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Introduction

It is an Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) business imperative that the organisations 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 organisations Risk Management strategy.

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 disease

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 mitigation 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

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LAAS

Number of staff: 35

Number of Customers: 17

Number of service sites: 8

Profile of participants, primary disability:

- Intellectual
- Complex Care
- Physical
- 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 scale of the provider relating to the supports or services the provider is registered to provide, including the following:
 - A significant increase or decrease in the number of participants being provided with a support or service;
 - A significant increase or decrease in the number of workers providing a support or service on behalf of the provider
- An event that significantly affects the provider's ability to comply with any of the provider's conditions of registration;
- A change that adversely affects access by a person with disability to the supports or services the provider is registered to provide
- An adverse change in the provider's financial capacity to provide any of the supports or services the provider is registered to provide
- A significant change in the organisation or governance arrangements of the provider

COVID-19 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 COVID-19 Business Continuity Plan must be live and strategies evolved that are adjusted for any potential disasters that would require recovery. This advanced planning

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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.

The COVID-19 Business Continuity Plan will be separated into four phases of response to be implemented as the situation evolves and will include:

1. Preparation and planning
2. Limiting opportunities for exposure and spread
3. Quarantine and enforced locked down
4. Recovery

Please refer to the documentation of the corresponding phase for key information on implementing the EL/LAAS response.

Record Keeping

A copy of the current Covid-19 BCP will be archived each Friday for the duration the plan is in effect.

Notes, minutes, and other materials related to the Covid-19 BCP will be archived in a specific 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.

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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 (EL Board Representative) • Pam Davis (LAAS Board Representative)
What are the key activities?	<ul style="list-style-type: none"> • Establish a Business Continuity Management Team with a clear articulation of member roles. Include members from frontline service provision to ensure their perspective is included and accounted for • Business Continuity Management Team will meet Monday and Friday at 10am every week operating under the plan • Debra Clark and Pam Davis will join Friday meetings as representatives of the respective Boards of Management • Senior Management will meet every other day for a 15 minute update on current issues • Action plan created and added to this document, this is a live document and action plan will be updated on an ongoing basis with assigned tasks and dates • Undertake comprehensive risk assessment which will assist in mitigating risk and understanding priority for risk management actions. • Develop Business Impact Plans to assist in identifying strategic priorities and assist in preparing for effective recovery • Monitor and comply with government directives • All members of the management team should review NDIS Quality & Safeguards Commission Coronavirus Information For Providers – 9 March 2020

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	<ul style="list-style-type: none"> Monitor World Health Organisation alerts Keep Customers/Clients and employees informed with regular updates on information that affects them Contingency planning Increase hygiene awareness Increase cleaning frequency
What are the risks?	<ul style="list-style-type: none"> Inability to provide support services Limited contingency options available Lack of compliance from Customers/Clients, families and employees (due to capacity or willingness) Government directives do not adequately support Customer/Client population
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 critical supplies List of suppliers Business Continuity Log (see end of document) Business Continuity Action Plan (see end of document)

PHASE ONE – Key Planning Considerations

Participants & Families

Which Participants are at heightened risk?

- Service Managers for EL and LAAS to complete a list of Customers/Clients who have higher risk from this disaster, 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 to prioritise support provision if resources become strained

Continuity of support

- Ensure Customer/Client profiles are simple, succinct and clear
- Ensure EL/LAAS has permission to share Customer/Client information if a brokerage agreement must be made to ensure services are maintained
- Examine trigger point for a reduced service capacity scenario
- In a reduced service capacity scenario, a service priority metric will be applied to Customers/Clients:

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- High – medications catheter care, bowel care, other clinical supports
- Medium – personal care
- Low – domestic care and community participation
- Conducting a survey of Customers/Clients to report on the services they receive and what informal supports they have available

Communication and reassurance

- Communications and Engagement officer to gather materials for disseminating information to Customers/Clients that support their communication needs on subjects like hygiene, the outbreak and pandemic, etc.
- Mass communication to employees and Customers/Clients, their families, carers, guardians, etc, by email to facilitate timely and scale efficient dissemination of information regarding covid-19 and the actions EL/LAAS is taking in response

Our Organisation

Organisational Planning

Employees that can work from home:

- Finance Manager
- Customer Relations Officer
- Communication and Engagement 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 remain on-site:

- Service Delivery Officers
-

Key employees that perform critical functions as identified 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 their transition.

