Castlereagh Macquarie County Council

Disaster Recovery & Business Continuity Plan

Date Prepared: 31 May, 2025

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Information Technology Statement of Intent

This document delineates our policies and procedures for technology disaster recovery, as well as our process-level plans for recovering critical technology platforms, telecommunications infrastructure and incorporates the disaster 'recovery associated with property. This document summarises the recommended procedures. In the event of an actual emergency, modifications to this document may be made to ensure physical safety of our people, our systems, and our data.

Our mission is to ensure information system up-time, data integrity and availability, and business continuity.

Policy Statement

· Castlereagh Macquarie County Council shall develop a comprehensive IT and property disaster recovery plan.

· A formal risk assessment shall be undertaken to determine the requirements for the disaster recovery plan.

· The disaster recovery plan should cover all essential and critical infrastructure elements, systems and networks, in accordance with key business activities.

· The disaster recovery plan should be periodically tested in a simulated environment to ensure that it can be implemented in emergency situations and that the management and staff understand how it is to be executed.

· All staff must be made aware of the disaster recovery plan and their own respective roles.

· The disaster recovery plan is to be kept up to date to take into account changing circumstances.

Objectives

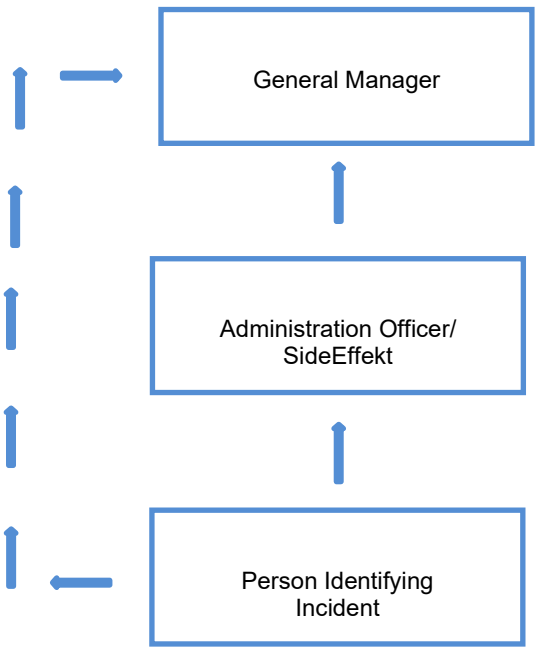
The principal objective of the disaster recovery program is to develop, test and document a well-structured and easily understood plan which will help the Council recover as quickly and effectively as possible from an unforeseen disaster or emergency which interrupts information systems and business operations. Additional objectives include the following:

- The need to ensure that all employees fully understand their duties in implementing such a plan
- The need to ensure that operational policies are adhered to within all planned activities
- The need to ensure that proposed contingency arrangements are cost-effective
- The need to consider implications on other Council sites
- Disaster recovery capabilities as applicable to key customers, vendors and others

Key Personnel Contact Info

Name, Title	Contact Option	Contact Number
Sydney Data Centre		
SideEffekt P/L	Work	1300 737 899
Michael Terlich	Mobile	0423 366 340
Kathy Terlich	Mobile	0402 525 752
	Email Address	support@sideeffekt.com
	Alternate Email	michael@sideeffekt.com
Walgett Office		
Michael Urquhart	Mobile	0448050563
Rebecca Wilson	Mobile	0427598577
Andrea Fletcher-Dawson	Mobile	0428462060

