensure accurate situational awareness. Manage the interaction between the CoB Coordination Public Information Officer (PIO), the HMA and the City’s community spokesperson (Mayor’s and /or CEO Office),
- Where a decision not to appoint a PIO has been taken, ensure that the above function is undertaken,
- Contribute to post operation debriefings and reports,
- Assume ultimate responsibility for the safety of City staff and safety systems,
- Assume responsibility for the ongoing core business continuity, to meet the community’s expectations,
- Assume responsibility for the effective civic support to the HMA.
- Consider the development of triggers that would call for the activation of a Recovery Coordinator and potentially, a Local Recovery Coordination Group (LRCG). Develop and begin to use a communication plan, to ensure that the Recovery Coordinator and the LRCG (if convened) are kept apprised of the situation and focussed on any potential recovery requirements.

OPERATIONS OFFICER – CHECKLIST

“Managing the field operations, in support of the City and the HMA”

The Operations function provides support for the City’s incident coordination through:

- Implementation of the strategies to resolve the incident impacts upon the City and the community,
- Management of the activities undertaken directly to resolve the incident,
- Management of all resources allocated to the Operations Section.

Role & Responsibility

The Operations Officer is delegated the responsibility to implement actions to resolve the incident, consistent with the objectives defined by the Response Coordinator (RC):

- Establish the Operations Section, allocate resources and enable safe work practices,
- Contribute to the development of the Emergency Coordination Plan (ECP),
- Establish and enable effective liaison and cooperation with relevant persons,
- Implement the ECP effectively and efficiently,
- Implement briefing process prior to deployment of resources,
- Ensure that personnel are effectively equipped for tasking,
- Keep operations personnel effectively aware of incident details, especially where this would add to their safety and welfare,
- Provide regular progress reports to the ECT, particularly the City’s Incident Response Coordinator,
- Identify and communicate new and emerging risks and communicate with operations personnel and the ECT.

Specific Tasks and Responsibilities

- Obtain briefings from RC,
- Exchange information regularly with all in the ECT, including the provision of Operational status situation reports to the Planning/ECT Meetings,
- Contribute to the development and maintenance of the ECP,
- Establish and maintain the Operations Section structure, commensurate with the complexity and urgency of the incident,
- Brief and allocate Operations Section personnel, in accordance with the content of the ECP,
- Manage and supervise the City of Bunbury coordination operations at the incident and monitor progress,
- Advise RC and Planning Officer of incident situation, progress and risks,
- Determine any need for and request additional resources,
- Determine and make any request for logistical requirements, in support of the City’s coordination to the incident,
- Coordinate operational activities, within City resources,
- Reallocate resources allocated to the Operations Section, as required,
- Recommend for release, any resources becoming redundant,
- Report events and or accidents.

PLANNING OFFICER – CHECKLIST

“Timely, accurate and relevant information”

The Planning function provides support for the City’s incident coordination through the:

- Evaluation and analysis of intelligence on the current and forecast situation, as well as the preparation of options analysis and the subsequent development of potential incident objectives and strategies,
- Undertaking risk assessments for the Emergency Coordination Team (ECT),
- Preparation and dissemination of the Emergency Coordination Plans (ECP), including an Incident Communications Plan,
- Provision of specialist and technical advice for the Response Coordinator (RC),
- Management of information on any resources allocated to the incident,
- Provision of management support services to the City’s coordination of the incident impacts,
- Maintain an awareness of the Risk Evaluation Criteria, within Bunbury’s Local Emergency Management Arrangements. They will inform what the community says would be acceptable. When it appears likely that these impacts may be exceeded, the Hazard Management Agency (HMA) should be reminded.

