BURKE SHIRE COUNCIL

BUSINESS CONTINUITY PLAN 2016

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Version History

Resolution Number	Date	Reason / Comments
30.141120	November 2014	Original: presented to Council on 20.11.2014
160218.16	February 2016	Revised document presented to Council. Content reviewed and contact list updated

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INTRODUCTION

1.1 Executive Summary

Burke Shire Council undertakes a number of critical functions within the community some of which include: the operation of aerodromes, the storage and treatment of water for drinking, the collection and treatment of sewerage, the provision of drainage systems, the building and maintenance of roads and bridges, the collection and disposal of waste, the operation of landfill sites, the operation of local cemeteries, the regulation of activities which affect the quality of the environment including air, noise and water, and the provision of public health services such as food licences and monitoring of mosquito breeding. An event which interrupts the Council's ability to perform any of these critical functions must be planned for and mitigated against. Each department of Council has interdependency on each other as well as dependencies on external agencies such as materials and service providers. As such, each department of Council has a role in the development, review and discharge of a Business Continuity Plan (BCP).

1.2 Objective
The purpose of this plan is to ensure that Council is able to continue to deliver its critical business activities following a <u>significant</u> business interruption event. The plan aims to safeguard personnel, minimise damage to buildings and assets, and to restore services as quickly as possible.

1.3 Scope
The plan has been developed to be as flexible as possible and can be applied to any of Council's business locations and services.

1.4 Review
The Business Continuity Team (BCT) will review the Business Continuity Plan annually.

1.5 Authority
The decision to invoke the Business Continuity Plan is the responsibility of the Chief Executive Officer (CEO) or a delegated officer.

The CEO shall appoint an Executive Sponsor (ES) for the purpose of overseeing, implementing, reviewing and testing the BCP.

1.6 Roles and Responsibilities

Role	Responsibilities
CEO – Philip Keirle	• Decision to activate the BCP • Co-ordinate the overall management of any business interruption event to bring together all necessary people and resources to cover all aspects/ implications of an event. • Provide a focal point to ensure the public and media receive correct and non-contradictory information

	• Ensure all employees and stakeholders are made aware of their responsibilities in relation to the BCP
ES – Chris Rohan	• Manage development and implementation of the BCP. • Co-ordinate regular testing of plans and report the results to Managers. • Provide advice to the BCT in the event of plan invocation • Co-ordinate ongoing review and BCP training.
HR Representative – Nils Hay	• Provide employee assistance such as medical assistance, counselling, insurance claims, payroll duties etc. • Liaise with victims' families • Provide recruitment support
IT Manager - Jenny Williams	• Resolve systems, networks and applications issues • Provide status updates to BCT
Business Continuity Team Members – Management Group	• Direct, coordinate and monitor all restoration, relocation and recovery operations for their business units. • Minimise any further losses and salvage recoverable resources • Act as an arbitrator in the resolution of issues that may arise in the development, implementation or activation of the BCP. • Contact key personnel required for the restoration of services • Determine the restoration strategy for the particular interruption scenario faced. • Monitor the progress of their respective departments. Confirm tasks are completed on time and to an acceptable standard. • As part of an ongoing risk reduction strategy, ensure that the business interruption reduction methods outlined in this plan are implemented. • Ensure that compliance measures are met throughout the business interruption event. Where compliance measures are unable to be met, issue appropriate notifications.

1.7 Distribution

This plan will be distributed to and used by the CEO and the Business Continuity Team. The plan will be stored electronically in Council's Electronic Document Records Management System (eDRMS), on Council's website and at the following locations:

- Adminstration OFFICE
- Burketown WORKS DEPOT
- Gregory WORKS DEPOT

1.8 Definitions
Business Continuity Management*:* Business Continuity Management provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.

Business Interruption*:* Any event, whether anticipated (i.e. public service strike) or unanticipated (i.e. blackout) which disrupts the normal course of business operations at an organisation location.