Notification Calling Tree

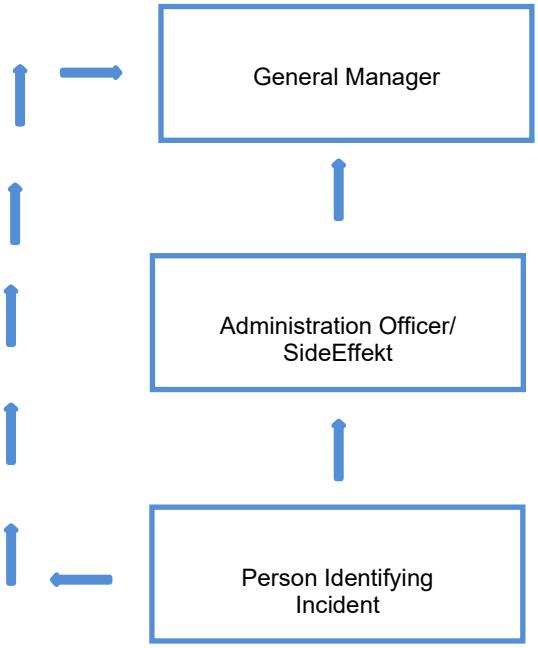


If SideEffekt or Administration Office is unavailable, the person identifying the incident should contact the General Manager directly.

External Contacts

Name, Title	Contact Option	Contact Number
Landlord / Property Manager		
Kellys Real estate	Work	02 6828 0145
	Mobile	0408 281 428
	Email Address	dianne@kellyspropertysales.com.au
Electricity Companies		
Origin	Work	132080
	Email Address	
	Website Address	www.origin.com.au
Telecom Carrier (Phones)		
Telstra	Work	132000
	Email Address	
	Website Address	www.telstra.com
IT Suppliers		
SideEffekt P/L	Work	1300 737 899
	Email Address	support@sideeffekt.com
	Alternate Email	michael@sideeffekt.com
Office Supplies		
Office Works	Work	02 6883 4700
	Website Address	www.officeworks.com.au
	Email Address	
Insurance – Name		
Jardine Lloyd Thompson	Work	0417 898 185
	Website Address	www.jltpublicsector.com

External Contacts Calling Tree



If SideEffekt or Administration Office is unavailable, the person identifying the incident should contact the General Manager directly.

1 Plan Overview

1.1 Plan Updating

It is necessary for the DRP/BCP updating process to be properly structured and controlled. Whenever changes are made to the plan they are to be fully tested, and appropriate amendments should be made to the training materials. This will involve the use of formalised change control procedures under the control of the General Manager.

1.2 Plan Documentation Storage

Copies of this Plan, USB drive, and an external cloud copy will be stored in secure locations to be defined by the organisation. Michael Terlich, CMCC General Manager and Administration Officer (ERT/DRT/BRT) will be issued a USB drive to be filed at home. A master protected copy will be stored on specific resources established for this purpose.

1.3 Backup Strategy

Servers and data are held in SideEffekt's private cloud in a Tier III data centre in Sydney. Backups of these servers are completed nightly and further images are stored at a secondary, secure site.

1.4 Risk Management

There are many potential disruptive threats which can occur at any time and affect the normal business process. We have considered a wide range of potential threats, and the results of our deliberations are included in this section. Each potential environmental disaster or emergency situation has been examined. The focus here is on the level of business disruption which could arise from each type of disaster.

Potential disasters have been assessed as follows:

Potential Disaster	Probability Rating	Impact Rating	Brief Description Of Potential Consequences & Remedial Actions
Data Centre			
Flood	3	1	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Fire	2	1	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Cyclone	5	1	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Electrical storms	2	2	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Act of terrorism	5	4	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Act of sabotage	5	4	Loss of equipment. sideEffekt to arrange temporary restoration in data centre and subsequent replacement
Electrical power failure	2	2	Redundant UPS together with auto standby generator. UPSs remotely monitored.
CMCC Office 55 Fox Street Walgett			
Flood	4	1	Loss of equipment. Administration Officer & sideEffekt to arrange replacement
Fire	2	1	Loss of equipment. Administration Officer & sideEffekt to arrange replacement
Electrical Storm	2	2	Loss of equipment. Administration Officer & sideEffekt to arrange replacement
Act of terrorism	5	4	Loss of equipment. Administration Officer & sideEffekt to arrange replacement
Act of sabotage	5	4	Loss of equipment. Administration Officer & sideEffekt to arrange replacement
Electrical power failure	2	2	Redundant UPS. UPSs remotely monitored.
Loss of communications network services	1	2	Only internet connection is a single ADSL. No 3G redundancy in place