Role & Responsibility

- Obtaining a briefing from the RC,
- Providing a safe and effective workplace for Planning staff,
- Obtaining and updating intelligence on the coordination of the incident,
- Ongoing analysis of incident information (current and projected), to identify impacts on community and City objectives,
- Identification of new and emerging risks at the incident, including political, economic, social, public safety, or environmental risks,
- Development of alternative incident objectives and strategies, to include risk analysis from each (cost/benefit modelling),
- Identify the preferred incident objective and strategies, including justifications, for consideration at Planning Meetings with ECT and the RC,
- Dissemination of information relevant to the coordination of the incident, along with any safety or security issues to the Planning Section and within the Incident Management Structure,
- Conduct Planning Meetings (of the ECT), including chairing and providing secretariat,
- Provision and dissemination of any ECP developed for the incident. This may be required for each shift period, over many days,
- Development of incident communications plan, along with ensuring it’s ongoing effectiveness,
- Contingency planning to be built into any planning, to include triggers for alternative strategies being employed,
- Developing and maintaining a register of any resources allocated to the incident, be they en route, at work, or released from the incident,
- Ensuring ECP include planning for recovery and rehabilitation, as required,

PLANNING OFFICER (continued)

- Coordinating support to Bunbury Community recovery, through liaison with HMA and recovery agencies,
- Provision of management support services to the City's coordination efforts,
- Development of change-over and demobilisation plans, &
- Collection, collation and storage of all of the City's incident records,
- Ensuring that any community Recovery activities that may be required are instituted. This includes ensuring an effective briefing rhythm exists between the various bodies involved in both the emergency response and the City's business continuity efforts,
- The Planning Officer is also to program and chair any Local Recovery Coordination Group (LRCG) meetings and ensure that meetings are minuted, by providing sufficient management support.

LOGISTICS OFFICER – CHECKLIST

“Provision of the resources required by the City, to Coordinate it’s support to the community”

The Logistics function provides support for the City’s incident coordination, through obtaining and maintaining the:

- Required human and physical resources,
- Required facilities,
- Required services, and
- Required materials.

Role & Responsibility

The Logistics Officer is delegated the responsibility to obtain and maintain resources, in order to assist in achieving the objectives defined by the Response Coordinator (RC). These will include:

- Providing a safe working environment for all Logistic Section personnel,
- Obtaining a briefing from the RC,
- Developing the Logistics Section component of the Emergency Coordination Plan (ECP),
- Planning and developing the organisation of the Logistics Section, commensurate with current and perceived incident needs,
- Allocation of tasks to Logistics Section personnel,
- Supporting the coordination response, through the procurement and maintenance of resources, facilities, services and material,
- Facilitation of effective liaison and cooperation with all relevant persons,
- Provision of Logistics Section progress statements for the incident, to the RC and the Emergency Coordination Team (ECT),
- Estimation of future service and support requirements, and
- Facilitation of the establishment and maintenance of staging areas (as required) in support of the Operations Section.

PUBLIC INFORMATION OFFICER – CHECKLIST

“Creating and maintaining communication linkage to and from the Community”

The Public Information Officer in this instance, is to provide the communications linkage between the City, the Hazard Management Agency (HMA) and also the Bunbury Community. This Officer will provide this through the:

- Gathering, assembling and disseminating timely, tailored and relevant information to and from the City of Bunbury, the Community of Bunbury and the HMA, who is managing the incident,
- Working with the HMA, to ensure the Bunbury Community receive accurate and timely warnings and incident information, to enable safe and effective decisions on courses of action,
- Promulgation of HMA generated warnings and information, as received,
- Ensuring HMA awareness of special needs groups, that require information,
- Provision to the HMA, of any information from the City of Bunbury Emergency Coordination Team (ECT) that may impact HMA objectives and would inform strategies likely to reduce community impacts and enhance recovery,
- Plan and provide for the public information that would be used in the transition from the City’s incident response to community Recovery in consultation with the appointed Recovery Coordinator.

