

This document is a live document to be reviewed and updated while in use.

Introduction

It's very important that Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) services continue and are protected against threats that can cause interruption to the way the business runs and the services it provides. The Business Continuity Plan identifies risks and makes sure that services keep going and are not interrupted to ensure the safety and wellbeing of Customers/Clients and employees.

The purpose of this plan is to:

- Provide service and business continuity
- Provide reassurance to Customers/Clients and employees
- Protect more vulnerable Customers/Clients from contracting the Coronavirus

The purpose of this plan is to:

- To make sure that services continue without interruption
- To let Customers/Clients and employees know what we are doing to keep them safe and support them during the Pandemic
- To protect Customers/Clients from contracting Coronavirus

EL/LAAS will take steps to:

- Provide information to our Customers/Clients and employees that is based on government health guidelines
- Be as prepared as possible
- Identify all risks and put in place measures to stop more risks from happening
- Reduce the risk of serious illness and death
- Reduce the spread of the COVID-19 outbreak at our service as much as possible
- Keep services going to Customers/Clients without interruption for as long as possible
- Assist Customers/Clients to resume services as soon as possible

Objectives

EL/LAAS will take steps to:

- Provide timely and accurate information to our Customers/Clients and employees
- Be as prepared as possible
- Identify all risks and put in place risk-management strategies
- Reduce the risk of serious illness and death
- Reduce the emergence/spread of a potential COVID-19 outbreak at our service, to the extent that is possible
- Maintain continuity of Customer/Client support for as long as possible
- Enable Customer/Client support to resume as soon as possible

Service Provider Profile

EL

Number of staff: 371

Number of Customers: 355

Number of service sites: 2

Profile of participants, primary disability:

- Physical
- Intellectual
- Psychosocial
- Acquired Brain Injury
- Neurological
- Sensory
- Restrictive Practices

LAAS

Number of staff: 35

Number of Customers: 17

Number of service sites: 8

Profile of participants, primary disability:

- Intellectual
- Complex Care
- Physical

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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- Restrictive Practices

Reporting

EL/LAAS are required to notify the NDIS Commission of changes to the organisation and its services under sections 13 and 13A of the NDIS (Provider Registration and Practice Standards) Rules 2018.

For the purposes of this plan the changes most likely to occur due to Covid-19 are:

- A change in the number and types of supports or services the provider is registered to provide, including the following:
 - A major increase or decrease in the number of Customers/clients being provided with a support or service;
 - A major increase or decrease in the number of workers providing a support or service on behalf of the provider
- An event that could seriously affect the provider's ability to comply with any of its conditions of registration
- A change that could change the access of a person with disability to the supports or services the provider is registered to provide
- A negative change in the provider's financial ability to provide any of the supports or services the provider is registered to provide
- A major change in the organisation or governance arrangements of the provider

COVID-19 Business Continuity Planning

The purpose of business continuity planning is to make sure the business continues to operate during and after any major incident that results in disruption to the way the business usually operates. A Business Continuity Plan is the way an organisation can prepare for and assist people within the organisation during and after a disaster so that the business can return to normal operations as soon as possible. Management agree to the steps that will be taken to help the organisation recover should any type of disaster occur.

The COVID-19 Business Continuity Plan must be a 'live' document meaning that new information and strategies are being added to it on a regular basis.

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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The strategies will assist the organisation to get through any potential disaster. The COVID-19 Business Plan is being added to daily. The plan is written and agreed upon many weeks or months before a disaster happens and can help the organisation reduce the amount of loss it might experience. The plan also helps an organisation to decide on the best ways to recover quickly after a disaster.

