

Business Continuity, Emergency and Disaster Preparedness Management Plan

1. Introduction

1.1 Purpose

The purpose of this Business Continuity, Emergency and Disaster Preparedness Management Plan is to ensure the continuation of business during and following any critical incident that results in disruption to normal operational capability.

1.2 Developing a Business Continuity, Emergency and Disaster Preparedness Management Plan

This Business Continuity, Emergency and Disaster Preparedness Management Plan incorporates the Prevention, Preparedness, Response and Recovery (PPRR) framework. Each of the four key elements is represented by a part in the Business Continuity, Emergency and Disaster Preparedness Management Planning Process.



(a) **Prevention-** Risk Management Planning

Incorporates the Prevention element that identifies and manages the likelihood and/or effects of risk associated with an incident.

(b) **Preparedness-** Business Impact Analysis

Incorporates the Preparedness element that identifies and prioritises the key activities of a business that may be adversely affected by any disruptions.

(c) **Response-** Incident Response Planning

Incorporates the Response element and outlines immediate actions taken to respond to an incident in terms of containment, control and minimising impacts.

(d) **Recovery-** Recovery Planning

Incorporates the Recovery element that outlines actions taken to recover from an incident in order to minimise disruption and recovery times.

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 1
Approval Date: December 2024	Review Date: December 2026	Version: 1

1.3 Distribution List

This Business Continuity, Emergency and Disaster Preparedness Management Plan is to be distributed to, and implemented by, the following:

(a) **Principal**

Lenka Boorer

info@inclusivesupports.com.au

(b) **Secretary**

Mary (Catherine) Grealy

secretary@inclusivesupport.com.au

(c) **General Manager**

Kathy Harris

kathy@inclusivesupports.com.au

1.4 References and related documents

The below mentioned are either referenced in, or related to, this Business Continuity, Emergency and Disaster Preparedness Management Plan:

- (a) Risk Management Policy;
- (b) Risk Register;
- (c) Work Health and Safety Policy;
- (d) COVID-19 Pandemic Management Policy;
- (e) Human Resources Management Policy; and
- (f) a cloud based storage system.

1.5 Emergency Kit

(a) **Inclusions**

The Centre for Inclusive Supports Emergency Kit includes:

- (1) this Business Continuity, Emergency and Disaster Preparedness Management Plan;
- (2) all Centre for Inclusive Supports Policies and Procedures;
- (3) relevant Centre for Inclusive Supports insurance details;
- (4) all Centre for Inclusive Supports key financial information; and
- (5) all Centre for Inclusive Supports Client records.

(b) **Location**

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 2
Approval Date: December 2024	Review Date: December 2026	Version: 1

The Centre for Inclusive Supports Emergency Kit is:

- (1) located at usual residences of Personnel mentioned in the Distribution List; and
- (2) stored electronically on a cloud based storage system.

2. Objectives

- (a) The main objectives of this Business Continuity, Emergency and Disaster Preparedness Management Plan are to:
 - (1) undertake risk management assessments;
 - (2) define and prioritise critical business functions;
 - (3) detail immediate responses to critical incidents; and
 - (4) detail strategies and actions to be taken to enable business continuation.
- (b) This Business Continuity, Emergency and Disaster Preparedness Management Plan should be regularly reviewed and updated as required to ensure main objectives are met.

3. Definitions

In this Business Continuity, Emergency and Disaster Preparedness Management Plan:

Centre for Inclusive Supports means Centre for Inclusive Supports Inc. ABN 13 517 649 640.

Business Continuity, Emergency and Disaster Preparedness Management Planning means a process that helps develop a plan document to manage the risks to a business, ensuring that it can operate to the extent required in the event of a crisis/disaster.

Client means a client of Centre for Inclusive Supports (including an NDIS Participant).

Key Management Personnel means Lenka Boorer, Kylie Power, Mary (Catherine) Grealy, David Byrne, Kathy Harris. and other key management personnel involved in Centre for Inclusive Supports from time to time.

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by Centre for Inclusive Supports.

Policy Register means the register of policies of Centre for Inclusive Supports.

Principal means Lenka Boorer.

Reasonably Practicable is that which is, or was at a particular time, reasonably able to be done in relation to ensuring workplace health and safety, taking into account and weighing up all relevant matters including:

- (a) the likelihood of the hazard or the risk concerned occurring; and
- (b) the degree of harm that might result from the hazard or the risk; and
- (c) what the person concerned knows, or ought reasonably to know, about:
 - (1) the hazard or the risk; and

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 3
Approval Date: December 2024	Review Date: December 2026	Version: 1

- (2) ways of eliminating or minimising the risk; and
- (d) the availability and suitability of ways to eliminate or minimise the risk; and
- (e) After assessment, the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

Risk Management is a process whereby hazards are identified, the risks associated with the identified hazard are assessed and the control measures which will eliminate or minimise the risk of injury from the identified hazard are planned and implemented.

