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**BUSINESS CONTINUITY**

**& EMERGENCY RESPONSE PLAN**

**Version 1**

**Created in May 2020**

Table of Contents

[Section 1 4](#_Toc39244729)

[Business Continuity Plan 4](#_Toc39244730)

[The Crisis Response Team 4](#_Toc39244731)

[Terms of Reference of the Crisis Response Committee 4](#_Toc39244732)

[Scope 4](#_Toc39244733)

[Committee Members 4](#_Toc39244734)

[Identification of Threats and Potential Crisis Events 4](#_Toc39244735)

[Changes to Local, State or Federal Government Directives or New Legislation in Respect to Crisis Events 5](#_Toc39244736)

[Authority, Decision Making and Delegation 5](#_Toc39244737)

[Press Releases and Internal and External Communications 5](#_Toc39244738)

[Critical Functions 5](#_Toc39244739)

[Health and Safety 6](#_Toc39244740)

[Training 6](#_Toc39244741)

[Monitoring and Review 6](#_Toc39244742)

[Types of Incidents 6](#_Toc39244743)

[Risk Management and Environmental Scanning 7](#_Toc39244744)

[Data Security Back up Strategy 7](#_Toc39244745)

[Guidelines for Communication 7](#_Toc39244746)

[Training Record 8](#_Toc39244747)

[Key Contacts 9](#_Toc39244748)

[Crisis Team 9](#_Toc39244749)

[Operational Crisis Team 9](#_Toc39244750)

[Contact List – External 10](#_Toc39244751)

[Critical Functions 11](#_Toc39244752)

[Finance 12](#_Toc39244753)

[Communications 12](#_Toc39244754)

[Information Technology (IT) 12](#_Toc39244755)

[Governance and Leadership 12](#_Toc39244756)

[Teaching and Education 12](#_Toc39244757)

[Community Support 12](#_Toc39244758)

[Administration 13](#_Toc39244759)

[Human Resources 13](#_Toc39244760)

[Community Garden 13](#_Toc39244761)

[Insurance Details 14](#_Toc39244762)

[Event Log 15](#_Toc39244763)

[Market Assessment 16](#_Toc39244764)

[Recovery Plan 17](#_Toc39244765)

[Incident Recovery Checklist 18](#_Toc39244766)

[Review of the Business Continuity and Emergency Response Plan 18](#_Toc39244767)

[SECTION 2 19](#_Toc39244768)

[EMERGENCY PLANNING 19](#_Toc39244769)

# Section 1

# Business Continuity Plan

(THE HOUSE/CENTRE) has a crisis response committee to manage business continuity in the event of a disaster, emergency or other traumatic incident.

## The Crisis Response Team

Committee of Governance

CEO/Manager

Other staff or experts can be seconded to the team as required.

## Terms of Reference of the Crisis Response Committee

### Scope

The Crisis Response Committee is informed by the Crisis Response Policy no 4.8. The Committee is to ensure that Living & Learning Pakenham Inc. (THE HOUSE/CENTRE) undertakes appropriate planning and/or action to enable it to respond and recover from disasters, emergencies and other traumatic incidents.

### Committee Members

The Committee will comprise the CEO, Board Chairperson, Deputy Board Chairperson, Board Treasurer and Board Secretary. Other staff or external experts may be asked to join the Committee on an ad hoc basis as required.

The operational team membership will be decided by the CEO. This is likely to include the CEO, the Finance Manager, the Program Manager and the Communications Manager.

### Identification of Threats and Potential Crisis Events

The Risk Register is reviewed annually by the Board and any changes to the register are reported quarterly.

The Register includes events and circumstances which may threaten the health and wellbeing of the staff of THE HOUSE/CENTRE, its assets, reputation and/or the effective function of the administrative systems, or the services provided by THE HOUSE/CENTRE.

Each risk is subjected to quantitative and/or qualitative analysis to assess the probability and magnitude of any impact on THE HOUSE/CENTRE’s objectives. This is a dynamic process and any change in the internal or external environment triggers a review of risk.

It is understood there may be risks which remain unidentified and cause severe impact to THE HOUSE/CENTRE. The COVID 19 virus is an example of such a risk.

### Changes to Local, State or Federal Government Directives or New Legislation in Respect to Crisis Events

The CEO and Committee are to keep abreast of all directives or new legislation in respect to crisis events. Information should be sourced from reliable sources such as Neighbourhood Houses Victoria, The Shire Council, the Department of Health and Human Services, ACFE, CFA, SES, Victoria Police or other relevant statutory bodies.

In the event of a sudden onset crisis, it is likely that there will be an external chain of command. Any directives in this circumstance must be followed.

### Authority, Decision Making and Delegation

In the event of a threat or crisis the CEO may call on the Committee to assist in decision making and agree on channels of communication. The Business Continuity Plan outlines processes to be followed and discretion is available to the CEO at an operational level to manage situations whilst reporting to the Committee and/or the Board during or post event.

In a crisis, to facilitate urgent decision making, the Committee has the authority to make decisions on behalf of the Board and Centre Management. This may be the full Committee or if required and the matter is urgent, the CEO and/or Board Chairperson or their delegate.

### Press Releases and Internal and External Communications

Stakeholders need to know what is happening and the length of time required to bring about a full resolution of an adverse event.

External and internal communications about a crisis can only be made by the Chairperson of the Board or the CEO unless delegated to a competent staff member or in unforeseen circumstances, require this authority to be delegated to other member/s of the Crisis Management Team.

Guidelines for communications can be accessed in the **Business Continuity Plan**. The Plan lists all relevant internal and external stakeholders.

