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BUSINESS CONTINUITY PLAN

Introduction

It is an Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) business imperative that the organisation's core functions and critical systems are protected against threats that can cause unacceptable service disruption. This document defines the business continuity and disaster recovery activities that are sub-systems of the organisation's Risk Management strategy.

Business Continuity Planning

The purpose of business continuity planning is to ensure the continuation of the business during and following any critical incident that results in disruption to normal operational capability. Business Continuity Planning is the way an organisation can prepare for and aid in disaster recovery. It is an arrangement agreed upon in advance by management of the steps that will be taken to help the organisation recover should any type of disaster occur.

The Business Continuity Plan must be live and strategies evolved that are adjusted for any potential disasters that would require recovery. This advanced planning can help the organisation minimise the amount of loss and downtime it will sustain while simultaneously creating its best and fastest chance to recover after a disaster.

Business Impact Analysis

Using the same process to establish the risk management plan a business impact analysis has been undertaken to assess the identified risks and impacts in relation to critical activities of the business and to determine basic recovery requirements.

Disaster Recovery Planning

Disaster Recovery is the process an organisation uses to recover access to their functions that are needed to resume the performance of normal, critical business functions after the event of either a natural disaster or a disaster caused by humans. Disaster recovery aims to protect the organisation from the effects of significant negative events. It allows an organisation to maintain or quickly resume mission-critical functions following a disaster.

Disaster types include:

- Power Outage
- Fire Evacuation

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- Extreme Heat – Extreme Cold
- Flood
- Natural Disaster
- Bushfire
- Loss of key personnel

In the event of periods of extreme weather an alert recording is attached to the TeleClock login/logout message to inform all employees of action to be taken in the event of an incident associated with this situation.

It is the responsibility of a residence owner to ensure the premises has a bushfire preparedness plan or sufficient safeguards in place to reduce the risks associated with a bushfire. If an Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employee identifies potential likelihood of risks to safety from a bushfire they are responsible for bringing it to the attention of both the residence owner and management.

Recovery Actions

During the process of business continuity planning recovery activities that are required for the loss of a critical function will be established/reviewed.

Recovery Strategies are how and what to recover with consideration given to the importance of recognising the complexity of the disaster, ensuring coordination of all activities, employing effective communication and acknowledging and building capacity.

An incident recovery contact list will be maintained including all of the organisations/people that will be essential to the recovery of the business. An incident recovery checklist will also be maintained for use post-recovery.

Emergency Procedures

It is the responsibility of the Risk Management sub-committee to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly and that they are appropriate and adequate for the organisations identified needs.

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Critical Business Activities	Preventative/Recovery Actions	Resource Requirements/Outcomes	Recovery Time Objective	Responsibility
Telecommunications	Maintain key contacts list Contact via employee mobiles All Customers and LA's contact details in mobile phone and are up to date Insurance premiums paid up Telstra to organise call forward to designated mobiles New phone system installed Mobile phones to be charged	Coordinator of tasks to ensure timely execution External contacts scheduled to act Insurance account manager verifies status	1 day	Telstra Management Team
Data Management	Ensure IT Service Provider Disaster Recovery Plan exists and is current Ensure sufficient back up levels Maintain level of support	IT Service Provider Disaster Recovery Plan	1 day	Management Team IT Service Provider

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Loss of Key Personnel	Succession plan maintained – incorporating manager backup in the event of departure	Personnel able and willing to perform duties	1 month	Management Team

RECOVERY CONTACTS

Contact Type	Organisation Name	Contact	Title	Phone/Mobile Number
Insurance	Ansvar Insurance Limited	Michael Gordon	Account Executive	8235 6480
Telephone/internet services provider	Telstra	Adam Wright	Account Manager	8241 8555
Bank	Westpac	Peter Kelly	Local Business Banker	0439 896 630
IT Supplier	Comwire IT	Bruno Dissegna	Account Manager	1300 266 947
Accountant	Angela Gregory	Angela Gregory	Accountant	0409 513 481
Lawyer	Johnson-Withers	Timothy Graney	Solicitor	8231 1110
Regulatory body	Disability SA Contracting & Sector Liaison Unit	Kathryn Walsh	Chief Project Officer	8415 4371

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INCIDENT RESPONSE	✓	ACTIONS
Now that the crisis is over have you:	<input type="checkbox"/>	
• refocused efforts towards recovery?	<input type="checkbox"/>	
• deactivated employees and resources as necessary?	<input type="checkbox"/>	
• continued to gather information about the situation as it affects you?	<input type="checkbox"/>	
• assessed your current financial position?	<input type="checkbox"/>	
• reviewed cash requirements to restore operations?	<input type="checkbox"/>	
• contacted your insurance broker/company?	<input type="checkbox"/>	
• developed financial goals and timeframes for recovery?	<input type="checkbox"/>	
• kept employees informed?	<input type="checkbox"/>	
• kept key stakeholders informed?	<input type="checkbox"/>	
• identified information requirements and sourced the information?	<input type="checkbox"/>	
• set priorities and recovery options?	<input type="checkbox"/>	
• captured lessons learnt from your individual, team and business recovery?	<input type="checkbox"/>	

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This document complies with NDIS 2018, standard 2.2 Risk Management and ACIS 2013, section 2.2 Risk Management.

This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Documentation

Documents related to this policy	
Legislation	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)
Related policies	Q245 - Risk Management Policy and Plan
Forms, record keeping or other organisational documents	Q400 – Work Health and Safety Policy