

Records Disaster Recovery

Management Plan 2024



Purpose	3
Objectives.....	3
Review.....	3
Location of plan	3
Emergency response.....	4
Plan activation	4
Plan triggering events	4
Emergency response team.....	5
Records recovery team.....	5
External emergency contacts	7
Disaster affecting records services	7
Counter measures.....	8
IT security.....	8
New storage areas.....	8
On-Site records storage	8
Off-Site records storage	9
Vital records – protection measures	10
Risk management	10
Inventory of records	10
Electronic components.....	10
Physical components identification	10
Disaster recovery strategy.....	12
Communication	12
Backup staff.....	12
Recovery site	12
Disaster recovery resources.....	12
Disaster recovery procedures	13
Server and/or network failures	13
ECM down, Network down and all PC’s down	13
Records staff resources	13
Treatment of damaged records.....	13
Recovery/salvage procedures – disaster bins & stores	14
Post-Disaster	14
Cleaning up a disaster site	14
Re-shelving treated records	14
Reporting	14

Debrief after testing a disaster	15
Training program	15
Testing program	15
Attachments	16
Attachment 1 – Emergencies register	0
Attachment 2 – Material requirements.....	0
Attachment 3 – Vital records register	0
Attachment 4 – Risk management	2
Attachment 5 – Processing of mail when systems are unavailable	0
Attachment 6 – Damaged records list.....	0
Attachment 7 – Treatment for damaged records	0
Attachment 8 – Materials & equipment list	0
Attachment 8B – Corporate documents printed for reference or use:	2
Attachment 9 – Disaster review form	3
Attachment 10 – Log of Actions/Decisions made during the recovery process	4
Attachment 11 – records disaster management plan testing	0

Purpose

The [State Records Act 2000 \(WA\)](#) Part 3, s.16 (3d) requires that without limitation a Recordkeeping Plan must set out the systems to ensure the security of government records and compliance with the Recordkeeping Plan.

A major threat to the preservation of records is the risk of disasters, natural or otherwise. A disaster management plan is essential to ensure potential risks are identified, and if possible, mitigated by having preventative actions in place, and in having adequate response activities and recovery mechanisms established.

In the event of a disaster affecting the Recordkeeping System (RKS), the swift and complete recovery of the system would be essential in ensuring minimal impact on City of Belmont (the City) operations.

In this plan, the City outlines strategies for the recovery of the RKS including recognising the importance of recovery, the risks faced, identifying the various components needing protection, recovery requirements, counter measures, responsibilities, resources and essential ongoing training and testing of programs.

Objectives

The objective of the Records Disaster Recovery – Management Plan (plan) is to document, test and maintain an easily understood plan which will assist the City to recover as quickly and effectively as possible from an interruption to business operations.

Additional objectives are to ensure that:

- the highest possible service levels are maintained
- the likelihood and severity of interruptions are minimised
- risks are assessed for both likelihood and consequence
- operational policies are adhered to within all planned activities
- the Plan is tested within two months of the Plan being endorsed (see [attachment 11](#))

Review

The Plan is to be reviewed and updated as required to ensure it remains accurate.

As a minimum it is to be reviewed annually to ensure the listed contacts are accurate.

Every three years the content of the plan is to be reviewed, this review will require Operational Leadership Team endorsement followed by Executive Leadership Team approval prior to publication, the next three year review is due in 2026.

The Coordinator Records is responsible for ensuring:

- the plan is reviewed and revised
- all copies of the plan are accurate at all times
- the plan is available on BelNet and published on the City Emergency response page
- annual update reminder tasks are completed by the Coordinator records on the Compliance Calendar

Location of plan

Copies of the plan are held in various locations to ensure that a copy can be accessed in the event of a disaster occurring.

The locations are:

Location	Copy Number
Civic Centre – Manager Governance and Legal, Office	1
Civic Centre – Coordinator Records, Office	2
Civic Centre – Director Corporate and Governance, Office	3
Civic Centre – Director Infrastructure Services, Office	4
Civic Centre – Director Development and Communities, Office	5
Civic Centre – Chief Executive Officer, Office	6
Operations Centre – 180 Planet St Carlisle – Safe	7
ZircoData (Offsite Storage Provider) – Box 693	8 & 9
ECM Folder Number 99/013	Electronic Copy
BelNet/Corporate Documents	Electronic Copy
The City’s Emergency Response Page – External Website	Electronic Copy

Emergency response

Plan activation

The Plan is based on two main parameters. These parameters are:

- Recovery Point Objective (RPO) – the point in time before the business interruption, to which electronic data must be recovered after a business disruption event i.e., RPO is about how much information could be lost.
- Recovery Time Objective (RTO) – the target time set for recovery of records management systems after a business disruption event. i.e., is about how soon the system can be recovered. The recovery time objective must be less than or equal to the Maximum Tolerable Period of Disruption (MTPD), or longest acceptable interruption.

The Critical Business Activity Ref No. 7-38 in the Business Continuity Plan - Document Management (ECM & Arcman) MTPD is 10 days.

The Critical Business Activity Ref No. 12-38 in the Business Continuity Plan - Protection of the City of Belmont’s (the City) Information or Digital Assets MTPD is 10 days.

IT Backups are completed daily.

Subsequently the RPO is one day (via daily backups), the RTO is five days (as per annual IT disaster recovery exercises) though a maximum of ten days is allowed (according to MTPD).

Plan triggering events

Key trigger events at the Civic Centre that may lead to activation of the plan include, but are not limited to:

- Business disruption to Critical Activities identified in the City's Business Continuity Plan (where MTPD may be exceeded)
- Total loss of all communications
- Total loss of power
- Flooding of the premises
- Significant fire damage
- Loss of the building

Emergency response team

When a disaster occurs, the Emergency Response Team (ERT) may be activated. The ERT, in conjunction with the Records Recovery Team (RRT) will then decide the extent to which the plan is invoked.

This plan should be activated by the ERT, in conjunction with the RRT in the event of a disaster as identified in this plan, as well as in the event of any other occurrence that affects the City's capacity to provide records management functions normally (for a period longer than the MTPD).

If the plan is activated, a log of decisions made and actions taken will be completed – see Emergencies Register – [Attachment 1](#). This will be reviewed after the disaster as part of the review and reporting process.

All employees must be made aware of how to contact ERT members in the event of a disaster.