### Critical Functions

Critical functions are to be outlined in the **Business Continuity Plan** which is made available to all members of the Crisis Management Team in digital format on portable external storage drive (USB) for easy and timely access from any computer outside or inside the THE HOUSE/CENTRE environment.

### Health and Safety

The Crisis Management Team should prioritise the health and safety of all staff, students and visitors when making decisions in respect to a threat or crisis.

### Training

The Crisis Response Committee has responsibility for identifying what policies, procedures or training is necessary to ensure that everyone at THE HOUSE/CENTRE responds as required.

### Monitoring and Review

The composition and effectiveness of the Crisis Response Committee and Business Continuity Plan should be reviewed annually by the Board.

## Types of Incidents

The following is a list of incidents that may give risk to a crisis. There may also be other events.

* Pandemic
* Fire
* Hazardous material
* Serious Injury or illness
* Disturbed or hostile person
* Civil disorder, siege attack
* Bomb threat
* Robbery
* Severe storms and floods
* Sudden death
* Threat, harassment or stalking
* Assault or sexual assault
* Gas leak
* Power Failure
* Loss of computer connectivity

## Risk Management and Environmental Scanning

The CEO, the Risk Officer and all members of the team are responsible for risk management and environmental scanning. Change is to be monitored and where appropriate new risks are to be entered into the risk register. In some instance a more detailed risk assessment will be required

## Data Security Back up Strategy

|  |  |  |
| --- | --- | --- |
| Workable Files  | SharePoint | Office365 – cloud based |
| Student Enrolment Data | Vettrak | Hosted online by Vettrak |
| Finances | Quickbooks | Hosted online by Reckon |
| Server | Locally onsite | Managed by Infoxchange - soon to be defunct |

## Guidelines for Communication

During times of crisis it is more important than ever that communication with stakeholders must be accurate, consistent and timely. Further, all communication must comply with and support the organisation’s agreed approach and strategies.

Thus, all communication will undergo an approval process, consistent with the Business Continuity Plan, before distribution.

Communication will be distributed with appropriate regard to its intended audience and distribution channel. Messages will be crafted with particular regard to stakeholder type and need, and different messages may be generated to inform different stakeholder groups, including: -

* Students
* Clients
* User Groups
* Renters
* Visitors
* Community Members
* Funding Bodies
* Board and Staff
* Community members
* Government and Council
* Funding Bodies

Immediate and urgent communication may be distributed via text message. Less urgent and important information may be distributed via other available communication channels, including post, email, website and social media. Relevant policies and procedures will be followed at all times.

The primary purpose of crisis communication will be to provide necessary and relevant information, and, through appropriate use of tone, voice and content, will seek to reassure.

To be completed by Trainers…

### Training Record

|  |  |
| --- | --- |
| **Date of Training** | **Attendees** |
|  |  |
|  |  |

## Key Contacts

Insert from key contact lists. Members of staff. Other key contacts tailored to your needs.

### Crisis Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Person** | **Contact Nos** | **Email** | **Responsibilities** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |

### Operational Crisis Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Person** | **Contact Nos** | **Email** | **Responsibilities** |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Contact List – External

|  |  |
| --- | --- |
| **Key Contacts** | **Contact Numbers** |
|  Shire Council |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## Critical Functions

Each operational area has a specific set of critical functions. Areas include:-

* Finance
* Communications
* IT
* Governance and Leadership
* Teaching and Education
* Community Support
* Administration
* Human Resources
* Community Garden

Within each area a Business Impact analysis is to be completed for each critical function.

Each function is to be prioritised by labelling the function according to its level of importance. This enables the team to quickly see what needs to be managed first in each functional area.

* High – to be shaded in red
* Medium – to be shaded in blue
* Low – to be shaded in green

### Finance

Insert completed template

### Communications

Insert completed template

### Information Technology (IT)

Insert Completed template

### Governance and Leadership

Insert Completed template

### Teaching and Education

Insert Completed template

### Community Support

Insert Completed template

### Administration

Insert Completed template

### Human Resources

Insert Completed template

### Community Garden

Insert Completed template

## Insurance Details

**Accountable/Responsible**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Insurance Company | Renewal Date | Policy Type | File Location | Claim Details |
|  |  |  |  |  |
|  |  |  |  |  |
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|  |  |  |  |  |

To be sent to Sheryl to be populated and used in an event to record claim details

## Event Log

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Time** | **Information/Decisions/Actions** | **Initials** |
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## Market Assessment

**Accountable/Responsible: CEO**

Miriam to complete/delegate in respect to current pandemic shutdown

|  |  |  |
| --- | --- | --- |
| **Market Changes** | **Impact to Business** | **Business Options** |
|  |  |  |
|  |  |  |
|  |  |  |

This table is to be used during and post event to monitor changed conditions in both the internal and external context of the business.

## Recovery Plan

Recovery is the return to your pre-emergency condition. Performing your critical activities as soon as possible after a critical incident is your primary focus.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Critical Business Activities** | **Preventative/Recovery Action** | **Resources Required** | **Recovery Time/Objectives** | **Responsibility** | **Completed** |
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## Incident Recovery Checklist

Judy and Miriam to develop this checklist

## Review of the Business Continuity and Emergency Response Plan

Both the Business Continuity and Emergency Response Plan should be reviewed annually. Refresher training and training of new staff in respect to the Plan’s should also be undertaken annually.

# SECTION 2

# EMERGENCY PLANNING

Miriam to talk to Judy and Linda about bringing this in here

Miriam to speak to Judy and Linda about this and get it uploaded. Table of contents will then need to be completed.