Worker means a permanent, fixed term or casual member of staff, a contractor or volunteer employed or otherwise engaged by Centre for Inclusive Supports and includes the Principal.

4. Risk Management Planning

4.1 Service Listing

- (a) NDIS services are provided and quoted in accordance with the NDIS Price Guide.
- (b) Other services provided by Centre for Inclusive Supports are quoted based on the nature and scope of services provided to the Client.

4.2 Risk Register

Refer to the Centre for Inclusive Supports Risk Register which identifies the risks and hazards that identifies and analyses the risks and hazards that may have an adverse effect on the business and chooses the best method of dealing with each of those identified risks, as well as other potential controls.

4.3 Insurances

Certificates of Currency included in the Emergency Kit.

4.4 Data security and backup strategy

Refer to the Risk Register.

4.5 Critical Business Risk Analysis

Refer to the below Critical Business Risk Analysis table when planning for risks that may affect critical business activities.

5. Critical Business Risk Analysis

Rank	Critical business areas	Impact if failed	Current protection strategies
1	Key Personnel risk	The Principal and Key Management Personnel are critical to the business's success and delivery of services and supports. Revenue and service delivery may suffer if the Principal is unavailable to provide	The board to determine the person(s) to take responsibility for the operation of the business in accordance with Delegation of Authority

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 4
Approval Date: December 2024	Review Date: December 2026	Version: 1

Rank	Critical business areas	Impact if failed	Current protection strategies
		services due to unplanned absence.	
2	Fire, flood, theft, pandemic (for example, COVID-19) or other business interruption)	Inability to provide supports and services to Clients	<p>Relevant insurances maintained.</p> <p>Alternative workplaces/accommodation will be sourced and used while damage is being repaired including arrangements to be made with alternative providers in the area to take Clients into their care.</p> <p>Evacuation Procedures and Emergency and Disaster Preparedness Policy in the event of an emergency.</p>
3	Worker impairment or absence	Ability to provide continuity of supports	<p>In the event of any unavoidable changes to support provision, for example, due to worker impairment or absence (due to planned and unplanned leave), the following Steps will apply will apply:</p> <p>Step 1: attempt to find a suitably qualified and/or experienced Worker at Centre for Inclusive Supports to fill in on a temporary basis to provide support to the Client while their regular Worker is absent.</p> <p>Step 2 (should Step 1 be or become unworkable or extend for more than a few weeks):</p> <ul style="list-style-type: none"> (a) engage an external agency (such as Drake or Mable) or source from the professional network of Lenka Boorer to provide short term worker assistance or otherwise recruit for the role. (b) Ensure that inductions of these workers occur in accordance with the Staff Induction Checklist and otherwise ensure they have the appropriate competencies to deliver the appropriate services and supports in accordance with the expectations of the NDIS Practice Standards. <p>Step 3: (should the impairment or unplanned absence become permanent)</p> <ul style="list-style-type: none"> (a) Recruit a new worker to act in the role. (b) Where changes or interruptions are unavoidable, all alternative arrangements are explained and agreed with the Client.

Rank	Critical business areas	Impact if failed	Current protection strategies
4	Data breach	Loss of client records and breaches of confidentiality and privacy	Electronic client records are kept in the business's secure cloud based storage system. Hard-copy organisational, operational, financial and business documents kept in the filing cabinet kept at the Principal's residence. Copy of key documents kept with accountants. Electronic operational, financial and business documents kept in cloud based storage systems.
5	COVID-19	Infection of Workers and Clients. Inability to provide supports and services to Clients	Please see Risk Register, COVID-19 Pandemic Management Policy and Emergency and Disaster Preparedness Policy

6. Incident Response Plan

6.1 Emergency Procedures

(a) Ambulance

- (1) Use nearest phone to dial EMERGENCY ASSISTANCE 000, and
 - (A) ask for AMBULANCE ASSISTANCE;
 - (B) state ADDRESS;
 - (C) state CALL BACK NUMBER – 0400 332 532 or an alternate phone;
 - (D) state PATIENT SYMPTOMS e.g. chest pain;
 - (E) advise of PATIENT STATE e.g. state of consciousness; and
 - (F) provide Patient's NAME and DATE OF BIRTH.
- (2) Await Emergency Assistance to arrive.