CONTINUITY PLAN REQUIREMENTS

2.1 Business Continuity Team
The Business Continuity Team, upon advice from the Chief Executive Officer, will assess the interruption to business services including damage to the building, assets, infrastructure, services and records. The team will work to control and coordinate recovery and will make recommendations to the Chief Executive Officer. The team will consist of officers from the following functions:

- **ADMINISTRATION**
- **FINANCE**
- **HUMAN RESOURCES**
- **WORKS AND SERVICES**
- **WORKSHOP**
- **UTILITIES**

2.2 Alternative Operations Centres
Should the Burke Shire Council Administration Office or Burketown Works Depot be destroyed or long-term access to these sites be denied, operations will be set up at one of the designated alternative sites, at the direction of the Chief Executive Officer. Alternative sites could be:
- Burke Shire Nijinda Durlga
- Gregory Works Depot
- Burketown Utilities compound

2.3 Required Resources
Required resources will be identified by the Business Continuity Team according to the circumstances of each event. The following requirements will be considered:
- Number of work stations required to deliver critical services
- Communication requirements of each business unit
- Availability of regular or alternate suppliers
- Counselling services (if applicable)
- Transport assistance for staff (if applicable)
- Staff needs (support for families etc)

BUSINESS CONTINUITY PLAN

This Business Continuity Plan covers four (4) categories of business interruption events:

LOSS OF KEY PERSONNEL

This covers business interruptions that result in the loss of key personnel and includes, but is not limited to:

- Pandemic
- Epidemic
- Extended sickness
- Multiple key personnel suddenly resigning
- Death

LOSS OF FACILITY/ASSET

This covers business interruptions that result in the destruction of the facility, department or asset and includes, but is not limited to:

- Fire
- Cyclone
- Flood
- Impact by aircraft
- Bomb/explosion
- Godzilla
- Sabotage

LOSS OF INFORMATION

This covers business interruptions that result in the destruction of information (both hard copy and electronic). Possible causes include:

- Water damage
- Computer virus
- Major IT failure
- Fire
- Mould/mildew
- Sabotage

LOSS OF ACCESS (FACILITY/ASSET/INFORMATION)

This category of business interruption is different from those outlined above. Facilities, assets and information are **not lost,** but become **unavailable** for an extended period of time.

Causes may include:

- Prolonged electricity failure
- Air-conditioning/site contamination
- Prolonged industrial action

3.1 LOSS OF KEY PERSONNEL

3.1.1 Business Interruption Reduction Methods
- Each section to ensure that key personnel are backed up by another officer who knows the appropriate key processes
- Each section to maintain a list of preferred suppliers
- Each section to maintain documented procedures for key processes and positions
- Identify employment agencies or service providers capable of providing skilled temporary staff at short notice[1]

3.1.2 Emergency Response (Stabilise Environment)
- Advise employees of situation
- Review critical task requirements
- Review skills available to assign officers accordingly
- Prioritise services to be available, and advise public
- Keep Council informed
- Recover assets (keys, etc) – refer to each Key Register
- If necessary, seek outside expert advice
- In case of food poisoning, advise State Health Department
- Link employees with counselling services if appropriate

3.1.3 Recovery Procedures
- Review operational functions of key department personnel
- Identify work/tasks already planned
- Reallocate work/tasks
- Identify critical skills needed and request personnel from other departments
- Recruit outside expertise
- At the completion of temporary assignments, arrange full debriefing hand over.

3.1.4 Recovery Timetable
Recovery is deemed to be at a point when Council can provide a reasonable level of service before full recovery. It is expected that in the event of loss of key personnel, all Council services would either remain operational or be restored within one (1) day.