Engage IT Support Company (Comwire) to identify mechanics of having operational staff work from home and implement any systems recommended.

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Finance Manager to advise CEO of current financial position in regard to billing and funds on hand for managing this disaster, CEO to advise if billing needs to be brought up to date.

CEO to consult with external financial advisors as necessary for a broader understanding of organisational financial capacity.

Communication and reassurance

- Employees to undertake the Covid-19 infection control training module

External**Visitors**

- In SIL visitors will be restricted unless deemed necessary by senior management and all appropriate infection control measures will be taken
- At offices, teleconferencing will take preference over face to face for any external meetings
- Visitors to the site will not be allowed into the building for pick up of any PPE supplies and will remain outside while supplies are collected and delivered
- Any visitors will take appropriate hygiene measures, hand sanitiser, social distancing, etc, to be monitored by the Administration Officer

Suppliers**Necessary supplies for provision of services:**

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

Supplies are ordered monthly, with usually excess of a month's supply on hand. Consult with suppliers to understand supply constraints and measures they are putting in place to ensure supplies are available and services are not disrupted.

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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 • Deb Clark • Board of Management
When does this phase start?	<ul style="list-style-type: none"> • Increased local transmission • Government directives • Industry best practice recommendations • Concern from management that rapid escalation with the service is likely
What are the key activities?	<ul style="list-style-type: none"> • Increased focus on hygiene activities • Increased education and communication • Limiting exposure for key staff and reconsidering any public or community events • Limiting exposure for vulnerable Customers/Clients • Following public health recommendations regarding self-isolation based on risk factors
What are the risks?	<ul style="list-style-type: none"> • Measures are implemented too late • Lack of compliance from Customers/Clients, families and employees (due to capacity or willingness) • Government directives do not adequately support Customers/Clients • Increased behaviours of concern due to changes in routine
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

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- SIL houses to have staff rosters altered to have staff work at no more than two sites to limit potential for transmission
- SIL houses to implement new activities that limit exposure to other people, outings may take place only where limited to no exposure to other people may occur and proper social distancing may be followed (e.g. nature outings)
- Follow Government and Department of Health advice
- LAAS SIL houses will submit their grocery shopping lists over Basecamp and a single support worker will then do the grocery shopping and drop off supplies at each house

Communication and reassurance

- Information is available in multiple languages, Easy Read and video with diagrams to assist Customers/Clients in understanding covid-19 and the hygiene measures they can take to protect themselves
- Regular updates from the organisation sent to all Customers/Clients, families, carers, guardians.
- Regular updates from the organisation sent to all employees
- Communicate changes to 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 consult daily to consider changes of circumstances regarding the outbreak and when to implement working from home for non-essential staff
- Employee movement between sites will be limited as practical while still delivering supports
- CEO will seek expert advice on the financial impact the outbreak may have on EL/LAAS in consultation with the Financial Committee
- Increase cleaning frequency in office facilities and SIL houses, targeting surfaces that are regularly touched with chemical sanitisers
- 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 COE approval may be allowed to go into negative balance
- Casual employees may be offered sick leave on a case by case basis or may draw upon Government social security payments
- Adaptions to Policy and Procedures to be made under the heading of "covid-19 adaptions" which describe the temporary changes being put in place to limit exposure and spread while preserving business continuity

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Communication and reassurance

- Ensure all staff undertake NDIS training modules on Covid-19 with a half hour reimbursement for time spent
- Comwire IT is implementing systems for the monitoring and support of working from home
- Microsoft Teams to be implemented to support EL operational staff working from home, LAAS will continue to use Basecamp

External

Visitors

- Alternative measures will be examined for SIL Customers/Clients on a case by case basis for implementing 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 support social or community participation will be examined using skype or zoom
- Onsite Registered Nurse may conduct assessments as instructed by other health professionals using teleconferencing
- If it is essential to have a visitor then all steps must be taken including personal hygiene, awareness, PPE and cleaning to reduce risks of any transmission