Role & Responsibility

- Obtain a briefing from the Response Coordinator (RC),
- Obtain and maintain an awareness of, current and predicated incident situation from the Planning Section and external sources,
- Maintain liaison with the CoB Planning Section, reporting on the accuracy of information being released to the public by the HMA and Social Media,
- Assist in the promulgation of **HMA (Incident Controller) authorised** warnings and information,
- Inform the ECT of HMA information, if possible have the HMA Public Information Officer (PIO) invited to ECT meetings (through the Planning Officer),
- Manage the City’s media requirements, including access to the Mayor and/or CEO for media opportunities,
- Liaise with impacted elements of the Bunbury Community,
- Inform the ECT and the RC, of any emergent communications challenges or conflict,
- Assist in the communication between the ECT, the RC, the Mayor and CEO,
- Participate in the Local Recovery Committee as the PIO for that group, as they undertake any required community Recovery activities.

FINANCE OFFICER – CHECKLIST (if required – see Note below)

“Financial management of the City’s coordination response, to an unplanned crisis or emergency”

The Financial Officer’s function is to provide support for the City’s incident coordination through the management of:

- Contracts and procurement,
- Account payments and accounting records,
- Compensation and insurance claims, and
- Time records for employees and contractors, deployed to the City’s incident coordination efforts.

Role & Responsibility

The Financial Officer’s role is to obtain and maintain financial oversight and record keeping, in order to help achieve the objectives defined by the Response Coordinator (RC) and may include:

- Obtaining a briefing from the RC,
- Overseeing all financial management and financial record keeping, and
- Overseeing the management of insurance and compensation claims arising from the incident, relevant to the City’s activities.

Note:

The functions of Finance are normally undertaken by the Logistics Section. If the incident warrants, a dedicated Financial Section can be established. This would be headed up by a Finance Officer.

EMERGENCY AVAILABLE (EA) STAFF – CHECKLIST

“Staff trained and skilled to staff the City’s Emergency Coordination Team”

Utilise the Australasian Inter-service Incident Management System (AIIMS), to enable the integration of the City of Bunbury’s Emergency Coordination Team (ECT), with the HMA,

Accept the nomination to fill roles within the City’s ECT structure, commensurate to your existing skills/knowledge and experience. You are to assist in the coordination of the City’s assets in support of the incident/crisis management, while also supporting the City’s ongoing core business,