Title	Contact Details
Director Corporate and Governance	9477 7230 or 0410 089 450
Director Infrastructure Services	9477 7280 or 0475 919 165
Director Development and Communities	9477 7279 or 0419 599 697
Chief Executive Officer	9477 7201 or 0412 574 107

The responsibilities of the ERT are to:

- Respond immediately to a potential disaster and liaise with emergency services.
- Assess the extent of the disaster and its impact on the business, facilities, etc.
- Contact and assemble the RRT.
- In conjunction with the RRT, decide which elements of the plan should be activated.
- Oversee the RRT to maintain vital records services and return to normal operation.
- Ensure employees are notified of status and are allocated responsibilities and activities as required; and
- In conjunction with the RRT, relocate staff and allocate available resources as appropriate.

Records recovery team

The Records Recovery Team's (RRT) responsibilities are to:

- Assist the ERT in determining elements of the Plan to be activated.
- Identify and document supplies required [Attachment 2](#) - Material Requirements Form.

- Establish facilities for an emergency level of service within 8 business hours after declaration of disaster (with the assistance of the Facilities Department).
- Restore key services within four business days of the incident.
- Recover to business as usual within 21 days of the site becoming available post disruption event: and
- Report to the Emergency Response Team with a review of the event and process.

Contact numbers can also be sourced from Belnet and Switchboard
 The following table illustrates the members, contact details, roles and responsibilities for each functional area of the RRT.

Position	Contact Details	Responsibilities/Role
Coordinator Records	Phone: 9477 7229 Mob: 0405 441 839	<ul style="list-style-type: none"> • Report to scene of emergency as directed by ERT • Assess scale of damage • Determine recovery priorities • Coordinate recovery teams • Document the process and damage • Compile an after-action report on incident • Development, training and implementation of management plan
Senior Records Officer	Phone: 9477 7161 Mob: 0418 930 544	<ul style="list-style-type: none"> • Reports to scene of emergency as directed by ERT • Assists with recovery • Carry out duties as directed • Supervise tasks • Participate in periodic training of staff in emergency readiness and disaster prevention • Assist with procedure review
Manager Governance and Legal	Phone: 9477 7207 Mob: 0417 196 790	<ul style="list-style-type: none"> • Report to scene of emergency as directed by ERT • Ensure the area is safe • Identify the source of disaster • Determine recovery priorities in association with Coordinator Records • Set deadlines • Oversee yearly evaluation of emergency readiness and potential hazards.
Manager Information Technology	Phone: 9477 7251 Mob: 0439 329 290	<ul style="list-style-type: none"> • Provide support to RRT as required
Coordinator Business Applications	Phone: 9477 7252 Mob: 0418 629 856	<ul style="list-style-type: none"> • Carry out duties as directed by IT Manager • Provide support to RRT regarding ECM recovery

Coordinator Business Planning, Improvement and Risk	Phone: 9477 7210 Mob: 0447 710 000	<ul style="list-style-type: none"> Assist with Insurance, Risk Management and Business Continuity as required.
Records Team	Coordinator and Senior Records Officer have details	<ul style="list-style-type: none"> Carry out duties as directed

External emergency contacts

Emergency Services	Contact Number
Police, Ambulance, Fire Department – fire or life threatening emergencies	000
DFES (general emergency information)	13 33 37
SES (Emergency Assistance)	13 25 00
State Records Office – Perth Cultural Centre	9427 3600
Archive Boxes – ZircoData – Account Manager Anthony Thornton	13 94 72 0455 594 589
Local Government Insurance Services (LGIS)	9483 8888
Synergy – 24/7 Emergency and electricity faults	13 13 51
Water Corporation – Faults & Emergency 24 hrs	13 13 51
ATCO Gas Emergencies and Faults	13 13 52
Western Power – 24 hrs	13 13 51
Police Assistance	13 14 44

Disaster affecting records services

Disasters and sources of damage considered in the Plan include:

- Significant fire damage
- Partial or total loss of the building
- Building or equipment failure (structural or design deficiencies, plumbing problems, faulty wiring etc.)
- Criminal behaviour (theft, arson, vandalism, systems being compromised)
- Power loss or electrical surge
- Insects, rodents and other pests
- Mould and mildew
- Media deterioration and break-down
- Acts of war, bombing or warfare related activities, terrorism and sabotage
- Industrial accidents
- Natural disasters, cyclones, earthquakes, bushfire etc.
- Loss of staff
- Loss or anticipated loss of RKS for more than 48 hours
- Loss of equipment, computers, scanners etc.

Counter measures

This Section details counter measures that are required to be implemented and maintained to ensure the protection of the City’s records. Some of those measures are preventative in nature and others will aid in recovery of records should a disaster occur.

IT security

The City has a separate Information Security Policy and IT Disaster Recovery Plan which provide direction, procedures and requirements to ensure appropriate protection of the City’s information handled by the City’s information technology networks.

New storage areas

If records storage is required, the following should be considered to ensure adequate and safe storage; location, size, access, fire protection, temperature/humidity controls, shelving, floor load, work areas, lighting and ventilation.

On-Site records storage

The physical records storage area at the City’s administration office (Civic Centre) can be categorised into these areas:

Areas	Location	Types of Storage and Contents
Records Section – Archive Room	Ground floor	Secure storage cabinet (safe) – fire resistant cabinet: <ul style="list-style-type: none"> • confidential minute attachments • minute books • bank guarantees • vesting orders • temporary storage of back up tapes compactus: <ul style="list-style-type: none"> • legal agreements • leases • two years of building applications
Records Section – File Cabinets	First floor	Lockable cabinets: <ul style="list-style-type: none"> • Housing development applications (2yrs) • Subdivision applications (2yrs) • Strata applications (2yrs) • Volunteer Files • Files for review and disposal (temporary storage) • Primary and annual returns • Meeting disclosures • Gift disclosure forms • Councillors contact details
Records Section – File Room	First floor	Lockable room: <ul style="list-style-type: none"> • Boxes waiting to be transferred offsite
Records Section – Coordinators Office	First floor	Lockable cupboard: <ul style="list-style-type: none"> • Confidential batch folder (temporary storage)

Governance	Ground floor	Lockable cupboards: <ul style="list-style-type: none"> Electoral roll applications
Finance Storage Room	Ground floor	Lockable room: <ul style="list-style-type: none"> Financial documents Budget booklets Financial statements Documents waiting to be transferred offsite
People and Culture	First floor	Lockable cabinets: <ul style="list-style-type: none"> Staff personal files Reports Payroll information Superannuation administration Boxes waiting to be transferred offsite
Infrastructure Services	Ground floor	Plan cabinets: <ul style="list-style-type: none"> Large plans (hardcopy) – not all are scanned. Copies may exist in Records attached to documents scanned and registered in the eDRMS A3 Filing cabinet <ul style="list-style-type: none"> Applications
Planning Services – Managers Office	Ground floor	Large format plan drawer: <ul style="list-style-type: none"> Current and previous Town Planning Scheme maps Ortho rectified photographs Historic Maps Old tax plans
Work Health and Safety Office	First floor	Locked storage: <ul style="list-style-type: none"> Open workers compensation files

Off-Site records storage

The City has one off-site records storage provider, ZircoData which has two locations. ZircoData is an approved commercial storage facility under CUAREC2015 (common use agreement) by the Department of Finance.

