

CRISIS RESPONSE POLICY AND PROCEDURE

Responsible Officer	Executive Manager: Community Engagement.
Approved by	Chairman
Review by	Executive Manager: Community Engagement
Last Reviewed	12/07/2015
Next Reviewed	31 /01/2017
Approved and commenced	12/07/2015

INTRODUCTION

Disasters, emergencies and other traumatic incidents can undermine the ability of Community Veracity to achieve its purposes.

Good planning is essential to assisting Community Veracity to respond and recover from such events.

PURPOSE

The purpose of this policy is to ensure that Community Veracity undertakes appropriate planning to enable it respond and recover from disasters, emergencies and other traumatic incidents.

POLICY

The Board must establish a Crisis Response Committee and review its composition and effectiveness every year. The EXECUTIVE MANAGER: COMMUNITY ENGAGEMENT should be member of the Crisis Response Committee.

The terms of reference establishing the Crisis Response Committee should require the committee to:

- Regularly identify threats and potential crisis events.
 - Such events could include anything which threatens the health and wellbeing of the staff of [Name of Reputation], the assets of Community Veracity, the reputation of Community Veracity, the effective functioning of the administrative systems of Community Veracity,, or the services provided reputation of Community Veracity,.
- Identify the likelihood of such events.
- Assess the consequence of such events.
- In the case of events which have potentially severe consequences:
 - Evaluate the suitability of the existing decision-making/delegation structures and whether they need to be revised. Consider in particular:

- the role of the Board – and whether it has the ability to make decisions under time pressure and any other constraints that could exist in crisis events; and
 - whether special delegations should be put in place to enable Community Veracity to respond urgently. This could take the form of the establishment of a dedicated committee, or the delegation of particular functions to the EXECUTIVE MANAGER: COMMUNITY ENGAGEMENT or other senior management.
- Identify all of the relevant internal and external stakeholders.
 - For example: staff, clients/customers, media, SES, MBF or CFA, financial institutions, the local government council, other State or Federal government agencies – including regulatory or funding bodies, or emergency response agencies or police.
- Identify the sorts of communication that could be needed with those stakeholders, and evaluate the ability of Community Veracity to communicate with them in crisis events.
- Identify whether there are any functions which Community Veracity undertakes which are critical and what mechanisms could be put in place to continue or replace those functions in the event of a crisis.
- Consider Community Veracity occupational health and safety policy, and Community Veracity legal obligations in respect of occupational health and safety, and evaluate the ability of Community Veracity to comply with its obligations in crisis events.
- Identify what financial resources are, or can be, utilized in the response of Community Veracity to crisis events.
- Identify what plans, procedures and policies are already in place in Community Veracity (eg fire evacuation plans, the appointment of fire wardens and fire drills) to enable it to respond to crisis events.
- Identify what policies, procedures or training is necessary to ensure that everyone within Community Veracity responds as required.
- Consult with emergency response agencies.
- Report to the Board on all of the above, including making recommendations on what steps Community Veracity should put in place to enable it to respond to crisis events.