

NSW LRS

Response to a Major Incident



Info Sheet

www.nswlrs.com.au

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Our commitment

NSW Land Registry Services (NSW LRS) is committed to safeguarding the integrity of the Torrens Title Register, its employees, contractors, clients, the community and the environment.

To provide assurance to customers and stakeholders that NSW LRS will take appropriate measures in order to meet the above commitments, NSW LRS provides the below information about what we have in place to respond in the event of a major incident.

What is a major incident?

A major incident is "a situation that might be, or could lead to, a major business disruption, loss, emergency or crisis".

A crisis is defined as:

- an incident is defined as an event or situation that deviates from the expected delivery of products and services, potentially leading to a disruption, loss, emergency, or crisis. It encompasses both anticipated and unanticipated occurrences that negatively impact an organization's objectives (ISO 22301:2019)
- An abnormal and unstable situation that threatens the organisation's strategic objectives, reputation or viability (British Standards for Crisis Management: BS11200).

In the event of an incident, NSW LRS will make a risk-based assessment of the situation to determine if the event is a "major incident" and if necessary, enact and respond using our Major Incident Management Plan (MIMP).

What plan does NSW LRS have in place to appropriately respond to a major incident?

NSW LRS has a MIMP which enables NSW LRS to enact and prioritise an organisation wide response to major incidents and/ or unexpected crises.

The MIMP enables NSW LRS to facilitate the effective, timely recovery of NSW LRS business and operations by providing:

- A defined approach and strategy to assess, manage, mitigate and recover from impacts of major incidents

- Clearly defined roles and responsibilities of those involved in major incident management at NSW LRS

Communication during a major incident

NSW LRS is committed to effective communications and proactive stakeholder management in the event of a major incident. The NSW LRS MIMP provides the tools and templates necessary to ensure the right level of information, at the right times, is provided to our customers and stakeholders.

Continued improvements

NSW LRS is always looking to continually improve how we respond to a major incident and regularly reviews and tests our major incident response.

Further information

Further information can be obtained by visiting and searching our website: www.nswlrs.com.au . Or contact the NSW LRS Customer Service Centre on T: 1300 052 637 or email GeneralEnquiry@nswlrs.com.au

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