Areas	Location	Types of storage/files
Regular Storage	15 Zest Court Welshpool	<ul style="list-style-type: none"> Secure lockable facilities with secure access control processes Centralised fixed shelving units for storage of archive boxes Temperature monitored facility Pest control – quarterly inspection regime Fire protection – deluge water sprinkler system, fire protection supplies, special fire protection (Enegen for vault), VESDA alarm detection, smoke monitors and alarms connected to fire emergency services
Climate Controlled Vault	80-92 Sheffield Road Welshpool	

Vital records – protection measures

Hardcopy vital records require priority safeguarding. The registration of electronic copies of vital records into the Electronic Document and Records Management System (eDRMS) is the City’s best defence in the event of a disaster. See [attachment 3](#) for the City’s vital records register.

See the IT Disaster Recovery Plan for details on backups and recovery processes for the Core Business Systema which are considered vital records required to restore the operational business functions.

Risk management

[Attachment 4](#), the records risk register identifies ricks to records management and the controls in place within the City.

The risk register is reviewed annually and updated as required.

Inventory of records

One of the most important aspects of records recovery is being aware of what records assets the organisation owns and how they are managed. A good inventory provides information that is useful to daily operational requirements, business asset tracking and security incident response.

Electronic components

The recovery activities for the eDRMS are detailed in the IT Disaster Recovery Plan.

Physical components identification

Priority ranking	Description
1. First priority	Those vital records that are available as hard copy and digitised, hard copy document is retained s it can required to be produced
2. Second priority	Document retrievable in electronic format
3. Third priority	Usually copies of reference materials

Security Classification	Description
OFFICIAL - Sensitive	Confidential information controlled internally
OFFICIAL	Corporate records to be viewed by internal employees and authorised third parties
UNOFFICIAL	Any information approved by management for public viewing

Item	Ranking	Format	Location	Custodian	Security Classification
Legal documents	1	Electronic / Paper	Records	Coordinator Records	OFFICIAL - Sensitive
Council Minutes	2	Electronic / Paper	Records	Manager Governance & Legal	OFFICIAL - Sensitive / UNOFFICIAL
Personnel Records	1	Electronic / Paper	People and Culture	Manager People & Culture	OFFICIAL - Sensitive
Delegations of Authority	2	Electronic / Paper	Governance	Manager Governance & Legal	OFFICIAL / UNOFFICIAL
Building Plans	2	Electronic / Paper	Records	Manager Safer Communities	OFFICIAL
Corporate Documents	2	Electronic	BelNet	Business Improvement Coordinator	OFFICIAL / UNOFFICIAL
Planning Plans	2	Electronic / Paper	Records	Manager Planning	OFFICIAL
Annual Budget	2	Electronic	Corporate	Director Corporate and Governance	OFFICIAL / UNOFFICIAL
Environmental Health Records	2	Electronic	Health	Manager Safer Communities	OFFICIAL - Sensitive
Tenders	2	Electronic / Paper	Finance / Records	Coordinator Procurement	OFFICIAL - Sensitive
Financial Records	2	Electronic / Paper	Finance	Manager Finance	OFFICIAL
Community Development	2	Electronic / Paper	Community Development	Manager Economic & Community Development	OFFICIAL
Rangers Records	2	Electronic / Paper	Rangers	Coordinator Community Safety	OFFICIAL - Sensitive
Facility Management	2	Electronic / Paper	Facilities / Building	Manager City Facilities & Property	OFFICIAL
Library Culture and Place	2	Electronic / Paper	Library (The Belmont Hub)	Manager Library Culture & Place	OFFICIAL / UNOFFICIAL
FOI Files	2	Electronic	Records	Coordinator Records	OFFICIAL

Disaster recovery strategy

Communication

The City's Crisis (Issues) Communication Management Plan must be adhered to, ensuring information is distributed effectively to employees and with appropriate and timely information provided to external parties.

The Coordinator Business Applications will communicate with the vendor in relation to issues with the eDRMS – they will pass on relevant information to the Coordinator Records.

The Coordinator Records will communicate any issues to the organisation relating to the eDRMS and records services. This may be done through the Manager Governance & Legal in the absence of the Coordinator Records, or if the disaster is one of major impact.

Backup staff

If personnel designated to contact required staff members are unavailable or incapacitated, another staff member such as the Senior Records Officer can be nominated to perform notification duties.

Recovery site

Dependent on the type of disaster, a relevant workspace will be set up for the Records Section to continue to provide a service to the organisation. A meeting room or the training room could be used for this purpose.

If the disaster has damaged the Civic Centre where it is unsafe or unavailable to be used, the Facilities Department can organise the use of a City Building for the interim.

Disaster recovery resources

The following resources may be utilised in the event of a disaster.

Item	Source	Location	Availability
Temporary Storage Facilities	ZircoData	Welshpool	Within 2 days
City Insurers (LGIS)	Coordinator Business Continuity & Risk	Off Site	Immediately
Disaster Recovery Kit	Selected items from attachment 8	Records Section – Archive Room	Immediately
Records Services Instruction Manual	Coordinator Records	Records Services	Immediately
Archival quality storage products	Archival Survival	Wangaratta	Within 2 days
Spill kit	Selected items from attachment 8	Belmont Museum – Goods lift, 1 st floor, Belmont Hub	Immediately

Disaster recovery procedures

This section of the plan details the continuity procedures that should be implemented during any extended period of system downtime during office hours. These procedures will ensure the continued processing of records and delivery of records to staff.

Server and/or network failures

The City has an IT Disaster Recovery Plan which should be used in the event of an IT disaster affecting Records services.

ECM down, Network down and all PC's down

In the case of:

- ECM not being available to store or retrieve records
- The whole Network being down
- PC's being down

The procedures to be followed are detailed in [attachment 5](#) – Processing Mail when Systems and Unavailable (extract from the Records Services Instruction Manual), further information is detailed in the IT Disaster Recovery Plan.