Suppliers

- Our current suppliers are unable to ensure supply continuity, has ceased responding to phone calls, resources likely being allocated to hospitals as priority
- Alternative suppliers being researched by administration officer
- Administration officer attempting to maintain open and regular communication with suppliers and alternative suppliers to understand their capacity to provide essential equipment
- Advance orders have been made on gloves, sanitiser, masks
- Operational employees advised to keep aware of retailers who may stock essential suppliers and purchase them if available, reimbursement will be made for any supplies acquired
- Leave deliveries at door or in holding bay area to reduce direct contact

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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 • Infection within the service • Significant spread within similar community groups • Participants or staff choosing to self-isolate
What are the key activities?	<ul style="list-style-type: none"> • Enabling remote service provision • Reviewing and updating rosters • Establishing designated quarantine spaces, and processes (where required for accommodation settings) • Developing capacity of families to support service provision • Managing NDIS Quality and Safeguard 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 ○ Social impact of quarantine and isolation measures • Potential outbreak at a site • Lack of essential supplies
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 protocol • List of critical supplies • List of suppliers

PHASE THREE – Key Planning Considerations

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Participants & Families

Continuity of support

- Using list developed in Phase One service delivery will prioritise Customers/Clients with the highest needs for whom supports are crucial
- Brokerage arrangements will be entered into with partner organisations to bolster the availability of employees to provide services

Communication and reassurance

- Facebook/email to Customers/Clients will be the preferred method for communication about the lockdown/quarantine, however 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

Our Organisation

Organisational Planning

- CEO, COO and Business Continuity Management Team to examine the work that needs to be conducted during this phase and reassign operational employees to other tasks as needed
- CEO, Finance Manager and external experts will be consulted to monitor the impact on EL/LAAS's finances and manage any revenue drops due to the outbreak
- People and Culture should advise the CEO, COO and Business Continuity Management Team about industrial relations requirements in terms of shifts, breaks, etc. if employees who are well are required to take on additional shifts
- Prepare for expansion of grocery delivery service options to be adopted more widely as Customers/Clients isolate
- Prepare to follow the Reduced Service Capacity scenario procedures if required

Communication and reassurance

- Comwire IT is implementing tools for enabling and monitoring work done offsite by employees working from home
- Service Delivery moves to working from home with communication and IT support facilitated by Comwire IT
- EL will use Microsoft Teams
- LAAS will use Basecamp
- Meetings will be facilitated with Zoom
- Meetings will be facilitated with Zoom or Teams

External

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- EL/LAAS operations staff will be in complete lockdown with no external visitors at their personal dwellings, staff should follow all health advice and self report if themselves or any other occupants 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 houses should have no external visitors for duration
- Customers/Clients should follow Government health advice

Suppliers

- Administration will keep stock of essential supplies and PPE and advise the Business Continuity Management Team daily of changes in stock
- Register need for essential supplies and PPE with Health and Government agencies (e.g. DHS, NDIA, etc.)
- Clinical to advise on any alternative options that can relieve the supply shortage
- Administration to continue to source supplies

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PHASE FOUR – RECOVERY

Who is responsible for leading this phase?	
Who is responsible for supporting implementation?	
What are the key activities?	
What are the risks?	
What documentation do we need?	

PHASE FOUR – Key Planning Considerations

Participants & Families

Which Participants are at heightened risk?

Continuity of support

Communication and reassurance

Our Organisation

Organisational Planning

Communication and reassurance

External

Visitors

Supplier

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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	6/04/2020	Payrate change implemented
Office Closure	Medium (4)	Medium (3)	Lock office and put sign on the door. Anyone presenting at the office must ring admin number for entry	Meg/Deb	23/03/2020	Completed
	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		80% of all computer equipment assigned and tracked. Phones not complete yet due to changes for working from home.

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
	Low (5)	High (1)	Microsoft Teams to be rolled out to EL ops staff to support working from home	Haydon	30/03/2020	Teams has been deployed, training conducted, support ongoing, transition occurring
			Meeting with Bruno to discuss requirements and ensure continuity of IT services	Haydon	23/03/2020	Completed
	Medium (2)	High (1)	Docusign to be implemented to allow customer/client intake documents to be processed by the customer with remote support by CRO	Haydon		Customer intake documents added to docusign, feedback, testing and training ongoing
SIL	High (3)	High (1)	Contact Support Coordinator's to commence plan reviews for increased funding due to day options closure	Jess	3/04/2020	Completed for all LAAS Clients
	Significant (2)	High (1)	Approved Activities planner for each SIL house to ensure clients access variety of activities	Leah	31/03/2020	Completed, all SIL houses have activity plan in place
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	31/03/2020	Complete, roster in place. Facility in use, houses utilising program
Training	Significant (2)	High (1)	Email staff link to compulsory COVID-19 training. Staff will be paid 30 minutes to	Emma		LAAS has completed.

