



Incident Recovery Checklist

Now that the crisis is over, have you...	Completed		Actions Taken
	Yes	No	
• Refocussed efforts towards recovery?	✓	✗	
• Deactivated staff members and resources as necessary?			
• Continued to gather information about the situation as it affects you?			
• Assessed your current financial position?			
• Reviewed cash requirements to restore operations?			
• Taken photos of and documented all damage?			
• Contacted your insurance broker/company?			
• Identified any assistance you may be entitled to?			
• Developed financial goals and timeframes for recovery?			
• Kept staff informed?			
• Kept key stakeholders informed?			
• Identified information requirements and sourced the information?			
• Set priorities, timelines and recovery options?			
• Activated and updated your Business Recovery Plan?			
• Ensured key customers and media are made aware of the recovery progress?			
• Cooperated with government emergency services and your Tourism crisis Management Group?			
• Considered opportunities to reimage your business?			
• Considered marketing and promotional plans?			
• Involved local community in a recovery alliance?			
• Targeted travel intermediaries/ trade partners in main markets?			

This is an excerpt from **Don't Risk It! which has been developed through the national long-term tourism strategy Tourism 2020 to assist tourism operators plan for, respond and adapt to market shocks.*



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