Records staff resources

If there is a staff shortage due to unforeseen circumstances, Coordinator Records will contact the Manager Governance & Legal, to assess the situation and find a suitable solution to ensure that the processing of mail and records functions will continue. Solutions could include allocation of staff from other areas to assist, or if a more long-term solution is required staff may be recruited from an agency.

Once staffing issues have been resolved, the following process is to be followed to ensure mail is processed and distributed to the relevant officers in the organisation:

- Organisation is informed by email of possible delays in processing
- Mail is prioritised to deal with urgent mail and documents with a required timeframe (legal, approval requests, letters addressed to CEO) and processing occurs when resources are available
- Invoices and Cashier mail is delivered as normal
- Front Counter mail is delivered as normal

Treatment of damaged records

It is necessary to document all damaged records and note the treatment required to conserve the records. See [Attachment 6](#) - Damaged Records List and [Attachment 7](#) - Treatment of Damaged records.

Note: In the event of a disaster occurring and before proceeding with treatment of records it is advisable to seek advice from the State Records Office (SRO) on 9427 3600. Information is also available on the SRO's website.

It may also be advisable to contact a professional conservation firm, particularly if large quantities of records are affected.

Recovery/salvage procedures – disaster bins & stores

Important to every Disaster Management Plan is a list of disaster recovery equipment and supplies. [Attachment 8](#) details equipment and supplies that may be required for disaster recovery and where those items can be purchased.

For dealing with small disasters or the immediate response to a large disaster a kit has been set up with equipment for use on site.

A disaster recovery kit is located in the Records Section – Archive room.

A spill kit is located in the Belmont Museum goods lift.

Note: Whilst the Council purchasing policy requires purchase orders to be raised, Section 28 states that an employee can make emergency purchases “if compliance with the Purchasing Policy would cause unreasonable delay”.

Post-Disaster

Cleaning up a disaster site

The aim is to return the site to its normal condition as soon as possible. Material and files should not be returned to the area until there is no risk of a repeat disaster, the area has been thoroughly cleaned and dried, all repair work is completed, and all shelving checked for stability and functionality.

The following are the clean-up measures:

- Wash down dirty shelving, walls and floors
- Circulate air to avoid mould growth using fans and dehumidifiers to dry as quickly as possible
- Part of the area should be set aside to store dried material, before it is sorted and re-shelved
- Carry out regular temperature and relative humidity checks, and not return material to the area until the temperature and relative humidity have stabilised at acceptable levels for at least a week. If the storage area is concrete it may take longer to dry out, particularly under any remaining floor covering, shelving units and stagnant corners.

Re-shelving treated records

The aim is to return treated records to the rehabilitated disaster site. The material/files may take up more space than previously as there will have been swelling as a result of being wet. Extra storage space may be required.

Temperature and relative humidity should be checked regularly for at least 12 months in case the records or the room was not sufficiently dry when it was reoccupied. Archived material and files should be given new covers and new boxes if the legibility of information has been affected.

Reporting

Reporting is a significant component of the response to a disaster. Reporting will ensure that an adequate record of the emergency is retained so that improvements can be made to prevent similar events occurring in the future.

[Attachment 9](#) the disaster review form should be maintained to record the following information:

- Location
- Nature
- Cause
- Description of the event
- Actions taken
- Recommendations

The Coordinator Records is to report to the Manager Governance & Legal, who will in turn report to the ERT on the response to the disaster.

Debrief after testing a disaster

Post exercise review or debrief is a valuable part of the plan. It is important to identify:

- Whether the aim of the exercise was achieved
- What worked well
- What did not work well
- Lessons learnt
- Improvements or revisions required to the plan

[Attachment 10](#) is a log of the action and decisions made during the recovery process.

Training program

RRT members will undertake awareness training of the plan and associated procedures. Training will be conducted for any new team members on commencement and for all team members annually within two months of the plan being approved.

Testing program

The plan is often used when a technological failure is being tested, a full test of this plan would cause major disruption to the City. Components of the plan can be tested and updated based on results of the exercise.

[Attachment 11](#) shows several approaches that can be taken for testing.

RRT members will be involved in the testing of the plan and associated procedures. Testing should be refined upon discovery of any inadequacies.

Attachments

Attachment 1	Emergencies register
Attachment 2	Material requirements
Attachment 3	Vital records register
Attachment 4	Risk register
Attachment 5	Processing of mail when systems are unavailable
Attachment 6	Damaged records list
Attachment 7	Treatment of damaged records
Attachment 8	Materials and equipment list
Attachment 8B	Corporate documents – printed for reference or use
Attachment 9	Disaster review form
Attachment 10	Log of actions/decisions
Attachment 11	Recovery plan testing

Attachment 1 – Emergencies register

Date/Time and Duration	Location	Nature/Cause	Effects on staff, records, building other	Actions taken	Recommendations for future/prevention and changes

Attachment 2 – Material requirements

Item no.	Description	Quantity

Attachment 3 – Vital records register

Document	Format	Location	Custodian	Status
Council meeting minutes	Electronic/Hardcopy	ECM/Offsite climate control & Records archive room	Coordinator Records	Current/Non-current
Lease agreements	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current/Non-current
Certificates of title	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current/Non-current
Signed offer and acceptance forms	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current/Non-current
Policy manual	Electronic	ECM	Manager Governance & Legal	Current
Local laws	Electronic	ECM	Manager Governance & Legal	Current
Bank guarantees	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current
Easements	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current/Non-current
Personnel records <ul style="list-style-type: none"> • Payroll • Staff files 	Electronic/Hardcopy	People and Culture	Manager People & Culture	Current/Non-current
Insurance policies	Electronic/Hardcopy	ECM/Offsite storage	Coordinator Records	Current
Delegations of authority register	Electronic/Hardcopy	BelNet/Governance	Manager Governance & Legal	Current
Financial and accounting records	Electronic/Hardcopy	Finance One/Finance	Manager Finance	Current/Non-current
Electoral roll records	Electronic/Hardcopy	ECM/Governance	Manager Governance & Legal	Current
Authorisations	Electronic/Hardcopy	ECM/Governance	Manager Governance & Legal	Current
Licences	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current
Vesting/Management orders	Electronic/Hardcopy	ECM/Records archive room	Coordinator Records	Current