Probability: 1=Very High, 5=Very Low Impact: 1=Total destruction, 5=Minor annoyance

2 Emergency Response

2.1 Alert, escalation and plan invocation

2.1.1 Plan Triggering Events

Key trigger issues at all locations that would lead to activation of the DRP are:

- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Loss of the building

2.1.2 Assembly Points

Where the premises need to be evacuated, the DRP invocation plan identifies two evacuation assembly points:

Walgett Office

- Primary – Car Park Emergency Assembly Point.
- Alternate – Car Park Emergency Assembly Point.

2.1.3 Activation of Emergency Response Team

When an incident occurs the Emergency Response Team (ERT) must be activated. The ERT will then decide the extent to which the DRP must be invoked. All employees must be issued a Quick Reference card containing ERT contact details to be used in the event of a disaster. Responsibilities of the ERT are to:

- Respond immediately to a potential disaster and call emergency services;
- Assess the extent of the disaster and its impact on the business, data centre, or Walgett Office
- Decide which elements of the DR Plan should be activated;
- Establish and manage disaster recovery team to maintain vital services and return to normal operation;
- Ensure employees are notified and allocate responsibilities and activities as required.

2.2 Disaster Recovery Team

The team will be contacted and assembled by the ERT. The team's responsibilities include:

- Establish facilities for an emergency level of service within 8 business hours;
- Restore key services within 16 business hours of the incident;
- Recover to business as usual within 24 to 48 hours after the incident;
- Coordinate activities with disaster recovery team, first responders, etc.
- Report to the emergency response team.

2.3 Emergency Alert, Escalation and DRP Activation

This policy and procedure has been established to ensure that in the event of a disaster or crisis, personnel will have a clear understanding of who should be contacted. Procedures have been addressed to ensure that communications can be quickly established while activating disaster recovery.

The DR plan will rely principally on key members of management and staff who will provide the technical and management skills necessary to achieve a smooth technology and business recovery. Suppliers of critical goods and services will continue to support recovery of business operations as the County Council returns to normal operating mode.

2.3.1 Emergency Alert

The person discovering the incident calls a member of the Emergency Response Team in the order listed:

Emergency Response Team (ERT)/Disaster Recovery Team (DRT)/Business Recovery Team (BRT)
- Michael Terlich - SideEffekt P/L
- Michael Urquhart – General Manager, Castlereagh Macquarie County Council
- Rebecca Wilson – Administration Officer, Castlereagh Macquarie County Council

The Emergency Response Team (ERT) is responsible for activating the DRP for disasters identified in this plan, as well as in the event of any other occurrence that affects the County Councils capability to perform normally.

The General Manager will be responsible for taking overall charge of the process and ensuring that the County Council returns to normal working operations as early as possible.

2.3.2 DR Procedures for Management

Members of the management team will keep a hard copy of the names and contact numbers of each employee. In addition, management team members will have a copy of the company's disaster recovery and business continuity plans on USB in their homes in the event that the headquarters building is inaccessible, unusable, or destroyed.

2.3.3 Contact with Employees

The General Manager will call other employees to discuss the crisis/disaster and the Council's immediate plans.

2.3.4 Disaster Updates

For the latest information on the disaster and the organisation's response, staff members can visit Council's website www.cmcc.nsw.gov.au . Included in messages will be data on the nature of the disaster, assembly sites, and updates on work resumption.

2.3.5 Alternate Recovery Facilities / Backup Site

Sydney Data Centre

If necessary, the backup site in Sydney at SideEffekt's data centre will be activated and notification will be given via SMS messages or through communications with the ERT.

Walgett Office

Should the Walgett office be severely damaged or lost through a disaster, an alternate office location will be established at Walgett CWA hall.