The COVID-19 Business Continuity Plan will be separated into four phases which describe the way the organisation is responding to the disaster and the steps being taken to reduce the risk and it will include the following headings:

1. Preparation and planning - *this phase is when the organisation plans and prepares for dealing with the risks that can happen during a COVID Pandemic*
2. Limiting opportunities for exposure and spread - *this phase is about making plans to limit and reduce the spread of the Coronavirus COVID 19 to our Customers/Clients and employees*
3. Quarantine and enforced locked down - *this phase is about the steps the organisation will take to support Customers/Clients and employees when the Government directs all people in the community to stay at home for a period of time in order to keep themselves safe*
4. Recovery - *this phase is when as per the direction of the Government, the organisation will take steps so that it can return to providing services under usual conditions. Any limits to the service that were put in place during the Pandemic to on the type of service or how often a service was provided will be gradually lifted in line with Government Health directives.*

Please refer to each phase for important information on the steps that are being carried out by EL/LAAS to assist people through each phase of the Pandemic.

Record Keeping

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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A copy of the current COVID-19 Business Continuity Plan will be saved and stored in a file each Friday for as long as the plan is being used.

Notes, minutes, and other materials related to the Covid-19 Business Continuity Plan will be archived in a folder for record keeping purposes. While not specified under NDIS rules, these records will be kept for seven (7) years from creation to facilitate any auditing or requests for information.

LIVE DOCUMENT

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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PHASE ONE – Preparation & Planning

Who is responsible for leading this phase?	<ul style="list-style-type: none"> • CEO & COO • Business Continuity Management Team
Who is responsible for supporting implementation?	<ul style="list-style-type: none"> • Business Continuity Management Team <ul style="list-style-type: none"> ○ Jeremy Mills (EL) ○ Jordon Lee (EL) ○ Meg Walker (LAAS) ○ Bronni Siggs (EL) ○ Belinda Smith (EL) ○ Ryley Johns (EL) ○ Noel Cornwill (EL) ○ Sue Crispe (LAAS) ○ Sophie Wiese (LAAS) ○ Emma Moss (EL) ○ Haydon Ford (EL) • Debra Clark (Board Representative)
What are the key activities?	<ul style="list-style-type: none"> • Put together a Business Continuity Management Team which makes sure every member of the team understands their roles. Include team members that are providing services directly to make sure their views are included and accounted for • The Business Continuity Management Team will meet Monday and Friday at 10am every week • Debra Clark will join Friday meetings as representative of the Board of Management • Senior Management will meet every other day for a 15 minute update on current issues • An Action plan will be created and added to this document, this is a live document and action

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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	<p>plan will be updated on a regular basis with a list of important tasks and dates</p> <ul style="list-style-type: none"> • Complete a full risk assessment which will assist in reducing risk. Organise risk in order and carry out tasks for high risk situations first to prevent harm. • Develop Business Impact Plans to help develop strategies and goals that will help the organisation to recover • Keep up to date with government guidelines and make sure the organisation follows government directives at all times • All members of the management team should review NDIS Quality & Safeguards Commission Coronavirus Information For Providers – 9 March 2020 • The Business Continuity Management Team will keep up to date with the World Health Organisation alerts • Keep Customers/Clients and employees up to date with information that affects them • Planning for risks and reducing risks from occurring to Customers/Clients and employees • Let all stakeholders know about good hygiene practices • Clean the office areas more often
What are the risks?	<ul style="list-style-type: none"> • The organisation is not able to provide support services • Not enough options available to keep services going • Customers/Clients, families and employees are either unable to or are not willing to follow

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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	<p>organisational advice that has been put in place to help keep them safe.</p> <ul style="list-style-type: none"> • Government directives do not support Customer/Client properly
What documentation do we need?	<ul style="list-style-type: none"> • Up-to-date Customer/Client support plans, emergency plans, contact details, medication lists, etc. • List of very important supplies • List of organisations that supply important goods such as medical and protective equipment such as gloves and masks • Business Continuity Log (see end of document) • Business Continuity Action Plan (see end of document)

PHASE ONE – Key Planning Considerations

Participants & Families

Which Customers/Clients are at greater risk?