Emergency response plans	Electronic/Hardcopy	ECM/Website/Offsite storage	Coordinator Community Safety	Current
Corporate documents	Electronic/Hardcopy	Business Management System	Coordinator Business Planning, Improvement & Risk	Current/Non-current
Building approvals	Electronic/Hardcopy	ECM/Offsite storage	Coordinator Records	Current/Non-current
Planning approvals	Electronic/Hardcopy	ECM/Offsite storage	Coordinator Records	Current/Non-current
Technical services designs	Electronic/Hardcopy	ECM/Design Assets and Development	Manager Design Assets and Development	Current/Non-current
Property and rating information	Electronic	Pathway	Coordinator Rates	Current

Attachment 4 – Risk management



Risk Detail Register



Dept / Section	City of Belmont - Corporate & Governance - Governance & Legal - Records - Records Risk Register - *N/A	Risk Type	Operations
Risk Area	Records		
Council	City of Belmont	Division	Corporate & Governance
Department	Governance & Legal	Section	Records
Assessment	Records Risk Register	Location	*N/A
Assessment Record:	7	Risk Area:	Operations - Records

ID	Risk	Description	Residual	Risk Owner
172	Records Legislation	Non compliance with State Records Act and LGA	Low (L)	Lara Lynch

What cause(s) the risk	Poor record management practices; staff fail to comply with record management procedures. Out of date Recordkeeping Plan. Unauthorised disclosure of information (for example on portable devices; sharing of information).	Consequence Type (Risk Source)	Financial. Legal & Legislative.
Resulting in / Consequence	Potential monetary fines for a breach. departmental inquiry.	Controls	SRC require a Recordkeeping Plan reviewed every 5 years. Staff Training. Records management team.
Additional notes / comments	Controls: Preventative. Well managed - Satisfactory		

ID	Risk	Description	Residual	Risk Owner
153	Malicious mail	Incoming mail may contain biological contaminants or explosive materials with intent to cause distress and / or harm	Moderate (M)	Lara Lynch

What cause(s) the risk	Disgruntled member of the community / ex employee.	Consequence Type (Risk Source)	WHS. Operations. Environment.
Resulting in / Consequence	Exposure to a contaminant that may have negative health impacts, cause illness. The mail processing area within the Records Department may be quarantined for investigation. Staff opening mail are exposed to possible contaminants. Entire building affected and has to be evacuated.	Controls	Approved Work instruction on how to handle incoming mail. Records manage the receiving and processing of mail. Training - Handling Suspect mail annually
Additional notes /	Controls: Preventative.		

comments Well managed - Satisfactory

ID	Risk	Description	Residual	Risk Owner
154	Loss of records	Original records are spoiled; damaged; corrupted; lost or destroyed	Moderate (M)	Lara Lynch
What cause(s) the risk	Incident such as a flood, fire, system failure, human error, information or data stored on portable devices.	Consequence Type (Risk Source)	Reputation. Operations.	
Resulting in / Consequence	Loss of records, for example records of significance to the City Records are not legible or available.	Controls	Climate controlled location(ZircoData). Records are scanned. Records are archived.IT back up facilities. Staff training on RKS.	
Additional notes / comments	Controls: Preventative. Well managed - Satisfactory			

ID	Risk	Description	Residual	Risk Owner
151	Retrieval of records	Inability to locate or retrieve records.	Moderate (M)	Lara Lynch
What cause(s) the risk	Poor controls and inconsistent vocabulary in naming of records. Records are not recorded in the Record Keeping System (RKS).	Consequence Type (Risk Source)	Operations. Finance. Legal & Legislative	
Resulting in / Consequence	Inability to retrieve records resulting in uniformed decisions being made. Non compliance under the LGA and State records act. Inability to provide records for legal and FOI requests.	Controls	RKS. Recordkeeping Plan. Work instructions. Training	
Additional notes / comments	Controls: Preventative. Well managed - Satisfactory			

ID	Risk	Description	Residual	Risk Owner
152	Disposal of records	Failure to dispose of records in accordance with legal document retention requirements	Moderate (M)	Lara Lynch
What cause(s) the risk	Records are disposed of without authorisation.	Consequence Type (Risk Source)	Legal & Legislative Operations Finance.	
Resulting in / Consequence	Records being destroyed before the retention period expires. Records being destroyed that are of significance. Records are being retained for longer than legally required. Loss or unlawful destruction of records.	Controls	Annual disposal program. training. Briefings to staff on management of records.	
Additional notes / comments	Controls: Preventative. Well managed - Satisfactory			

ID	Risk	Description	Residual	Risk Owner
171	Retrieval of records	Inability to locate records (hard copy and electronic)	Moderate (M)	Lara Lynch
What cause(s) the risk	Poor controls and inconsistent vocabulary in naming of records. Records are not recorded in the Record Keeping System (RKS).	Consequence Type (Risk Source)	Legal & legislative. Operational. Reputational.	
Resulting in / Consequence	Inability to retrieve records resulting in uniformed decisions being made. Non compliance under the LGA and State records act. Inability to provide records for legal and FOI requests.	Controls	RKS. Recordkeeping Plan. Work instructions. Training	
Additional notes / comments	Controls: Preventative. Well managed - Satisfactory			

Attachment 5 – Processing of mail when systems are unavailable

These procedures should be followed to ensure the continued processing and distribution of mail to the organisation in event of electronic systems disaster. This procedure is in the Records Services Instruction Manual which can be found on Belnet>Records>Documents

ECM down

Key step/process	Activities	Responsibility
ECM unavailable	ECM is unavailable due to technical issues, contact Coordinator Business Applications and advise them of the issue. Coordinator Records informs organisation that ECM is unavailable, and that the issue will be resolved as soon as possible.	Coordinator Records Coordinator Business Applications
Restoring ECM	Coordinator Business Applications works with IT to assess the problem and contacts the vendor (Technology One) to assist with any technical issues that cannot be resolved by onsite IT staff. Coordinator Business Applications informs Coordinator Records of progress with restoring ECM.	Coordinator Business Applications
Process postal mail	<ul style="list-style-type: none"> • Date stamp incoming mail items • Photocopy documents that are required to be registered • Stamp the copied document with the Copy stamp and attach a note (located in the Records file room). Copy only – Original document will be registered and tasked once Network is available. • Distribute the document copies to staff for actioning. • Scan the original document and save as a working file on the local drive to be registered once ECM is available. 	Senior Records Officer Records Officers
Process incoming email	<ul style="list-style-type: none"> • Clear Belmont inbox of junk mail and forward unregistered mail as usual • Forward emails for action to relevant officers with the message below (saved in the Records inbox drafts folder) Please Note – Due to system issues – this unregistered email has been forwarded on to you for your action/information. When ECM is available – the email will be registered into ECM and tasked to you in the normal way, as soon as possible. Please ensure any Action taken in the meantime is noted on the email/document once it has been tasked in ECM. (this message is saved as a draft in the Records inbox). 	Records Officers

