

**Submission
No 2**

**EXAMINATION OF SELECTED AUDITOR-GENERAL'S FINANCIAL
AUDIT REPORTS 2020**

Organisation: Lord Howe Island Board

Date Received: 3 September 2021

From: [John van Gaalen](#)
To: [PublicAccountsCommittee PAC](#); [Lord Howe Island Board](#)
Cc: [REDACTED]
Subject: RE: Financial Audit Report Follow-up - Planning, Industry and Environment 2020
Date: Thursday, 3 June 2021 9:03:28 AM
Importance: High

Hi

I wish to provide the following comments in response to your request dated 13 May 2021 with Reference No. D21/20729

“The Board has been working with our reporting entity, the Department of Planning, Industry and Environment (DPIE) to complete an updated Business Continuity Plan.

Meetings between the Senior Management Team at LHIB and [REDACTED], Manager Business Continuity Management and his team occurred on the 9th March and again on the 27th May.

We have provided updates for the Business Impact Assessment today (3rd June) which will drive the final stages for completion of the Business Continuity Plan.”

I hope this provides certainty that the Lord Howe Island Board is progressing this Plan with the importance necessary and that it will be in place in the short term.

Please contact either [REDACTED] for any further updates, as I will be leaving the Board tomorrow.

Cheers

John

John van Gaalen

Manager Business & Corporate Services
[REDACTED]

[REDACTED]

3 September 2021

Greg Piper
Chair
Public Accounts Committee
Parliament of New South Wales
Macquarie Street
SYDNEY NSW 2000

pac@parliament.nsw.gov.au



ADMINISTRATION OFFICE
PO. Box 5
Lord Howe Island NSW 2898

Phone: 02 6563 2066
Facsimile: 02 6563 2127
Email: administration@lhib.nsw.gov.au

Dear Mr Piper

RE: LORD HOWE ISLAND BOARD BUSINESS CONTINUITY PLAN

In response to your letter dated 7 July 2021, please find attached the Business Continuity Plan for the Lord Howe Island Board.

I apologise for the delay in providing this document. [REDACTED] had resigned from the Board effective 11 June 2021. His position has since been filled on a temporary basis by various occupants, hence the delay in providing the document.

Yours sincerely

[REDACTED]

Attachment:

Lord Howe Island Executive Team - Business Continuity Plan - June 2021



WORLD HERITAGE AREA

Critical Activity (Green) Team

Business Continuity Plan

Lord Howe Island Board Executive Team

Administration Offices, Bowker Avenue, Lord Howe Island

July 2021

BCP Owner: Manager, Business and Corporate Services

Approver: CEO

CM9 Ref: DOC21/

Business Continuity Management



ABOUT THE INFORMATION IN THIS PLAN

This plan contains information on how DPIE will identify and manage a Business Continuity event, together with specific instructions for your team about what resources you will have available and what you might need to do during an event that disrupts your critical business activities

REMEMBER:

- Take action in consultation with the LHIB Executive Team, NPWS, Manager Business Continuity and the DPIE Crisis Management Team (CMT) as required
- Use officially sanctioned messages when contacting stakeholders
- Do not talk to the media or make comments on social media

WHAT IF SOMETHING HAPPENS TO OUR PEOPLE, IT SYSTEMS OR OFFICES?

DPIE has teams to coordinate a response, staff are to follow the direction of:

*INCIDENT MANAGERS – role is to:

- Assess the situation 'on the ground'
- Estimate duration and impact
- Notify / escalate to senior leaders / CMT
- *Incident managers can be site coordinators, duty officers, fire wardens, first aiders, office managers or other staff

CRISIS MANAGEMENT TEAM – role is to:

- Assess the overall situation / DPIE impacts
- Decide on course of action in consultation with LHIB and NPWS

ACTIVATE MEASURES REQUIRED TO RESPOND

RED RESPONSE TEAMS – roles are

- People (fatality, injury, trauma)
- Facilities (actions at affected site)
- IT (recover IT systems/provide IT access)
- Stakeholders (crisis communications)
- Legal (avoid litigation/compliance issues)

GREEN CRITICAL ACTIVITY TEAMS

- Maintain/reinstate critical activities
- Communicate with stakeholders

ALTERNATIVE WORK LOCATION(S)

The LHIB Executive Team's alternative work locations are other LHIB buildings on the island

CRITICAL ACTIVITIES

- Emergency response and support
- Power generation
- Water and wastewater
- HR functions, WHS, payroll
- Trading and supply chain logistics activities
- Airport operations
- Wharf operations
- Community welfare and services
- Biosecurity and environmental protection

RESOURCES AVAILABLE

- Work is supported by use of PCs / laptops with access to the on-island server and satellite internet

IMMEDIATE ACTIONS – ALL CRITICAL ACTIVITY (GREEN) TEAMS (up to 1 day)

- Follow initial instructions from senior leaders and the CMT if activated
- Assess disruption to critical business functions
- Confirm continued access to required IT systems
- Establish operations at an alternative LHIB building (community centre)
- Decide who is needed to respond
- Contact staff members
- Inform them of the situation
- Tell staff needed to respond when and where to report for duty and priority actions
- Tell staff not needed to respond to go or stay at home and await further instructions
- Act on officially sanctioned communications messages
- Tell staff to use agreed messages when contacting stakeholders
- Report any issues to senior leaders and the CMT if activated

SPECIFIC GREEN TEAM ACTIONS (up to 3 days)

- Maintain / resume critical activities
- Remain ready to receive and respond to emergency situations
- Postpone non-critical BAU activities
- Identify limitations of alternative work location arrangements
- Communicate with key stakeholders
- Assess restoration requirements and engage DPIE and contractors to return to normal repair / rebuild

ONGOING ACTIONS – ALL CRITICAL ACTIVITY (GREEN) TEAMS (up to 1 week+)

- Follow updated instructions from senior leaders / CMT if activated
- Verify arrangements for mail pick-up / delivery (or electronic transmission of information as applicable)
- Verify continued availability / stability of IT systems
- Identify immediate and short-term work priorities
- Identify additional resources required to support critical business functions and identified priorities
- Provide status reports and report issues to the CMT (if activated) as directed
- Receive and use updated communications messages when contacting stakeholders

SPECIFIC GREEN TEAM ACTIONS (up to 1 week+)

- Focus on delivering critical activities identified as additional staff resources become available
- Implement measures to ensure critical activities continue to be delivered
- Resume Business and Corporate Services functions:
 - Financial management
 - Reporting
 - Board administration
- Resume Infrastructure and Engineering Services functions:
 - Waste management
 - Property and equipment maintenance
- Resume Environment and Community Development functions:
 - Land use and development
 - Lease administration
 - Heritage protection
- Assess alternate work site / working from home arrangements and ongoing operational needs
- Recovery to BAU state and clear backlogs

ACTIONS DURING IT OUTAGE

- Postpone BAU operations
- Maintain readiness to receive and respond to emergency situations by available means
- Communicate with impacted stakeholders
- Engage Shire Networks to assist in recovery of IT systems
- Await recovery of IT systems
- Return to normal operations
- Reconcile data availability / data loss and clear any backlogs