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[1] Finance: Civica, Crowe Horwath, QAO, Leading Roles, LoGo; HR: Preston Law and LGAQ, LoGo, Leading Roles; Utilities: Simmonds & Bristow; Workshop: WorkPac (mechanic); Admin: Civica, CorpMem, Telstra, InfoXpert/MagiQ; LoGo, CBC, Leading Roles; CEO: LGAQ; DILGP; P&G/Stores: WorkPac; Animal & Pest Control: neighbouring Shires (Carpentaria, Mt Isa, Cloncurry)

3.2 LOSS OF FACILITY/ASSET

3.2.1 Business Interruption Reduction Methods
- Undertake a full review of insurance coverage every year.
- Maintain risk register

If Cyclone Threat
- Review Business Continuity Plan with Business Continuity Team
- Review LDMG capabilities
- Secure important records/data
- Check that alternative site is available
- Ensure that valuable records/data are placed in strong room and silicone the door if necessary
- Conduct building inspection
- Secure all loose items in and around the building
- Review staffing requirements for during the Cyclone event

If Flood Threat
- Review Business Continuity Plan with Business Continuity Team
- Review LDMG capabilities
- Check that alternative site is available
- Ensure that valuable records/data are placed in strong room and silicone the door if necessary
- Remove all items in and around the building that may be affected by flood water
- Relocate necessary items, records and data to alternative site

3.2.2 Emergency Response (Stabilise Environment)
- Evacuate building under Chief Warden's instructions
- Contact Business Continuity Team and meet as soon as possible
- Gain approval to re-enter the building from the Chief Warden
- Assess damage – BCT members to assess their area of responsibility.
- Inform insurance company of damage
- Salvage equipment/records. Check off all equipment against each Asset Register.
- Determine whether to relocate to alternative site – liaise with CEO.
- Advise staff and public of situation. Request that CEO make suitable announcements.
- Determine staff availability
- Prioritise service recovery
    - Health
    - Water and sewerage services
    - Records
    - Customer Service
    - Payroll
    - Accounts Receivable and Payable

- Assess the timeframe of the business interruption event and, if necessary, investigate more permanent alternative sites.

3.2.3 Recovery Procedures

- Assess the time needed to recover the building.
- If appropriate, arrange temporary repairs.
- If necessary relocate to alternative site.
  Compile estimate for emergency funding, and submit to Council.
- Request computer needs from IT and develop workable recovery solution with Managed Services provider.
- Request Admin to purchase office supplies and stationery
- Check other services (water/electricity)
- Request temporary signs as necessary
- Request phone services
- Clean up and secure area
- Prioritise rebuilding and commencement of services
- Determine staffing requirements
- Advise employees of proposed actions and their role
- Establish computer and communications system recovery.

3.3 LOSS OF INFORMATION

3.3.1 Business Interruption Reduction Methods

- Ensure that all vital records are identified and protected
- Ensure all vital documents are scanned into eDRMS[2]
- Ensure regular backup and verification of data is carried out daily and data is stored offsite.
- Ensure all external forms are on the Internet and internal forms are on the Intranet.
- Ensure all software and hardware upgrades allow for backwards compatible storage of data.

3.3.2 Emergency Response (Stabilise Environment)

- Contact Business Continuity Team and meet as soon as possible.
- Gain approval to enter office from Executive Sponsor (Chris).
- Take steps to minimise damage from water and electricity.
- Assess damage. BCT members to assess their area of responsibility.
- Salvage data/records. Don't assume that records are unsalvageable. In accordance with advice from Queensland State Archives if a significant volume of records/data are damaged, consult with a commercial salvage provider such as **Moisture Control Services** (Telephone 1800 800 675). This should be done immediately.

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[2] Maps and "as constructed drawings", cemetery register,

- Damaged public records to be identified and documented in preparation for recovery.
- Identify staff availability.
- Prioritise data rebuild.
- Request data/records from other sources.
- Advise public of services to be made available. Request that CEO make suitable announcements.

3.3.3 Recovery Procedures

- If necessary, relocate to temporary site
- Complete a formal application for notification for lost records[3], or early disposal of damaged records[4] to be submitted to the State Archivist for approval. (See Appendix 1 & 2 for hard copies of these forms)
- Compile estimate for emergency funding, and submit to Council
- Assess resources needed to assist in rebuilding data/records system
- Implement hard copy processes if necessary. Access necessary forms from the Internet and Intranet.
- Seek expert assistance in recovering records
- Recover and restore essential records/data where possible. Administration Coordinator to arrange destruction of unrecoverable records after approval from the CEO and/or State Archives.