- Service Managers of EL and LAAS to complete a list of Customers/Clients who are at greater risk from this disaster and should identify Customers/Clients who have:
 - Health needs
 - High physical support needs
 - Cognitive or behavioural issues
 - Mental health issues that may heighten anxiousness
 - A lack of informal supports
- Consult with Service Delivery Team to create a strategy that makes sure that the organisation gives support to those who are at greater risk first to if resources become strained

Continuity of support

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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Continuity of support means making sure that support services continues without interruption

- Make sure that Customer/Client profiles clearly written and easy to understand
- Make sure that Ensure EL/LAAS has permission to share Customer/Client information if a brokerage agreement must be made to ensure services continue without interruption
- Understand when the organisation may not be able to provide services as per normal and what steps need to be taken to make sure that services don't become less frequent or become interrupted
- If the organisation is not able to provide services as frequently or if they become interrupted, a system will be put in place that identifies different levels of risk for Customers/Clients:
 - High Risk– medications catheter care, bowel care, other clinical supports
 - Medium Risk – personal care
 - Low Risk – domestic care and community participation
- Conducting a survey of Customers/Clients to report on the services they receive and what informal supports (partner, siblings, family, friends) that they have available

Communication and reassurance

- The Communications and Engagement officer to gather information to give to Customers/Clients that support their needs during the Pandemic on subjects like hygiene, the outbreak and pandemic, etc.
- Bulk communication to employees and Customers/Clients, their families, carers, guardians, etc, by email, website and Facebook on a regular basis regarding important information about COVID-19 and the actions EL/LAAS are taking to support and prevent harm from happening to Customers/Clients and employees

Our Organisation

Organisational Planning

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
-------	---

Employees that can work from home:

- Finance Manager
- Customer Relations Officer
- Communication and Engagement Officer
- Learning and Development Officer
- Marketing Officer
- Senior Support Coordinator

Employees that will work 14 days on-site 14 days off-site:

- COO
- Quality Assistant
- Services Manager
- People & Culture
- Marketing

Employees that must attend at the Head Office during office hours:

- Service Delivery Officers

Key employees that carry out important tasks which have been selected by the CEO will begin working from home and practicing social distancing/isolation immediately, this includes the Finance Manager and the Customer Relations Officer. Equipment and resources will be made available to support them to work from home.

The IT Support Company (Comwire) will put in place important services to support staff to work from home and will provide IT technical support when needed.

The Finance Manager to report to the CEO about billing and funding as often as required while going through the Pandemic. The CEO to advise if billing needs to be brought up to date.

The CEO to talk with financial advisors as necessary to gain further understanding about the organisation's financial situation and its ability to continue during the Pandemic.

Communication and reassurance

- Employees to complete the mandatory Covid-19 infection control training module

External

Visitors

- In SIL Accommodation sites, visitors will not be allowed unless it is necessary and this decision will be made by senior management and all appropriate infection-control measures will be taken
- At offices, teleconferencing will take place instead of face-to-face meetings
- Visitors to the site will not be allowed into the building for pick-up of any Personal Protective Equipment supplies such as gloves and hand sanitiser and will remain outside where supplies can be collected
- Any visitors will use appropriate hygiene practices for example: using a hand-sanitiser, social distancing. If necessary the Administration Officer may remind visitors to use appropriate hand hygiene or follow social distancing guidelines

Suppliers

Necessary supplies for provision of services:

- PPE in various sizes
- Masks
- Hand sanitiser
- Continence aids

Supplies are ordered on a monthly basis and often the quantity is more than a month's supply to make sure there is enough to keep everyone safe.

The Admin team will talk with suppliers to understand if certain supplies are low or if certain goods cannot be supplied. The Admin team will make sure that supplies are available and services are not disrupted.

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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PHASE TWO – Limiting Opportunities for Exposure & Spread

Who is responsible for leading this phase?	<ul style="list-style-type: none"> • CEO & COO • Business Continuity Management Team
Who is responsible for supporting implementation?	<ul style="list-style-type: none"> • Business Continuity Management Team • Service Delivery Team • Comwire IT • Board Support Officer • Board of Management
When does this phase start?	<ul style="list-style-type: none"> • Increased local spread of the Coronavirus COVID-19 • In line with Government directives • Industry best practice recommendations • When management is concerned that this will have an impact on services
What are the key activities?	<ul style="list-style-type: none"> • Making sure all stakeholders of the organisation carry out appropriate hygiene • Provide more education and communication to Customers/Clients and employees • Reducing exposure to the Coronavirus COVID 19 for key staff and cancelling public and community events reducing the exposure to the virus for vulnerable Customers/Clients • Following public health advice about self-isolation to reduce risk
What are the risks?	<ul style="list-style-type: none"> • Business activities to prevent risk are put in place too late • Customers/Clients, families and employees are either unable to or unwilling to follow organisational guidance to keep them safe