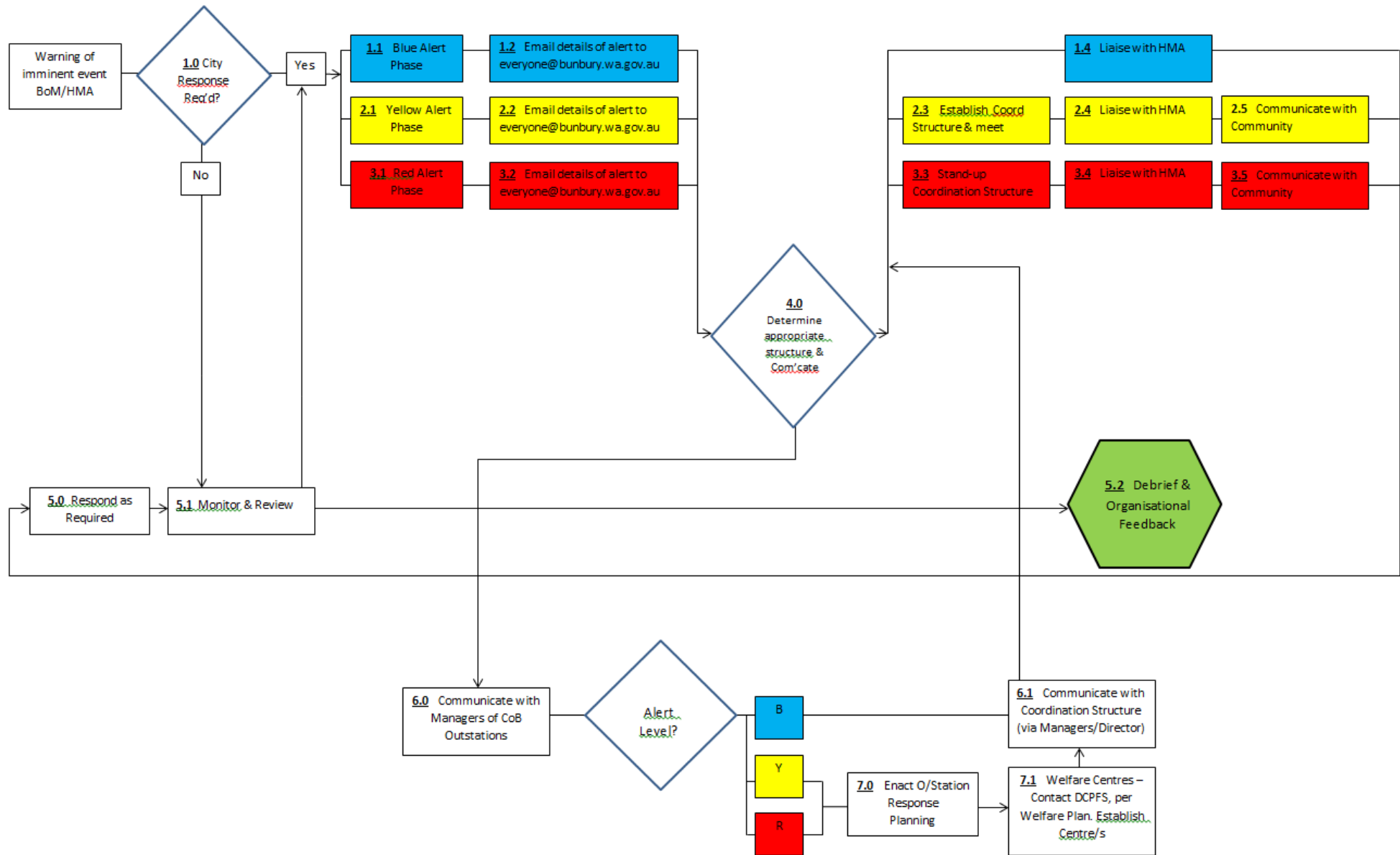
Be prepared to contribute to an annual exercise to keep skills and knowledge current and test the City’s processes, systems and policy,

Contribute to post incident analysis activities, to enable for continuous improvement ,

- Where you are not able to continue at work, as a result of being personally impacted by the crisis or emergency, ensure that your supervisor is aware of your likely absence and if possible, the likely duration of your absence.

Acronym Glossary

AAIIMS	Australasian Inter-service Incident Management System. A common operating platform for Australian emergency services
CEO	Chief Executive Officer – City of Bunbury
CLU	Community Liaison Unit – A function of the agency managing an incident, responsible for the promulgation of incident information to/from community
DCPFS	Department of Communities. A State Government department who coordinates manages welfare during emergencies, including welfare centres.
EA	Emergency Available. City of Bunbury staff, who by virtue of skills and/or experience, are trained in the City of Bunbury Business Continuity Plan and AIIIMS and would be available to fulfil a role in the coordination of the City’s response to a non-routine event, impacting the City of Bunbury.
ECP	Emergency Coordination Plan. The plan developed by the Emergency Coordination team, to frame the City’s response to a non-routine event impacting the City of Bunbury,
ECT	Emergency Coordination Team. The team of City of Bunbury staff, who would head-up the coordination of the City’s response to a non-routine event impacting the City of Bunbury
ELT	Executive Leadership Team. The team consisting of the corporate leadership of the City of Bunbury.
HMA	Hazard Management Agency. The legislated organisation for the Prevention of, Preparedness for, Response to and Recovery from a prescribed hazard. For some incidents, a Controlling Agency may be in charge of an incident response, but for the purposes of this plan, the terms are interchangeable.
ISG	Incident Support Group. A group of people/agencies brought together to provide support to the community during an incident. It is likely that an ISG would draw these people/agencies from the Local Emergency Management Committee (LEMC)
OASG	Operations Area Support Group. A group formed at a WAPol District level, to provide coordination of resources for a multitude of incidents. That is supporting two or more ISGs. Members are likely to be drawn from a District Emergency Management Committee (DEMC).
PIO	Public Information Officer. An officer appointed to ensure effective, sanctioned public information is available and disseminated. An HMA will appoint one and this requirement is mirrored in the City of Bunbury Business Continuity Planning arrangements. These two officers should liaise closely, with the CoB officer focussing on the local community needs.
P&DS	Planning and Development Services. A Department of the City of Bunbury.
RAEM	Rangers and Emergency Management. A department of the City of Bunbury
RC	Response Coordinator. The officer who heads-up the City of Bunbury’s response to a non-routine event impacting the City of Bunbury. This Officer would head-up the Emergency Coordination Team (ECT).