3.4 LOSS OF ACCESS (FACILITY/ASSET/INFORMATION)

3.4.1 Business Interruption Reduction Methods

- Maintain and monitor building access to prevent unauthorised persons from gaining access to buildings.
- Maintain a policy of not allowing application of pesticides or other hazardous treatments during working hours.
- Review security access levels progressivelythroughout the year in line with this and other relevant plans[5]
- Review operational status of standby generators.
- Obtain temporary ventilation and lighting (electricity blackout.)

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[3]

http://www.archives.qld.gov.au/Recordkeeping/GRKDownloads/Documents/Notification_of_lost_public_records_form.pdf

[4]

http://www.archives.qld.gov.au/Recordkeeping/GRKDownloads/Documents/Application_to_dispose_of_damaged_public_records_June_2013.pdf

[5] The following security processes are currently in place: Finance Manager runs a Master File Audit Report on PCS use. Permissions Master File Report (reviewed monthly); Admin and CorpMem review security in InfoXpert

3.4.2 Emergency Response (Stabilise Environment)
Loss or Interruption of Access to Facility:
- Contact Business Continuity Team and meet as soon as possible.
- Establish duration of lost access to facility
- Advise public of situation. (Request that CEO makes suitable announcements.)
- Ensure that communication is maintained throughout Council.
- Prioritise essential services.
- Determine staff availability.
- Arrange alternative site from which to operate.
- Secure building.

Loss or Interruption of Access to Department:
- Contact Business Continuity Team and meet ASAP.
- Establish duration of lost access to department.
- Determine staff availability.
- Arrange temporary office accommodation.

Loss or Interruption of Access to Information:
- Council's website is also available through Cloud technology.
- Establish duration of lost access to information.
- Contact Business Continuity Team and meet ASAP.
- Determine staff availability
- Arrange for data to be processed off location if possible.
- Revert to hard copy processes if necessary.
- Contact alternative sources of information/documents from which Council may be able to obtain copies.

3.4.3 Recovery Procedures
Loss or Interruption of Access to Facility
- Establish alternative site from which to operate
- Review security arrangements
- Determine staff availability
- If necessary revert to hard copy processes
- Advise public and other departments of ongoing changes
- Request that CEO make suitable announcements.

Loss or Interruption of Access to Department
- Establish temporary location within Shire Offices.

Loss or Interruption of Access to Information
- Staff critical functions as necessary
- Revert to hard copy processes
- Request IT Manager to use back-up tapes to establish operations with alternative server.

ALTERNATIVE SITES FOR SHORT TERM RECOVERY
- Burke Shire Nijinda Durlga
- Burketown Works Depot
- Burketown Utilities Compound

RECOVERY TIMETABLE BY BUSINESS UNITS
Recovery is deemed to be at a point when we can provide a reasonable level of service before full recovery.

Business Unit	Operation	Minimum Staff Requirements	Maximum Acceptable Outage
Water & Sewerage	Water supply Sewerage services	2 2	12 hours
Information Technology	Provision and Support of Infrastructure	4	12 hours
	Provision and Support of Business Applications	2	12 hours
Customer Service	Admin & Depot Front Counter	2 2	12 hours 12 hours
Finance	Single-user Operation Multi-user Operation	3	1-10 days
Human Resources/Payroll	Single-user Operation Multi-user Operation	2	1-10 days
Operations (Road & Drainage/ Parks & Gardens)	Assessment of road closures Assessment of drainage issues Assessments of trees down/wind damage/ damage to parks and equipment.	12	1 day
Health Services	Inspect licensed premises	2	2 days
Waste Management	Waste collection and removal	2	7 days
Animal Control	Animal management	1	7 days

TESTING
Testing of this plan is to be conducted annually at the direction of the ES.
Testing may be conducted in any of the following ways:
- Desk top testing (with members of the BCT)
- Component testing (involving members of some departments)
- Live simulation testing (involving all of Council.)

APPENDICES

APPENDIX 1 Notification of lost public records form
APPENDIX 2 Application to dispose of damaged public records
APPENDIX 3 Emergency Contact Numbers

APPENDIX 1

Notification of lost public records

Under section 13 of the *Public Records Act 2002*, the disposal of public records must be authorised by the State Archivist. Authorisation to destroy public records is usually granted through an approved Retention and Disposal Schedule.