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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	<ul style="list-style-type: none"> • Government directives do not meet the support needs of Customers/Clients • Due to the person’s disability, mental health, stressors and or changes in their routine there may be more behaviours of concern
What documentation do we need?	<ul style="list-style-type: none"> • Operational plan • Up to date Customer/Client support plans emergency plans, contact details, medication lists, etc • List of critical supplies • List of suppliers

PHASE TWO – Key Planning Considerations

Participants & Families

Reducing risk

- LAAS to close Day Options for duration of Phase Two and Phase Three
- SIL Accommodation houses to have staff rosters altered so that staff work at only 2 sites to limit the spread of the Coronavirus COVID-19
- SIL Accommodation houses to plan new activities that limit the spread of infection to other people, for example: outings may take place only where there is minimal contact with other people and all parties must follow the social distancing guidelines
- Follow Government Department of Health advice
- LAAS SIL Accommodation houses will give their grocery shopping lists to other staff members on Basecamp and a single support worker will then do the grocery shopping and drop off supplies at each house

Communication and reassurance

- Provide information where possible in various languages, Easy Read, Plain English and video with diagrams to assist Customers/Clients in

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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understanding COVID-19 and the hygiene measures they can take to protect themselves

- Provide regular updates from the organisation to all Customers/Clients, families, carers, guardians and employees
- Provide regular updates from the organisation to all employees
- Communicate any changes via email, website and Facebook about visitor policies to Customers/Clients and their families, carers, guardians.

Our Organisation

Organisational Planning

- Equipment and support will be provided if operational employees are required to work from home, including computer, phone, software and other systems to manage time and communication
- The CEO, COO and Business Continuity Management Team will meet daily to consider changes of circumstances regarding the outbreak and when to they should be working from home for non-essential staff
- Employee movement between sites will be limited as much as possible while still delivering support services
- CEO will seek expert advice on the financial impact the outbreak may have on EL/LAAS in consultation with the Financial Committee
- SIL Accommodation houses and offices will be cleaned more regularly paying close attention to surfaces that are regularly touched
- Employees working from home will be paid their regular wage. If Operations employees need to take sick leave it is available as per their employment contract and with the CEO's approval they may be to take more time off if required
- Casual employees may be offered sick leave on a case by case basis or may apply for Government social security payments
- Changes to the Policy and Procedures to be made under the heading of "COVID-19 policy adaptations" and this part of the document describe the temporary changes being put in place to limit exposure

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
-------	---

and spread of the Coronavirus and helping to keep services going without interruption

Communication and reassurance

- Ensure all staff undertake mandatory COVID 19 Infection Control training with a half hour reimbursement for time spent
- Comwire IT is putting in place systems for to keep track of and support staff who are working from home
- Microsoft Teams to be implemented to support EL Operational staff working from home, LAAS will continue to use Basecamp

External

Visitors

- Different measures will be looked-into for SIL Customers/Clients on a case by case basis when offering teleconferencing for social interaction with family/carers or friends
- Customers/Clients may suffer from social isolation due to preventative measures, mental health wellbeing practices will be put in place and counselling support made available to assist through this outbreak
- Alternative means to provide social and or community support will be looked-into video conferencing applications such as Skype or zoom
- The Onsite Registered Nurse may conduct assessments as instructed by other health professionals using teleconferencing methods
- If it is very important that all visitors take all steps to ensure their safety when visiting a Customer including: hygiene, wearing personal protective equipment and cleaning surfaces regularly to reduce the risk spreading the Coronavirus and infection

Suppliers

- Our current suppliers are unable to ensure supply and has ceased responding to phone calls and we believe important personal protective equipment and other medical resources are being given to hospitals as priority