**City of Bunbury Emergency Coordination/Business Continuity Planning
Responsibility, Accountability, Consultation, Informed (RACI) Matrix**

Incident		Mgr CSLEM	T/Ldr CSEM	Dir P&DS	Dir SME (LII/III)	CEO	Mayor	Staff	EA Staff	Mgr O/stns
1.0	Impending hazard <Decision point> Response from City required?	RA	C	I	I					
1.1	Blue Alert <Decision point>	RA	C	C		I				
1.2	Advise City Staff – everyone@bunbury.wa.gov.au	RA	I	I		I		I		
2.1	Yellow Alert <Decision point> triggers met (or potential to)	R	C	I	A	I	I		I	
2.2	Advise City Staff – everyone@bunbury.wa.gov.au	R	I	C	A	I	I	I	C	
3.1	Red Alert <Decision point> triggers met (or potential to)	R	C	C	A	C	C		I	
3.2	Advise City Staff – everyone@bunbury.wa.gov.au	R	C	C	A	C	C	I	C	
4.0	Meet to determine likely impact & City structure <decision point>	R	C	C	A	C (LII/III)	C (LII/III)	I	C	
1.4	Liaise with Hazard Management Agency (HMA), establish contact/s (LI)	RA	I					I	C	I
2.3	Establish Coordination Structure, fill roles with from field of identified Emergency Available (EA) staff	A (LI) R	C	C	A (LII/III)	I	I		C	
3.3	Establish & stand-up Coordination Structure, with relevant EA staff	C	C	C	R	A	C	I	C	
2.4	Liaise with HMA	A (LI) R	C	I	A (LII/III)				I	
3.4	Liaise with HMA	C	C	I	R	A	C		I	
2.5	Communicate with Community	I	I		C	A	C		I+ R(PIO)	I
3.5	Communicate with Community	I	I		C	C	A		I+ R(PIO)	I
5.0	Respond as required. Provide coordination in support of combat + CoB core business	A (LI) R	R		A (LII/III)	C	C	I	R	I
5.1	Monitor and Review – Planning meetings – amend response accordingly	C	C		A	C	C	I	R	
5.2	Debrief and Feedback – post event	C	C		RA	I	I	I	C	
6.0	Communicate with Managers of Outstations (SWRC, Tourism, Depot, Libraries etc)	A (LI) R	C	I	A (LII/III)	C (LII/III)	C (LII/III)	I	I	C
6.1	Ensure ongoing communication managers of CoB out stations with IMT	C	I		A (LII/III)				I	R
7.0	Enact outstation response plans (as relevant)				C				I	RA
7.1	For designated outstations which are designated Welfare facilities – consult DCPFS	I	I		C	I	I		I	RA

Code	Definition	
R	Responsible for action/initiation	Executes the task
A	Accountable to ensure outcomes	Owns outcomes
C	Consulted	Prior to & during execution
I	Informed	Prior to & post event
RA	Responsible & Accountable	

Definitions:

Mgr Out Stations

= Managers of City facilities, external to CBD Administration centre.

Dir SME

= Director appointed to head Incident Coordination Team (ICT), due to nature of incident & officer's expertise (Subject Matter Expertise - SME). Delegation may be changed from Dir P&DS, on declaration of LII response.

EA Staff

= Staff, who because of SME &/or work skill sets, are trained in AIMS and available to populate the ICT.