	<ul style="list-style-type: none"> • Emails for registration/tasking to remain in the Belmont inbox or create a folder to place them temporarily until the network is restored. 	
ECM available for use	<ul style="list-style-type: none"> • Coordinator Business Applications informs Coordinator Records that ECM is restored and can be used. • Coordinator Records tests ECM, if it works • Coordinator Records informs organisation that ECM is ready for use. 	Coordinator Business Applications Coordinator Records
Register mail into ECM	<ul style="list-style-type: none"> • Records team completes the registration of the waiting documents, both hardcopy and emails 	Records Officers

Network Down

Key step/process	Activities	Responsibility
Network unavailable	<p>Network unavailable due to network issues</p> <ul style="list-style-type: none"> • Contact Coordinator Business Applications • They inform the organisation that the network is unavailable, and that the issue is being resolved as soon as possible. 	Coordinator Business Applications
Restoring network	<ul style="list-style-type: none"> • Coordinator Business Applications works with IT to assess problem and contacts vendors to assist with any technical issues that cannot be resolved by onsite IT staff. • Coordinator Business Applications informs the Coordinator Records of their progress with restoring the network 	Coordinator Business Applications
Process postal mail	<ul style="list-style-type: none"> • Date stamp incoming mail items • Photocopy documents that are required to be registered • Stamp the copied document with the Copy stamp and attach a note (located in the Records file room). Copy only – Original document will be registered and tasked once Network is available. • Distribute the document copies to staff for actioning. <p>Scan the original document and save as a working file on the local drive to be registered once ECM is available.</p>	Senior Records Officer Records Officers
Process incoming email	<ul style="list-style-type: none"> • Clear Belmont inbox of junk mail and forward unregistered mail as usual 	Records Officers

	<ul style="list-style-type: none"> Forward emails for action to relevant officers with the message below (saved in the Records inbox drafts folder) <p>Please Note – Due to system issues – this unregistered email has been forwarded on to you for your action/information. When ECM is available – the email will be registered into ECM and tasked to you in the normal way, as soon as possible. Please ensure any Action taken in the meantime is noted on the email/document once it has been tasked in ECM. (this message is saved as a draft in the Records inbox).</p> <p>Emails for registration/tasking to remain in the Belmont inbox or create a folder to place them temporarily until the network is restored.</p>	
Network restored	<ul style="list-style-type: none"> Coordinator Business Applications informs the organisation that the network is restored. 	Coordinator Business Applications
Register mail in ECM	Records team completes the registration of the waiting documents, both hardcopy and emails	Records Officers

Personal computers are down

Key step/process	Activities	Responsibility
Computers are down	<p>If the estimate is that the system will be offline for less than four hours:</p> <ul style="list-style-type: none"> Date stamp incoming hardcopy mail Process any urgent items by copying them and distributing them 	Records officers
Restoring computers	Ensure IT is aware of the situation and are working on a fix	Records Coordinator
Process Postal mail	<p>If the estimate is that the system will be offline for longer than four hours process hardcopy mail straight away:</p> <ul style="list-style-type: none"> Date stamp incoming mail items Photocopy documents that are required to be registered Stamp the copied document with the Copy stamp and attach a note (located in the Records file room). Copy only – Original document will be registered and tasked once Network is available. Distribute the document copies to staff for actioning. <p>Scan the original document and save as a working file on the local drive to be registered once ECM is available.</p>	Senior Records Officer Records Officers

Incoming emails	Can not be accessed and must wait until the computers are working	
Computers restored	Coordinator Business Applications informs the organisation that the system is restored.	Coordinator Business Applications
Register mail in ECM	Records team completes the registration of the waiting documents, both hardcopy and emails	Records Officers

Attachment 6 – Damaged records list

Record	Location	Number	Damage	Category of Salvage	Treatment
Council Minute Books	Records Archive Room	3	Pages damp, clean water, no ink run	Water Damage	Page 33 of RDR-MP

Attachment 7 – Treatment for damaged records

Fire Damage

Fire damaged materials should be assessed on a case-by-case basis to determine if professional restoration is required, they may also be affected by water.

The following guidelines assist with this recovery:

- Do not press down on records to squeeze out water.
- Deal with affected materials as quickly as possible to limit the damage caused.
- Obtain necessary supplies of materials, equipment and services for salvage.
- Ensure areas that may retain heat are investigated by relevant authorities, to ensure staff are not in danger.
- Ensure all collection movements are fully documented and any containers labelled.
- Ensure records are tagged with file numbers (if relevant).
- If labels are damaged or unreadable they should be placed in a plastic sleeve and photocopied or reprinted from the computer system.
- Isolate the material prior to treatment by moving it to a dry place.
- Arrange for freezing or vacuum freeze drying, if required.
- Pack in Plastic crates or boxes (do not pack the crates too tightly – the records may swell).
- Place blotting paper between envelope and documents.
- Put envelope and documents in manila folders.
- Send to a freezing facility OR hire freezers for use within a City facility.
- Photographic materials should not be frozen.

Treatment of Frozen Materials

- Recovering records from freezing facilities should take place after 48 hours. Room temperature should be set at 20°C (to delay the growth of mould).
- Transport materials to drying facilities. Have a specific area set up for the long term drying of documents.
- Delegate areas for the different levels of damaged documents.
- Unpack materials and inspect the condition of the documents and folders sorting into different levels of damage.
- Keep a register of documents to be disposed.
- Check electronic records system for scanned versions of documents to be disposed. Mark on register if the document can be reprinted.
- Thaw out documents slowly, to retain its quality.

Method for drying Records

- Use cold air fans to speed up the drying process and dehumidifiers to reduce the humidity (some humidifiers need to be emptied regularly, as often as twice a day).

- Change towelling & blotting paper regularly.
- Use cold air only, no heat.
- Separate coated pages by placing paper towel, cloth or waxed paper between every page pair.

For books with thick covers, such as Minutes of Council meetings, place a sheet of water-resistant film such as polyester inside the front cover to prevent moisture migrating to the text.

Filing Cabinets

- Documents must be kept in their original order.
- Separate them with clean blotting paper.
- Leave files in suspension hangers in filing drawers.
- Place them in front of a fan to air-dry.
- If the file drawers are full, divide the contents into two sections to assist the drying process.

Compactus

- Documents must be kept in their original order.
- Separate documents and files with clean blotting paper.
- Place files with side tabs facing away.
- Position fan in front of racks.
- If compactus is full, divide the contents into two sections to assist the drying process.