However where public records have been lost, the State Archivist should be notified by completing and submitting this *Notification of lost public records* form.

This form should be signed by the Chief Executive Officer or the authorised delegate of the public authority and posted or emailed to the State Archivist with supporting documentation to:

Executive Director & State Archivist
Queensland State Archives
PO Box 1397
Sunnybank Hills QLD 4109
Email: info@archives.qld.gov.au

For assistance in completing this form please contact Agency Services at Queensland State Archives on Ph: (07) 3131 7777 or email info@archives.qld.gov.au.
For more detailed guidance on the management of public records visit www.archives.qld.gov.au.

Name of public authority

About the lost public records
Please state the last known location of the lost public records.

……………………………………………………………………………………………
……………………………………………………………………………………………
……………………………………………………………………………………………
………………………………………………

Please complete the *Listing of damaged or lost records* form (Attachment A) and provide a description of the lost public records under the following headings including details of coverage in an approved Retention and Disposal Schedule.

- record description
- data range
- quantity
- format
- Queensland Disposal Authority Number (QDAN)
- record class reference number (e.g. 2.7.3)
- retention period(s)

Circumstances surrounding the loss

Please provide details about the incident that led to the public records being lost (e.g. flood, fire, theft, etc).

…………………………………………………………………………………………………
…………………………………………………………………………………………………
…………………………………………………………………………………………………

Please outline what remedial action was taken or considered. If insufficient space, please attach further information.

…………………………………………………………………………………………………
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What is the impact of the loss of these public records on the business of the public authority? (For example, these public records are required for current or pending legal action or an RTI application). In insufficient space, please attach further information.

…………………………………………………………………………………………………
…………………………………………………………………………………………………
…………………………………………………………………………………………………

Evidence

Please attach any supporting evidence. For example an assessor's report, photographs of the incident leading to the loss of public records and/or a statutory declaration regarding the loss of the public records.

…………………………………………………………………………………………………
………………

I confirm my public authority has supplied all relevant information relating to this notification.

Signed……………………………………………………………
Date………………………………………….
(Chief Executive Officer or authorised delegate)
Name (Please print)…………………………………………… Position
Title………………………………..
Public
Authority……………………………………………………………………………………
………………...
Contact Officer…………………………………………. Position
Title…………………………………
Telephone…………………………………………
Email………………………………………………………….

APPENDIX 2

Application to dispose of damaged public records

Under section 13 of the *Public Records Act 2002*, the disposal of public records must be authorised by the State Archivist. Authorisation to destroy public records is usually granted through an approved Retention and Disposal Schedule.

However where public records may not be salvageable due to damage, for example due to a disaster or other critical incident, an application to dispose of the records can be made to the State Archivist for consideration by completing and submitting this *Application to dispose of damaged public records* form.

This form must be signed by the Chief Executive Officer or the authorised delegate of the public authority and posted or emailed to the State Archivist with supporting documentation to:

Executive Director & State Archivist
Queensland State Archives
PO Box 1397
Sunnybank Hills QLD 4109
Email: info@archives.qld.gov.au

Your application will be assessed by the State Archivist who will provide written notification of the outcome.

For assistance in completing this form please contact Agency Services at Queensland State Archives on Ph: (07) 3131 7777 or email info@archives.qld.gov.au.

For more detailed guidance on the management of public records visit www.archives.qld.gov.au.

Name of public authority:

About the damaged public records
Please complete the *Listing of damaged or lost records* form (Attachment A) and provide a description of the damaged public records under the following headings including details of coverage in an approved Retention and Disposal Schedule.

☐ record description

☐ data range

☐ quantity

☐ format

☐ Queensland Disposal Authority Number (QDAN)

☐ record class reference number (e.g. 2.7.3)

☐ retention period(s)

Can the records be recreated from existing records or other sources (e.g. business systems, back-up tapes)?

………………………………………………………………………………………………
………………………………………………………………………………………………

Circumstances surrounding the damage

Please provide details about the incident that led to the public records being damaged (e.g. flood, fire, pest infestation, etc).