(b) Bomb Threat via Received Phone Call

- (1) DO NOT HANG UP THE PHONE CALL.
- (2) Remain calm.
- (3) Keep the caller talking and try to gain as much information as possible.
- (4) If possible,
 - (A) record the Phone Call;
 - (B) alert another staff member to evacuate all Personnel and Clients from building; and

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 6
Approval Date: December 2024	Review Date: December 2026	Version: 1

- (C) use another nearby phone to dial EMERGENCY ASSISTANCE 000:
 - (i) ask for POLICE AND FIRE ASSISTANCE;
 - (ii) state ADDRESS;
 - (iii) state CALL BACK NUMBER – 0400 332 532 or an alternate number;
 - (iv) state you are receiving an active BOMB THREAT; and
 - (v) follow any emergency instructions given during the 000 call.
- (5) Following Bomb Threat Phone Call:
 - (A) Evacuate all Personnel and Clients from building;
 - (B) DO NOT REENTER; and
 - (C) Await Emergency Assistance to arrive.
- (c) **Fire**
 - (1) Alert all building occupants to prepare for evacuation.
 - (2) Use nearest phone to dial EMERGENCY ASSISTANCE 000, and:
 - (A) ask for FIRE ASSISTANCE;
 - (B) state ADDRESS;
 - (C) state CALL BACK NUMBER – 0400 332 532 or an alternate number;
 - (D) state there is a building fire; and
 - (E) follow any emergency instructions given during 000 call.
 - (3) Account for all Personnel and Clients.
 - (4) Attempt to extinguish fire with extinguisher equipment:
 - (A) ONLY if safe to do so; and
 - (B) ONLY using extinguisher canister type applicable to fire type.
 - (5) Evacuate from building:
 - (A) ensure all Personnel have evacuated building;
 - (B) close all windows and doors; and
 - (C) DO NOT REENTER.
 - (6) Await Emergency Assistance to arrive.
- (d) **Armed Robbery**
 - (1) Remain calm.
 - (2) Listen to the robber for any information or instruction.

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 7
Approval Date: December 2024	Review Date: December 2026	Version: 1

- (3) Ensure all Personnel follow instructions the robber gives, and nothing more.
- (4) Stay out of danger. DO NOT BE A HERO.
- (5) If safe,
 - (A) use a mobile phone to notify emergency assistance, by:
 - (i) ensuring phone is disconnected from any speakers;
 - (ii) moving phone out robber's sight and hearing; and
 - (iii) dialling EMERGENCY ASSISTANCE 000.
 - (B) alert another staff member; and
 - (C) observe any details of the robbery, including escape route and vehicle.
- (6) Do not touch anything the robber may have handled.
- (7) Evacuate all Personnel and Clients from the building.
 - (A) Account for all Personnel and Clients.
 - (B) Make clear notes about the robber's appearance, age, accent, mannerism, height, jewellery, clothing etc.
- (8) Await Emergency Assistance.

Approved By: The Board of Centre for Inclusive Supports Inc.		Page: 8
Approval Date: December 2024	Review Date: December 2026	Version: 1

7. Immediate Response Checklist

Incident Response	Check	Actions taken
Have you:	<input type="checkbox"/>	
• assessed the severity of the incident?	<input type="checkbox"/>	
• evacuated the site if necessary?	<input type="checkbox"/>	
• accounted for everyone?	<input type="checkbox"/>	
• identified any injuries to persons?	<input type="checkbox"/>	
• contacted Emergency Services?	<input type="checkbox"/>	
• implemented your Incident Response Plan?	<input type="checkbox"/>	
• started an Event Log?	<input type="checkbox"/>	
• gained more information as a priority?	<input type="checkbox"/>	
• briefed Workers on the incident?	<input type="checkbox"/>	
• allocated specific roles and responsibilities?	<input type="checkbox"/>	
• identified any damage?	<input type="checkbox"/>	
• identified critical activities that have been disrupted?	<input type="checkbox"/>	
• kept staff and Clients informed?	<input type="checkbox"/>	
• contacted key stakeholders?	<input type="checkbox"/>	
• understood and complied with any regulatory/compliance requirements?	<input type="checkbox"/>	
• Notified NDIS Commission?	<input type="checkbox"/>	

8. Event Log

Use the Event Log to record information, decision and actions in the period immediately following the critical event or incident.

Date	Time	Information / Decisions / Actions	Initials

9. Recovery

9.1 Recovery Checklist

Decisions	Check	Actions
Now that the crisis is over have you:	<input type="checkbox"/>	
• refocused efforts towards recovery?	<input type="checkbox"/>	
• deactivated Workers 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 staff 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"/>	
• updated the Recovery Plan?	<input type="checkbox"/>	
• captured lessons learnt from your individual, team and business recovery?	<input type="checkbox"/>	