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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- Alternative suppliers being researched by administration officer
- Senior Administration officer is making every effort to maintain open and regular communication with suppliers and to keep track of their stocks and note when supplies can be shipped
- To help keep Customers/Clients and employees safe orders have been made on gloves, sanitiser, masks
- Operational employees are advised to keep aware of retailers who may stock essential supplies and purchase them if available, a reimbursement will be made for any supplies purchased
- Please make sure that you leave any delivery of supplies at door or in holding bay area near the training room to reduce direct contact with head office staff in the office

LIVE DOCUMENT

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
--------------	--

PHASE THREE – Quarantine & Enforced Locked Down

Who is responsible for leading this phase?	<ul style="list-style-type: none"> • CEO & COO • Business Continuity Management Team
Who is responsible for supporting implementation?	<ul style="list-style-type: none"> • Business Continuity Management Team • Service Delivery Team • Comwire IT • Board Support Officer • Board of Management
When does this phase start?	<ul style="list-style-type: none"> • Government/public health directive for either local, state, national lockdown/quarantine which means the Government has directed that everyone in the community needs to stay at home as much as possible and only leave the house to go to work (if required) to go shopping, see the doctor and or collect medication. • When the COVID 19 infection happens within the service and or Office • When there has been a major spread of the virus within the community or community groups • When Customers/Clients or employees choose to self-isolate to protect their health and safety
What are the key activities?	<ul style="list-style-type: none"> • Allow services to be provide where possible via video link. For example: providing social support via video teleconferencing or video call/Zoom • Reviewing and updating rosters

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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	<ul style="list-style-type: none"> • Putting in place work based quarantine spaces, and procedures for accommodation homes that keep all Customers/Clients safe during this period • Assisting families/Guardians and Carers when providing support service to Customers in their care • Managing NDIS Quality and Safeguard service provisions
What are the risks?	<ul style="list-style-type: none"> • Customers/Clients physical health and well-being at risk due to: <ul style="list-style-type: none"> ○ Lack of employees available or unfamiliar employees ○ Lack of specialist support/Complex health support ○ The Social impact of quarantine and isolation on Customers/Clients • Potential outbreak at a site this could be the Office, SIL Accommodation home or in a Customer's home that they share with others • Lack of essential supplies to support Customers/Clients
What documentation do we need?	<ul style="list-style-type: none"> • Operational plan • Up to date Customer/Client support plans, emergency plans, contact details, medication lists, etc • Site emergency plan • Lockdown protocols as per Government Directives • List of critical supplies to support Customers/Clients and employees • List of suppliers and stock quantities

PHASE THREE – Key Planning Considerations

Participants & Families

Continuity of support

- Using list developed in Phase One service delivery will prioritise Customers/Clients with the highest needs for whom supports must be provided to make sure they are safe and prevent risk
- The organisation will partner with other organisations to increase the availability of employees to provide services during this time to make sure that services continue with the least amount of disruption to the Customer

Communication and reassurance

- Communication via website, Facebook and bulk email to Customers/Clients will be the preferred method for communication about the lockdown/quarantine and the guidelines that people will need to follow during this period. Text messages and phone calls will also be used were Customers/Clients have a clear preference to NOT receive information via email
- Information guides are expected to be made available by the Government and the NDIA (with accessible versions) which will be distributed to Customers/Clients in their preferred format (i.e. email or mail).

Our Organisation

Organisational Planning

- CEO, COO and Business Continuity Management Team to examine the work that needs to be done during this phase and it may be necessary for some Operational employees to do other tasks that are not part of their usual routine as needed
- CEO, Finance Manager and external experts will be consulted to monitor the impact on EL/LAAS's finances and manage any drops in income due to the outbreak and quarantine

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
-------	---

- The People and Culture Officer should advise the CEO, COO and Business Continuity Management Team about any industrial relations requirements in terms of shifts, breaks, etc and if employees who are well are required to take on additional shifts
- Ensure more workers are rostered on to provide the grocery/medication delivery service to as many Customers/Clients as required while they self-isolate
- Prepare to follow the Reduced Service Capacity scenario procedures if required