Archives, Envelopes and Other Enclosures

- Remove items from boxes, envelopes and other enclosures, recording all relevant information.
- If inks are bleeding, separate the pages, and freeze them. If not, remove paperclips, ties and wet covers.

Water Damage

If an item is flat or open try to move it as is. Use a supporter such as card or plastic.

Do not attempt to close volumes as this may cause additional damage.

Do not squeeze water from volumes or files. If possible glossy paper should be frozen for treatment. For water damaged materials crates should not be packed too tightly and documents should not be pressed wet or swollen.

Treat in the following order

1. Coated or glossy paper
2. Weak and very wet
3. Weak and damp

4. Strong and wet
5. Strong and damp

Method

- Remove items from boxes, envelopes and other enclosures, recording all relevant information;
- If ink is bleeding, separate the pages, and freeze them. If not, remove paperclips, ties and wet covers;
- Pack in plastic crates or boxes;
- Place blotting paper between envelope and documents.

Freezing

- Place spine down;
- Send to a freezing facility, if required.

Maps & Plans

- If items are hand-coloured, or if inks appear to be bleeding, separate the items with freezer paper and freeze them immediately.
- Do not pack the crates too tightly – the maps and plans may swell.
- Place a board on top of a pile of up to 10 maps or plans; place weight on top of pile so it won't blow away.
- Do not press down on wet maps and plans to remove water.

Books – if only the cover is impacted

- Fan books open and stand on top or bottom edge; never stand them on their side.
- Stand books on driest edge first to provide support. As the book dries turn it upside-down to the opposite edge every few hours.
- Place a sheet of waxed paper larger than the pages between the front and back cover and adjacent page before standing on edges. Replace the interleaving as it becomes saturated.
- When the books are no longer wet, but still cool to the touch, close and place on a solid surface with a slight weight to keep distortion to a minimum. Check frequently to ensure that mould is not growing.
- Remove plastic covers where possible.
- For books with thick covers, place a sheet of water-resistant film such as polyester inside the front cover to prevent moisture to the text.

If the book is wet

- Separate every 3-5mm with paper towelling.
- Stand it with the wettest end up.
- If the book is too weak to stand, lay it flat, to prevent damaging the spine.
- Covers can be supported with rolled paper cardboard.

Electronic Data

Floppy Disk (Do Not Freeze)

- Open and remove the shell or jacket.
- Do not touch the surface of the disk.
- Do not fold or bend disk.
- Clean it in a tray of distilled water.
- Gently blot the disk dry using a soft, lint-free cloth, or air-dry on a clean sheet of paper for 8 hours.
- When it is dry, place the disk in a temporary shell or jacket.
- Copy the disk (IT Department can assist with this step).
- After the original has been copied and verified, the original (damaged) should be discarded. Do not attempt to play the damaged disk, because they can damage the equipment on which they are played.

CD's & LP's (Do Not Freeze)

- Handle them by the edges.
- Remove each from its case or cover.
- Wash off any dirt in distilled water.
- Air-dry vertically, not flat.
- Dry with a lint-free towel. Wipe perpendicular to grooves, not in a circular motion.
- Place them in clean covers or containers.

Historic Photographic Material/Media (requires specialist treatment)

- Some historical photographs are very sensitive to water damage and may not be recoverable.
- Most prints, negatives and colour slides can be air-dried. The emulsion (picture or image) side should be face up.
- Avoid touching the front surface of wet or damp photographic prints or negatives.

The emulsion side often appears less glossy on negatives and colour slides. To speed up drying time dry items on a clothesline, using wooden or non-abrasive plastic clothes pegs. If the photographs or negatives are stuck together or the emulsion is damaged, contact a photographic conservator or your local historical society or Belmont Museum for advice.

If photographic materials are covered with mud or dirt and are still wet, they may be gently rinsed in a bucket of cold, clean water, or a light stream of cold water, and then dried. Contact a photographic conservator. Do not freeze them unless advised to do so by a conservator.

Mould Damage

Note: Contact the SRO for advice on how to deal with records that have mould. Once advice from the SRO has been gained the following may be used as a guide.

Physically damaged materials should be assessed on a case-by-case basis to determine whether professional restoration is required. Mould should not be removed from materials while it is wet, as it will smear.

The following procedure will assist with this recovery:

- Deal with mould-affected materials as quickly as possible to limit the damage caused and to prevent contamination of other materials.

- Control humidity, temperature and airflow through the area.
- Assess material and process items prioritised for fumigation and/or repair, package and send material that cannot be adequately fumigated in-house to an outside fumigation company.
- Ensure all collection movements are fully documented and any containers labelled.
- Ensure all records are tagged with file numbers.
- If labels are mouldy they should be placed in a plastic sleeve and photocopied or reprinted from computer system.
- If original packaging was too damaged and therefore discarded prior to drying, a new box or paper envelope and labelling must be prepared.
- Isolate the material prior to treatment by moving it to a dry place.
- If mouldy items are dry, store them in sealed plastic bags while awaiting treatment (Inactive mould is dry and powdery).

In a situation where the records do become affected by mould, assessment would need to be made to determine if the records are past their retention period and could be disposed of in any case. If the records are still within their retention period or if the material is archival, copying the material is typically the preferred option.

Water damage to materials may be irreversible. The treatment of items of high monetary, historic or sentimental value should be referred to a conservator.

Freezing

- Arrange for freezing, vacuum freeze drying and fumigation where necessary.
- Pack in plastic crates or boxes.
- Remove documents from envelopes.
- Place blotting paper between envelope and documents.
- Put envelope and documents in manila folder.
- Send to a freezing facility OR hire freezing units to be placed at a City Facility.

Air Drying (Wet & Mouldy)

- Mould should not be removed from materials while it is wet, as it will smear.
- Remove them to a well-ventilated isolated area.
- Rest them on shelving or surfaces protected by clean absorbent materials such as paper.
- Separate every 3-5 mm with paper towelling.
- Remove plastic covers where possible.

- Fans will help the drying process (please ensure that the mould is not spread to other documents).
- Direct oscillating fans onto pages.
- Materials that feel cool or show evidence of moisture need further drying time.
- Remove wet towelling and replace with fresh towelling as necessary.

Unaffected Items

- Any unaffected records should be laid flat on a fresh sheet of newspaper until they can be reassessed and treated.

Lightly Affected Items

- For materials that are only lightly affected by mould - alcohol can be applied to affected area using a cloth, paint brush or spray bottle.
- After treating materials with alcohol, place blotting paper between pages.

