

Wheatbelt Natural Resource Management Incorporated

Crisis Management Policy

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Contact Officer:	CEO
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Related Legislation:	Occupational Safety and Health Act 1984
Related WNRM Policies or Procedures:	Policy 6.1 Occupational Safety and Health Wheatbelt NRM Risk Management Plan

1. Definitions

Crisis: is an unplanned or imminent event that threatens the health, safety or welfare of people, threatens significant loss of property and infrastructure or the ability of the organisation to function due to damage to important processes and support services or reputation.

2. Overview

A Crisis in the workplace can affect people physically and psychologically and can affect the business continuity of Wheatbelt NRM.

The purpose of this policy is to ensure Wheatbelt NRM prepares for and effectively responds to a Crisis through the appropriate use of resources. The effective management of a Crisis can assist to minimise the negative impact of an unexpected event.

A defining characteristic of a Crisis is that it requires a significant and coordinated response and usual resources are overwhelmed or have the potential to be overwhelmed.

3. Policy Statements

3.1 Crisis Types

For the purpose of this Policy there are 3 types of Crisis. They are defined as:

- 3.1.1 Type 1 Crisis – minor program or building crisis that can be resolved with internal resources or limited help. Examples include building services breakdown, minor social media negativity.

- 3.1.2 Type 2 Crisis – Moderate incident that involves more than one program or building issues that impacts on the workforce. It may include IT issues, power failures, staff injury, and negative media coverage. This level of Crisis would require operational response with a coordinated effort.
- 3.1.3 Type 3 Crisis – Major incident impacting on the entire organisations ability to function and requires a major organisational response. Presents a catastrophic risk to staff/ client/ community health and safety or long term impact on business operations. Examples include loss of business premises, natural disaster, death or major injury to staff.
- 3.1.4 The CEO will assess the elements of the Crisis and determine a Crisis Type

3.2 Crisis Management Team

- 3.2.1 A Crisis Management Team will be established to initiate, coordinate and monitor the organisational response.
- 3.2.2 A Type 1 Crisis does not require a Crisis Management Team and will be managed by the CEO or delegated as required.
- 3.2.3 A Type 2 Crisis will be overseen by a Crisis Management Team which will be made up of the Senior Management Team.
- 3.2.4 A Type 3 Crisis will be overseen by a Crisis Management Team which will be made up of the CEO, Chair and Deputy Chair.
- 3.2.5 The CEO can invite other relevant people to participate in any Crisis Management Team as determined appropriate.
- 3.2.6 In the case of a Type 3 Crisis the Team should be convened immediately. (may be by phone in the first instance)
- 3.2.7 Each Crisis Management Team will have a Terms of Reference that identifies parameters for operation, response times, communication lines and other operating issues.
- 3.2.8 Crisis Management Team Terms of Reference will be an Appendix to this Policy.

4. Communications

- 4.1 Reliable and clear communication is required in any crisis situation and a formal communications plan will be developed for any Type 2 or Type 3 Incident.

4.2 The Chair of Wheatbelt NRM will be advised of a Type 2 Crisis and the Action Plan as soon as practicable.

5. Crisis Action Plan

5.1 Crisis management involves dealing with a threat after it has occurred. While the characteristic of a Crisis is that it is unexpected, potential crisis situations can be identified and a model Crisis Action Plan developed.

5.2 Crisis Management Plans should address at a minimum:

- Organisational Reputation
- Pastoral Care
- Business Continuity

5.3 The Crisis Management Teams will review model Crisis Management Plans.

6. Evaluation

6.1 Following any Type 2 or Type 3 Crisis an Evaluation Report will be presented to the Board of Management with recommendations on Lessons Learnt.

7. Responsible Officers

7.1 The Board of Management as part of its governance authority is responsible for the approval and publication of this Policy, including the approval of any subsequent changes.

7.2 The Audit Committee is responsible for reviewing this Policy prior to Board of Management approval, and ensuring the scheduled review of this Policy.

7.3 The Chief Executive Officer is responsible for the operational compliance of the organisation to this Policy.

8. Approval

This Policy was approved by the Board of Management on the 9th May 2017.

Jim Sullivan
Chairperson
Board of Management
Wheatbelt Natural Resource Management Incorporated