Communication and reassurance

- Comwire IT is providing tools to assist and keep track of office employees that are working from home
- Service Delivery moves to working from home with communication and IT support provided by Comwire IT
- EL will use Microsoft Teams for internal communication
- LAAS will use Basecamp for internal communication
- Meetings will be facilitated with Zoom or Teams

External

Visitors

- EL/LAAS operations staff will be in complete lockdown with no external visitors at their personal dwellings, staff should follow all health advice and report if they or any other people that live in the home develop symptoms of Covid-19
- EL/LAAS operations staff may be required to visit Customers/Clients to provide essential services and will follow internal procedures and Government health advice
- SIL Accommodation houses should have no external visitors for duration
- Customers/Clients should follow Government health advice

Suppliers

- Administration will keep stock of essential supplies and personal, protective equipment PPE and advise the Business Continuity Management Team daily of changes in stock
- The Admin team will inform Health and Government agencies (for example DHS, NDIA) of any essential supplies that are urgently needed
- Clinical team to advise on any alternative options that can relieve the supply shortage of important personal protective equipment supplies needed
- Administration to continue to source supplies

Note: Phase 4 will be rolled out when required.

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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Operations Business Continuity Action Plan

Risk Rating: 1 – Extreme, 2 – Significant, 3 – High, 4 – Medium, 5 – Low

Priority Rating: 1 – High, 2 – Medium, 3 – Low

Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
Business Continuity	High (3)	High (1)	Create Covid-19 Business Continuity Plan as a live document	Ryley & Noel	24/03/2020	Phase 1-3 plan complete, Phase 4 plan to be completed as situation stabilises
Recruitment	High (3)	High (1)	Contact Mel Blundel to organise someone to do full time recruitment	Belinda	26/03/2020	In place, inductions for LAAS/new staff beginning
	High (3)	Medium (2)	Revise EL EBA and look at 3-5% pay increase for support workers to retain workforce	Jeremy		On hold, assessing the situation
Office Closure	Medium (4)	Medium (3)	Lock office and put sign on the door. Anyone presenting at the office must ring	Meg/Deb	23/03/2020	Completed

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			admin number for entry			
	Medium (4)	Medium (4)	Change EL Office hours to 7am – 7pm		26/03/2020	Completed
IT Resources	Low (5)	High (1)	LAAS – Set up Zoom Account for undertake face to face meetings by teleconference	Meg	26/03/2020	Completed
	Low (5)	High (1)	Collate IT resource list for LAAS & EL, ensure IT equipment is sufficient to accommodate working from home requirements	Haydon		LAAS Information sent to Haydon, 70% of laptops allocated, finished COB 26/03
	Low (5)	High (1)	Microsoft Teams to be rolled out to EL ops staff to support working from home	Haydon		Waiting on Comwire IT, ETA next week
			Meeting with Bruno to discuss requirements and ensure continuity of IT services	Haydon	23/03/2020	Completed

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
SIL	High (3)	High (1)	Contact Support Coordinator's to commence plan reviews for increased funding due to day options closure	Jess		Client information provided to Brioni to conduct reviews, Gemma clients allocated to SC's
	Significant (2)	High (1)	Approved Activities planner for each SIL house to ensure clients access variety of activities	Leah		In progress
Day Options	Low (5)	Medium (2)	Develop roster for SIL clients to access Day Options building for activities. Roster in cleaning and disinfection of facility	Sophie, Leah		
Training	Significant (2)	High (1)	Email staff link to compulsory COVID-19 training. Staff will be paid 30 minutes to	Emma		LAAS has completed the training.