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			complete this training. Staff rostered on shift can complete during shift			EL is still collating returned certificates, urgent remind to be sent, training mandatory for new employees
	High (3)	High (1)	Conduct clinical training with operations staff. As a fallback measure for essential services. Medication and clinical support training.	Noel		LAAS admin staff have completed, 50% of EL staff complete, eta cob 17/04/2020
	High (3)	High (1)	Clinical training for riverland staff Friday 27/03/20. Medication and clinical support training.	Noel	27/03/2020	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 created, zoom has been tested for group training, opentut is being studied for deployment as online training platform
	Medium (4)	Medium (2)	Conduct CIMS training for support workers at Waikerie	Sophie, Haydon	8/04/2020	Expand to include CIMS templates, reporting, etc
	Medium (4)	Medium (2)	Trial a one on one webinar for clinical training. If successful	Noel		Clinical online training package is underdevelopment

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			webinar training to commence for essential training			and almost complete, currently assessing additional resources
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	24/04/2020	A number of thermometers have been sourced for EL and LAAS and will be used where they have been assigned, additional purchases put on hold as situation is lightening
	Extreme (1)	High (1)	Source supply of Masks/Gloves/Sanitiser	Deb/Kelly	Ongoing, back orders in place	Ongoing, gloves and masks sourced and suitable stock is on hand. Back orders placed with suppliers to maintain stock levels. LAAS has sourced additional stocks of hand gel – 15/04 Supplies currently adequate, ordering to maintain current levels – 24/04

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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	Sarah	30/03/2020	Ongoing, four customers so far have taken up service, using team LAs, expected to grow
	High (3)	High (1)	Submit submission to NDIS to access essential PPE equipment, original email provided to organisations by NDIS	Noel, Deb	3/04/2020	Not currently eligible under NDIS requirements, maintaining awareness of changes to requirements
Work Instructions	Low (5)	Medium (2)	Develop work instructions for LAAS Billing	Meg		Instructions under development, adding additional sections that deal with variables and changes
	Low (5)	Medium (2)	Develop work instructions for LAAS payroll	Jeremy		Instructions under development
	Low (5)	Medium (2)	Develop work instructions for EL Billing & Payroll	Jordan		Instructions under development
	Low (5)	Low (3)	List of EL/LAAS stakeholders, and contacts, passwords	Deb, Kelly	9/04/2020	Completed

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
Post Audit	High (3)	High (1)	Develop and submit post NDIS audit Action plan based on feedback from auditors	Ryley & Noel	3/04/2020	Audit action plan developed, draft submitted to auditors, final formatting and review today 30/03 Final report due today 3/4/20
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, supply shortages have ended currently
	Low (5)	High (1)	Speak with Foodland/Coles managers to try to make agreement for access to essential supplies	Sue	9/04/2020	Issue has become less urgent as supplies are regularly available, no longer required
Quality	Medium (4)	High (1)	Create new form for documenting hours and progress while working from home	Ryley	26/03/2020	Complete and document 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		Q319, Q262, Q303, Q309. Draft of Covid-19 Service procedures waiting

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
						for feedback from stakeholders
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	9/04/2020	Jeremy to work with Jamie to get surveys out, limited responses from customers
	High (3)	High (1)	Send second survey to customers to determine recipients of high priority services. Review messaging before sending to ensure clarity and improve return rate	Jamie, Emma, Sue		Begin ASAP
	Significant (2)	High (1)	LAAS phonenumber repair, current issues with NBN connection affecting office. Interim mobile phone number has been circulated	NBNco		Submitted complaint to Commander & Telstra, the ombudsman and the minister for communication. Repair person booked then cancelled due to virus, no onsite repairs occurring
	Medium (4)	High (1)	LAAS and EL websites to go live by Friday and linked with feed from organisations facebook pages	Jamie	1/04/2020	Websites have gone live, minor adjustments to be made