Attachment 8 – Materials & equipment list

Materials	Use	Supplier	Phone
Baggage labels	Labelling crates	Officeworks – Belmont	08 6374 0400
Bin Liners	Containing rubbish	Supermarkets – Belmont Forum	
Blotting paper	Interleaving, drying fragile items	Officeworks – Belmont	08 6374 0400
Brooms, outdoor	Move mud, dirt, dust, water	Bunnings – Belmont	08 9373 4800
Buckets	For clean up	Bunnings – Belmont	08 9373 4800
Clipboards	Recording information	Officeworks – Belmont	08 6374 0400
Cloths	Hanging items to dry	Officeworks – Belmont	08 6374 0400
Crates, plastic	Transporting materials	United Crate Co-Operative – Canning Vale	08 9455 1540
Coloured chalk	Delineating areas	Officeworks – Belmont	08 6374 0400
Cotton gloves	Hand dry objects and fragile items	Officeworks – Belmont	08 6374 0400
Dehumidifiers/Fans/Freezers	Drying the rooms by removing moisture	Kennards Hire – Belmont	08 9478 2222
Dust masks	Personal safety	Bunnings – Belmont	08 9373 4800
Dustpan and brush	Cleaning	Bunnings – Belmont	08 9373 4800
Electrical extension cord	For fans an equipment	Bunnings – Belmont	08 9373 4800
First aid kit	Personal safety	Officeworks – Belmont	08 6374 0400
Freezer bags	For items intended for freezing	Supermarket – Belmont Forum	
Gauze bandages	Protecting fragile items	Supermarket – Belmont Forum	
Gloves, box of disposable	Personal safety	Bunnings – Belmont	08 9373 4800
Goggles	Personal safety	Bunnings – Belmont	08 9373 4800
Hand towel	Assist with drying	Bunnings – Belmont Supermarket – Belmont Forum	08 9373 4800
Heavy duty aprons	Personal safety	Bunnings – Belmont	08 9373 4800
Knife (utility) with blades	Cutting various materials	Bunnings – Belmont	08 9373 4800

Ladders	Easy access to hard to reach places	Bunnings – Belmont	08 9373 4800
Methylated spirits	Drying off metal items	Bunnings – Belmont	08 9373 4800
Mop (squeeze style)	Cleaning	Bunnings – Belmont	08 9373 4800
Newsprint (butchers paper)	Interleaving, covering tables	Officeworks – Belmont	08 6374 0400
Nylon net	Padding out 3 dimensional objects	Spotlight – Belmont	08 6185 8020
Overalls, disposable	Personal safety	Bunnings – Belmont	08 9373 4800
Packaging tape	Attaching plastic sheeting, securing lines	Bunnings – Belmont	08 9373 4800
Paper towel perforated on a roll	Interleaving	Bunnings – Belmont Supermarket – Belmont Forum	08 9373 4800
Pencil	Documenting	Officeworks – Belmont	08 6374 0400
Pens, waterproof	Writing labels	Officeworks – Belmont	08 6374 0400
Pedestal fans	Drying off area	Bunnings – Belmont	08 9373 4800
Plastic containers with lids	Containing small items	Bunnings – Belmont	08 9373 4800
Plastic pegs	Hanging items to dry	Bunnings – Belmont	08 9373 4800
Polyethylene sheeting	Channelling water, covering objects, covering tables	Bunnings – Belmont	08 9373 4800
Scissors	Cutting cord, polyethylene sheeting, paper	Officeworks – Belmont	08 6374 0400
Sponges, large	Cleaning	Bunnings – Belmont	08 9373 4800
String	Tying materials together, multipurpose	Bunnings – Belmont Officeworks – Belmont	08 9373 4800 08 6374 0400
Torch & Batteries	In case of diminished light	Bunnings – Belmont	08 9373 4800
Trolley	Moving larger items	Bunnings – Belmont	08 9373 4800
Whistles	Personal safety	Officeworks – Belmont	08 6374 0400
Writing pads	Documenting	Officeworks – Belmont	08 6374 0400
Zip lock bags (various sizes)	Holding small items or broken pieces	Supermarket – Belmont Forum	

Attachment 8B – Corporate documents printed for reference or use:

Material	Use	Location
Registration Guide	Supplies information on who should be assigned incoming mail	Records Filing Room – yellow folder
Organisational Phone Directory	To contact other staff	As above
General Retention and Disposal Authority 2023-005	For processing inactive records	As above
WI – Handling Suspect Mail	For mail opening reference	As above
Records Disaster Recovery – MP	For reference during event	As above
Archive Box Contents List	For processing inactive records	As above
Abbreviations Listing	For processing inactive records	As above
Instruction Manual	For reference during event	As above
IT Disaster Recovery Plan	For reference during event	As above
IT Security Policy	For reference during event	As above
Crisis (Issues) Communications Management Plan	For reference during event	As above

Attachment 9 – Disaster review form

Type of Disaster	Cause	Damage	Duration

Attachment 10 – Log of Actions/Decisions made during the recovery process

Date/Time	Decision (why)	Action Taken (why)	Decision maker

Attachment 11 – records disaster management plan testing

Several approaches can be used for testing the RDR-MP

Approach	Purpose	Description
Manual verification	Ensures the required recovery material is available as stated in the Plan. Ensure all contact details, lists of forms, supplies, equipment are accurate	Test requires all information contained in the Plan to be accurate and the hardcopies of the Plan are current.
Call out / unannounced recovery team assembly	Ensures lists for mobilising recovery teams are up to date and the teams can be mobilised in the required time	Exercise is conducted as follows: <ul style="list-style-type: none"> • Exercise is scheduled for normal work hours. • Coordinator Records contacts a number of team members on the notification list • Coordinator Records notes the time the calling process starts and the time each team member was contacted Coordinator Records reports to the ERT on the results of the exercise
Desktop review	Ensures those individuals with responsibilities in the RDMP are aware of the Plan and their roles	The Coordinator Records provides individuals with a presentation and discusses the content of the Plan and how it will be used in the event of a disaster
Desktop scenario / structured walk-through / simulation	Ensures the RDMP procedures are adequate	The exercise requires the Coordinator Records in conjunction with Coordinator Business Planning, Improvement and Risk to develop a disaster scenario and lead the team through a mock recovery. The scenario should be relevant and the exercise conducted within two months of the Plan being approved and as follows: <ul style="list-style-type: none"> • All team members meet in a room to be given the scenario • Each work through their recovery team plans Issues identified are noted by the Recovery Coordinator to be discussed at a debrief