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			complete this training. Staff rostered on shift can complete during shift			EL: 118, 4 Ops, due COB Tuesday 31/03
	High (3)	High (1)	Conduct clinical training with operations staff. As a fallback measure for essential services. Medication and clinical support training.	Noel		
	High (3)	High (1)	Clinical training for Riverland staff Friday 27/03/20. Medication and clinical support training.	Noel		Noel travelled to Riverland to conduct training
	High (3)	High (1)	Research and online training modules and webinar options for ongoing training during social isolation restrictions	Emma		Training action plan, moving to Zoom for training. CS training for Actus via Zoom

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
	Medium (4)	Medium (2)	Conduct CIMS training for support workers at Waikerie	Sophie, Haydon		Expand to include CIMS templates, reporting, etc
	Medium (4)	Medium (2)	Trial a one on one webinar for clinical training. If successful webinar training to commence for essential training	Noel		
Resources	High (3)	High (1)	Source infrared thermometers so there is sufficient stock for SIL houses and office locations. It will be a requirement that staff take temperature before entering building	Deb/Meg/Bronni/Sue		Ongoing, admin is continuing to source stock, thermometers may be insufficient for taking human temperature
	Extreme (1)	High (1)	Source supply of Masks/Gloves/Sanitiser	Deb/Kelly		Ongoing, order placed for 600+ boxes of Nitrile Rubber gloves

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
	High (3)	Medium (2)	Source staple groceries for SIL houses	Sue	26/03/2020	Complete, houses have basic needs delivered
	High (3)	Medium (2)	EL LA to provide shopping services for customers to limit exposure and allow them to isolate			
	High (3)	High (1)	Submit submission to NDIS to access essential PPE equipment, original email provided to organisations by NDIS	Noel, Deb		
Work Instructions	Low (5)	Medium (2)	Develop work instructions for LAAS Billing	Meg		
	Low (5)	Medium (2)	Develop work instructions for LAAS payroll	Jeremy		
	Low (5)	Medium (2)	Develop work instructions for EL Billing & Payroll	Jordan		

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			List of EL/LAAS stakeholders, and contacts, passwords	Deb, Kelly		Commenced
Post Audit	High (3)	High (1)	Develop and submit post NDIS audit Action plan based on feedback from auditors	Ryley & Noel		Audit action plan developed, draft submitted to auditors, final formatting and review today 30/03
SIL Groceries	Medium (4)	High (1)	Use Basecamp to collect house shopping lists to do a group shop, to limit staff exposure	Sue	Ongoing	In place, M/W/F shopping runs
	Low (5)	High (1)	Speak with Foodland/Coles managers to try to make agreement for access to essential supplies	Sue		
Quality	Medium (4)	High (1)	Create new form for documenting hours	Ryley	26/03/2020	Complete and document

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			and progress while working from home			controlled QF245
	Medium (4)	High (1)	Create new health screening for visitors form to be used at all SIL houses and office sites	Ryley	26/03/2020	Complete and document controlled QF161
	Medium (4)	Medium (2)	Update existing policies and procedures that are being adapted to manage the outbreak with a COVID-19 section explaining changes	Ryley		Ongoing
Communication	High (3)	High (1)	Send survey to customers to determine which customers require high priority services, mail out for non-email Customers	Jamie, Emma, Sue		Jeremy to work with Jamie to get surveys out
	Significant (2)	High (1)	LAAS phonenumber repair, current issues with	NBNco		Submitted complaint to

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			NBN connection affecting office. Interim mobile phone number has been circulated			Commander & Telstra, the ombudsman and the minister for communication
	Medium (4)	High (1)	LAAS and EL websites to go live by Friday and linked with feed from organisations Facebook pages	Jamie		Management doing final check of website before going live. Monday 30/3 to go live
	High (3)	High (1)	Monitor announcements from Government, including webinars, media releases, etc.	Sarah	Ongoing	ongoing
Support	High (3)	Medium (2)	Information regarding mental health support and counselling for workers to be sent out to all staff	Emma, Jamie		Communication action plan in development, researching resources, 1 hour of support

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
						for all stakeholders
Continuity of services	Significant (2)	High (1)	Extra support being sent to the Riverland, additional supports required in the Riverland for SIL houses, day options closure	Bronni, Jeremy		Bronni arrived in Riverland and has commenced support work, Jeremy due to commence shifts over weekend
	Medium (4)	Medium (2)	Develop incentives for staff to attend shifts at complex SIL sites	Sue		
	Medium (4)	High (1)	Create ID cards for operations staff, ensure all staff have ID cards in preparation of potential lockdown	Mia	26/03/2020	ID cards distributed to EL/LAAS operations staff
	High (3)	High (1)	Communication to LA's about getting ID cards to ensure all workers can attend shifts in a potential lockdown	Emma, Jamie		LAAS sent out communication to ensure all staff have ID cards