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
	Low (5)	High (1)	Grant Jamie access to LAAS Facebook page for posting communications across both organisations	Sophie	17/04/2020	Completed
	High (3)	High (1)	Monitor announcements from Government, including webinars, media releases, etc.	Sarah	Ongoing	ongoing
	Low (1)	Medium (2)	Coffee Club to be conducted via Zoom with customers, trial and gather feedback	Emma		
	Medium (2)	Medium (2)	Update EL and LAAS websites about Zoom/Telephone social support services	Jamie		
Support	High (3)	Medium (2)	Information regarding mental health support and counselling for workers to be sent out to all staff	Emma, Jamie	3/04/2020	Communication action plan in development, researching resources, 1 hour of support for all stakeholders
	Low (5)	High (1)	Provide social supports to customers/client via zoom or telephone to maintain relationships and alleviate social isolation	Sarah	9/04/2020	Social supports via Zoom/Telephone and have been well received, 60 hours of support in past week
Continuity of services	Significant (2)	High (1)	Extra support being sent to the riverland, additional supports required in the riverland for	Bronni, Jeremy	27/03/2020	Bronni arrived in riverland and has commenced support work, Jeremy due to

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Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
			SIL houses, day options closure			commence shifts over weekend
	Medium (4)	Medium (2)	Develop incentives for staff to attend shifts at complex SIL sites	Sue		Incentives being developed, ongoing
	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	3/04/2020	LAAS sent out communication to ensure all staff have ID cards

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

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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 ○ 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 adaption 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	
		<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
1/04/20	Phase Two	<ul style="list-style-type: none"> • Q319, Q303, Q262 updated with Covid-19 Policy Adaptions • Added additional content and tasks for Governance
3/04/20	Phase Two	<ul style="list-style-type: none"> • BCMT meeting with representatives of the EL and LAAS Boards to discuss action plan items, progress, changes in government policy and any new issues • Action plan updated with progress and completion of tasks •
9/04/2020	Phase Two	<ul style="list-style-type: none"> • Meeting of BCMT and representatives of the Board of EL and LAAS • Update on current situation in South Australia and with Australian Government • Current tasks and priorities of EL and LAAS members discussed • Operations Action plan updated to reflect current progress • New tasks added to operations action plan
24/04/2020	Phase Two	<ul style="list-style-type: none"> • BCMT meeting with Pam representing Board of LAAS • Update on current action plan items and progress • Action plan updated to document progress and completion of tasks • Situation stabilising with reductions in new cases locally and supplies of essentials and PPE becoming more available • Currently no requests from recruitment from services, service capacity being maintained
		<ul style="list-style-type: none"> •

Q246A

COVID-19 BUSINESS CONTINUITY PLAN

LIVE DOCUMENT

Q246A	COVID-19 BUSINESS CONTINUITY PLAN
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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
Enhanced Lifestyles							
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, 3/4/2020 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 (4:00 – 5:00pm) until the Plan has been formalised.	Jeremy Mills	26/3/20	
1/04/20		Low (5)		Workshop with Jeremy about how to communicate requirements and expectations to deputies	Jeremy Mills / Sharon Walker		

Q246A		COVID-19 BUSINESS CONTINUITY PLAN					
Date	Item	Risk	Priority	Action	Assigned To	Date Complete	Progress
1/04/20		Low (5)		Examine how to attract highly skilled board members, compensation requirements and relation to governance structure	Jeremy Mills / Sharon Walker / Finance Committee		
1/04/20		Low (5)		Examine how to foster a positive and collaborative environment between professional and volunteer board members	Jeremy Mills / Sharon Walker		
1/04/20		Low (5)		Examine how to recruit professional highly skilled board members and identify any potential conflicts of interest that could arise	Jeremy Mills / Sharon Walker		
Lifestyle Assistance and Accommodation Service							

Governance Business Continuity Log

Date	Phase	Action
26/03/20	Phase Two	<ul style="list-style-type: none"> Added Governance Business Continuity Action plan and tasks
1/04/20	Phase Two	<ul style="list-style-type: none"> Added additional tasks to Governance action plan

Q246A	COVID-19 BUSINESS CONTINUITY PLAN	
		<ul style="list-style-type: none"> • Added Governance section to BCP • Divided Action plan into Enhanced Lifestyles and LAAS sections