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………………………………………………………………………………………………
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Please advise where the incident occurred that led to the damage of the public records.

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………………………………………………………………………………………………
………………………………………………………………………………………………

Please advise where the damaged public records are currently located.

………………………………………………………………………………………………
………………………………………………………………………………………………
……………………………………

Assessment of the damage and potential remedial action

The public records covered by this application are not salvageable as a result of (please tick all that apply)
- excessive damage
- prohibitive salvage / restoration costs
- hazard / health risk
- limited evidentiary / research value
- approved retention period close to expiry
- other (please describe)

    ……………………………………………………………………………

Please outline further what remedial action was taken or considered. If insufficient space, please attach further information.

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………………………………………………………………………………………………

What will be the impact of the damaged public records on the business of the public authority? (For example, these public records are required for current or pending legal action or an RTI application). If insufficient space, please attach further information.

………………………………………………………………………………………………
………………………………………………………………………………………………
………………………………………………………………………………………………
………………………………………………………………………………………………

Evidence

Please attach any supporting evidence. For example an assessor's report, photographs of the incident leading to the damage of public records and/or a statutory declaration regarding the damage to the public records.

I confirm my public authority has supplied all relevant information relating to this disposal application.

Signed……………………………………………………
Date…………………………………………………...

(Chief Executive Officer or authorised delegate)

Name (Please print)…………………………………Position

Title………………………………………………………
Public Authority………………………………………...
Contact Officer……………………………………….. Position

Title………………………………………………………
Telephone………………………………………………
Email…………………………………………………….
Postal address…….………………………………………………………………………..
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Appendix 3

Burke Shire Emergency Contact List (as at 11 February 2016)

Name	Position	Organisation	Telephone (Business Hours)	Facsimile (Business Hours)	Telephone (After Hours)	Facsimile (After Hours)	Mobile	Sat Phone	Email
Cr Ernie Camp	Mayor	Burke Shire Council	4748 5585	4748 5585	4748 5585	4748 5585	0458 117 287 **	0147 164 208 BSC	mayor.camp@burke.qld.gov.au
Cr Paul Poole	Deputy Mayor	Burke Shire Council	4745 5177	4745 5211	Mobile	4745 5211	0428 388 839	N/A	cr.p.poole@burke.qld.gov.au
Cr Tracy Forshaw	Councillor	Burke Shire Council - Gregory	4748 5521*	4748 5527*	4748 5551*	4748 5527*	0427 485 521 **	0145 35 0480	cr.t.forshaw@burke.qld.gov.au
Troy Crompton	OIC Sergeant	Burketown Police	4745 5120	4745 5173	Mobile		0407 262 052		Crompton.TroyP@police.qld.gov.au
Philip Keirle	Chief Executive Officer	Burke Shire Council	4703 9035	4745 5181	Mobile	4745 5181	0458 004 133	N/A	pkeirle@burke.qld.gov.au
Chris Rohan	Works Manager	Burke Shire Council	4703 9036	4745 5181	Mobile	4745 5191	0408 872 377	N/A	crohan@burke.qld.gov.au
Dianne Phillips	Director of Nursing	Burketown Health Centre	4745 5133	4745 5188	4745 5133	4745 5188	0429 063 405	0145126521	Dianne_phillips@health.qld.gov.au
Elliot Dunn	Emergency Management Queensland	Area Director	4743 2601	4749 5537	4749 3041	4749 5537	0419 445 069 Or 47997080 Duty officer	N/A	edunn@emergency.qld.gov.au
Jenny Williams	Executive Officer	Burke Shire Council	4703 9039	4745 5181	4745 5055	4745 5011	0409 316 550 or (H) 0417 738 404	N/A	LDMG@burke.qld.gov.au