Q246A COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION						
Item	Risk	Priority	Action	Assigned To	Date Complete	Progress

Operations Business Continuity Log

Date	Phase	Action
16/03/20	Phase One	<ul style="list-style-type: none"> • Contact suppliers and place advance orders • Find alternative suppliers • Management follow government and NDIA updates daily • Business Continuity Management Team to be established • Creation of Covid-19 Business Continuity Plan assigned • Preliminary actions assigned by management pending creation of BCMT
23/03/20	Phase Two	<ul style="list-style-type: none"> • Formulation of initial Business Continuity Plan • Documentation of previous decision making and actions in response to covid-19 • BCMT meeting held • Action plan updated
24/03/20	Phase Two	<ul style="list-style-type: none"> • Tabling of BCP at senior management meeting <ul style="list-style-type: none"> ○ Requested action plan integrated into Covid-19 BCP

Q246A		COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
		<ul style="list-style-type: none"> ○ Addition of log requested ○ Revision of Phase One and Phase Two requested ○ saving BCP as live document requested
24/03/20	Phase Two	<ul style="list-style-type: none"> ● Requested changes to Covid-19 BCP implemented
25/03/20	Phase Two	<ul style="list-style-type: none"> ● Meeting of BCMT ● Action plan updated <ul style="list-style-type: none"> ○ New tasks added ○ Completed tasks marked off ● Input from LAAS to update Covid-19 BCP to reflect their service profile ● Covid-19 adaptations to be added to key policies on intake, services, complex care, training, etc
26/03/20	Phase Two	<ul style="list-style-type: none"> ● Meeting of BCMT with all members using Zoom to test functionality and identify any issues ahead of Phase Three implementation ● Action plan updated <ul style="list-style-type: none"> ○ New tasks added ○ Completed tasks marked off ● Added Governance action plan and log
26/03/20	Phase Two	Added reporting section to introduction of BCP regarding requirements under NDIS (Provider Registration and Practice Standards) Rules 2018
27/03/20	Phase Two	<ul style="list-style-type: none"> ● Meeting of BCMT and representatives of the Board of EL and LAAS using Zoom

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION	
		<ul style="list-style-type: none"> • Board representatives introduced to BCMT and brought up to speed with actions that EL/LAAS is taking • Tasks and progress updated on operations action plan •
30/03/20	Phase Two	<ul style="list-style-type: none"> • Meeting of BCMT, new meeting schedule, full meeting Mon/Fri and shorter catchup/what are you working on meetings Tue/Wed/Thur • Progress updates on Action Plan from whole team

LIVE DOCUMENT

Q246A	COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION
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Governance Business Continuity Action Plan

Risk Rating: 1 – Extreme, 2 – Significant, 3 – High, 4 – Medium, 5 – Low

Priority Rating: 1 – High, 2 – Medium, 3 – Low

Date	Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
26/3/20	6.1	Medium (4)	High (1)	Make reference to the other documents contained within the COVID-19 Business Continuity Plan.	Jeremy Mills		
26/3/20	7.1	Medium (4)	High (1)	Organise a workshop with Aileen Robertson for Thursday, 2/4/2020 at 3.00 – 5.30pm.	Jeremy Mills		
26/3/20	7.3	Medium (4)	High (1)	Prepare advice to the EL Board on the current status of the COVID-19 Business Continuity Plan. Send out with 2/4/20 agenda papers.	Marnie Trebilcock / Jeremy Mills		
26/3/20	7.4	Medium (4)	High (1)	Set up weekly zoom Executive meetings - Thursday (3.00 – 5.30pm) until the Plan has been formalised.	Jeremy Mills	26/3/20	

Q246A		COVID-19 BUSINESS CONTINUITY PLAN PLAIN ENGLISH VERSION					
Date	Item	Risk	Priority	Action	Assigned To	Date Complete	Progress

Governance Business Continuity Log

Date	Phase	Action