2.3.6 Personnel and Family Notification

If the incident has resulted in a situation which would cause concern to an employee's immediate family such as hospitalisation of injured persons, it will be necessary to notify their immediate family members quickly.

3 Media

3.1 Media Contact

The General Manager shall coordinate with the media on post disaster communications.

3.2 Media Strategies

1. Avoiding adverse publicity
2. Take advantage of opportunities for useful publicity
3. Have answers to the following basic questions:
    - What happened?
    - How did it happen?
    - What are you going to do about it?

3.3 Media Team

- Chairperson
- General Manager
- Administration Officer

3.4 Rules for Dealing with Media

Only the media team is permitted direct contact with the media; anyone else contacted should refer callers or in-person media representatives to the media team.

4 Records

As part of the organisation's disaster recovery and business continuity strategies Council has its old paper records stored off site. More recent documents are electronic or have been scanned and are held electronically on the sideEffekt servers at the Sydney data centre.

5 Stationery

All stationery templates are held electronically in the CMCC Records Management System on the sideEffekt servers at the Sydney data centre. A copy of these is also loaded to the sideEffekt, General Manager and Administration Officers USB's that contains the Disaster Recovery Plan & Business Continuity Plan.

6 Insurance

Council risk management strategy includes the insurance portfolio with several policies having been put in place. These include errors and omissions, directors & officers' liability, general liability, and business interruption insurance.

See table below

If insurance-related assistance is required following an emergency out of normal business hours, please contact: General Manager Mobile 0448050563

Policy Name	Coverage Period	Amount Of Coverage	Person Responsible For Coverage	Next Renewal Date
Property	July to June	In no event will the total Limit of Liability exceed $100,000,000 as a result of any one occurrence	General Manager	July 2025
Public Liability- Professional Indemnity	July to June	Public Liability (excluding Products) any one occurrence $600,000,000 Products Liability any one occurrence and in the aggregate any one period of protection $600,000,000 Professional Indemnity any one claim and in the aggregate any one period of protection $600,000,000	General Manager	July 2025
Councillors and Officers Liability	July to June	Any one claim $250,000 Aggregate any one period of protection $2,000,000	General Manager	July 2025
Motor Vehicle	July to June	$35,000,000,	General Manager	July 2025
Crime	July to June	$300,000	General Manager	July 2025
Personal Accident	July to June	up to a maximum of $1,000,000	General Manager	July 2025

7 Financial and Legal Issues

7.1 Financial Assessment

The emergency response team shall prepare an initial assessment of the impact of the incident on the financial affairs of the organisation. The assessment should include:

- Loss of financial documents
- Loss of revenue
- Loss of cash

7.2 Financial Requirements

The immediate financial needs of the Council must be addressed. These can include:

- Cash flow position
- Temporary borrowing capability
- Upcoming payments for taxes, payroll taxes, Superannuation, etc.
- Availability of County Council credit cards to pay for supplies and services required post-disaster

7.3 Legal Actions

The General Manager and ERT will jointly review the aftermath of the incident and decide whether there may be legal actions resulting from the event; in particular, the possibility of claims by or against the Council for regulatory violations, etc.

8 DRP Exercising

Disaster recovery plan exercises are an essential part of the plan development process. In a DRP exercise no one passes or fails; everyone who participates learns from exercises – what needs to be improved, and how the improvements can be implemented. Plan exercising ensures that emergency teams are familiar with their assignments and, more importantly, are confident in their capabilities.

Successful DR plans launch into action smoothly and effectively when they are needed. This will only happen if everyone with a role to play in the plan has rehearsed the role one or more times. The plan should also be validated by simulating the circumstances within which it has to work and seeing what happens.

Appendix A – Technology Disaster Recovery Plan

Disaster Recovery Plan for key Server resources

As all servers are held within a secure private cloud, in the event of a local disaster, all staff can continue to work from any site with an internet connection or via mobile data from their mobile devices.

In the event of a disaster in the private cloud, sideEffekt will switch over to the secondary site allowing Castlereagh Macquarie County Council staff to continue working, potentially at a reduced speed.