Name	Position	Organisation	Telephone (Business Hours)	Facsimile (Business Hours)	Telephone (After Hours)	Facsimile (After Hours)	Mobile	Sat Phone	Email
Ian Forshaw	Deputy Controller/ Group Leader	Gregory SES Group	4748 5521* Internet Phone 03 7010 2817	4748 5527*	4748 5551*	4748 5527*	0417 797 828 **	0145 35 0480	iforshaw@activ8.net.au
Cassy Hinds	RMPC	Burke Shire Council	4745 5100	4745 5181	Mobile	4745 5199		0147 149 528	chinds@burke.qld.gov.au
David Marshall	Local Controller Rural Fire Brigade	Burke Shire SES Burketown RFB	4745 5100	4745 5199	4745 5154	47455181	0458 004 131	N/A	dmasrshall@burke.qld.gov.au
Clinton Murray	President	Burketown VMR	4745 5100	4745 5181	Mobile		0422 088 534	N/A	tmbcjm@hotmail.com
Geoff Wade	Station Master	Ergon Energy Burketown		4745 5155	0427 377 949	4745 5155	0427 377 949	0147 157 155	Geoffrey.wade@ergon.com.au wadgeoff@gmail.com
Ergon Emergency Contacts	If Geoff unavailable	Call Centre	132296 24 Hours						
Shane Goodwin	Manager – Stakeholder Relations	MMG Century	4769 5057	4769 5631 (please call first if faxing)	0475 960 073	Not applicable	0419 976 104	Not applicable	shane.goodwin@mmg.com
Chris Ford	Principal	Burketown State School	4745 5124	4745 5182	Mobile		0481 284 930	N/A	cofrd55@eq.edu.au
James Aitken	Gregory Caretaker	Burke Shire Council	4748 5624*	4748 5630*	4748 5665*	N/A	N/A	0147 154 460 BSC	
Russell Miller	District Disaster Coordinator	Mount Isa Police	4744 1110	4743 8102	Mobile		0428 871 868		Ddc.mountisa@police.qld.gov.au
Craig Shepherd	XO DDMG	Mount Isa Police	4744 1151	4743 8102	Mobile		0428 743 189		Shepherd.craigj@police.qld.gov.au
Inspector Gavin Fryar	Rural Operations – Charters Towers	Department of Community Safety	4761 5131	4787 4708	Mobile		0408 077 088		Gavin.Fryar@qfes.qld.gov.au
Kevin Anderson	Land Management Unit	Carpentaria Land Council Aboriginal Council	4745 5132	4745 5204	Mobile		0427 112 073		kanderson@clcac.com.au
Kristian Stapley	Account Executive	Telstra Business	4047 5027	3013 2436					kristian.stapley@team.telstra.com

Name	Position	Organisation	Telephone (Business Hours)	Facsimile (Business Hours)	Telephone (After Hours)	Facsimile (After Hours)	Mobile	Sat Phone	Email
MSPS Support	Civica Assistance	Civica	1800 643 436 (Option 2)		1800 643 436 (Option 2)			NA	mspsupport@civica.com.au
Scott Goldsmith	Account Manager	Civica	Tel: +61 2 5310 2300	Fax: +61 2 5310 2310	+61 427 649 951		+61 427 649 951	NA	Scott Goldsmith SGoldsmith@civica.com.au
Owen Smith	Network Support Analyst	Civica	+61 2 4941 9400	+61 2 4941 9499					osmith@civica.com.au
John Andrews	Director	Corpmem	07 54380635				0438654145		John Andrews (john.andrews@corpmem.com.au)
Samantha Clothworthy	Senior Recruitment Consultant	CBC Staff Selection	07 4051 9699	07 4051 0880			0427 485 033		Samantha Clotworthy samantha@cbcstaff.com.au
Mark Ogston	Principal	Leading Roles					0407 674 412		Mark Ogston mark.ogston@leadingroles.com.au
Tina Rooke	Sales/Account Executive	Employment Office	07 3330 2585				0403 144 889		Tina Rooke tina@employmentoffice.com.au
Faith Della Sabina	Senior Recruitment Consultant	Lo-Go Appointments	07 5477 5433	5477 5422					Faith Della Sabina faith@logoapp.com.au
Harry Gauvin	CPA	Partners in Business	07 3824 1835	07 3824 7529					Harry Gauvin pibmail@pib.net.au