## Introduction

It is acknowledged that many of the events that would affect business continuity are outside of our direct control but we are committed to planning for events or conditions that could adversely affect Kyeema.

## Scope

The Kyeema Business Continuity Plan will apply to all staff, all sites and all programs

## Business Continuity Plan - Content

This Kyeema Business Continuity Plan has four key Components. They are:

* Preparation
* Identification of risk
* Response to event
* Recovery after event

### Identification and Management of Potential Risks

Possible risks include the following:

1. Loss of key personnel
2. Telecommunication outage
3. Computer & Internet downtime
4. Pandemic & Epidemic
5. Bushfires, building fire
6. Medical emergency - participant or worker
7. Temporary inability to use a work site

### Preparation

|  |  |  |
| --- | --- | --- |
| Item | Procedures | Further actions/comment |
| Stay aware of current state if the emergency is state-based or regional | Media, social media | Telephone tree for staff and participant notifications |
| Appoint a spokesperson if need to maintain contact with Government Departments. | CEO would be spokesperson  Back-ups are CSM & Supports Manager |  |
| Loss of key personnel | Succession planning and back-up staffing enacted | Telephone tree for information |
| Telecommunications outages | Mobiles if land lines down  Stay in safe place if all comms down | Communicate where possible directly with emergency services as have radios |
| Computer & internet downtime | Phones  Hot-spotting with mobiles  Gunners IT providers for advice |  |
| Pandemic & epidemic | Awareness of current situation.  Assume everyone is infectious | Refer Business Continuity- COVID Plan |
| Bushfires, building fires | Bushfire awareness in season  Bushfire procedures reviewed and staff advised annually before the season  Code Red Days – procedure reviewed, staff and participants advised  Building fires - drills | Emergency Planning Committee to review annually. |
| Medical Emergency | First Aid training all staff |  |
| Temporary inability to use a work site | Ensure IT connectivity for enough Team Leaders to work off site |  |

### Response to the Event

Kyeema will manage a response via the Incident Response Plan below.

|  |  |  |
| --- | --- | --- |
| **INCIDENT RESPONSE PLAN** | | |
| **Incident Response** | **Initial as done** | **Proposed Actions** |
| Assess the severity of the risk |  | Assess whether primary contact or secondary contact |
| Comply with Health Dept requirements if infectious health event |  | Find out how long we would be closed |
| Contact Government Dept & others if we become aware before they do |  |  |
| Lock down the site – if required |  | * Communicate * Take necessary documents for contact and to work on |
| Communicate with everyone who would have been using the building |  | * Engage support of team leaders and frontline managers * Look ahead on Carelink and cancel/change |
| Support those who need to be tested and to quarantine or isolate |  | Support staff and participants as needed to be tested or quarantined for a health issue |
| Commence an event log |  | CEO take notes of progress and processes |
| Appoint a spokesperson |  | CEO.  CSM & Supports Manager as back up |
| Brief staff, participants, Board directors on the event |  | Communicate in the usual manner. Participants – Managers and TLs  Staff – Supports Manager, HR and/or TLs  Board – CEO or CSM |
| Activate additional staff and or resources and allocate roles and responsibilities |  | As required via discussion with managers |
| Contact Key Stakeholders |  | Any groups or individuals participants, staff, managers were to have contact with and which need to be postponed. |
| Advise staff of personnel changes and reporting structure |  | If key contacts change advise staff.  Use On Call phone for main staff contact inwards |
| Advise participants and staff of anticipated time till return to work /activities |  | We will advise as we become clear.  Use Facebook and website as well as phone contact |

### Emergency Contacts & Phone tree

Updated list of emergency contacts and staff/participants/supported employees’ phone tree for contact on site or off-site. Phone tree carried by key staff.

Kyeema On Call phone has all staff names and numbers

**FIRE/AMBULANCE/POLICE 000**

**KYEEMA OFFICE 5523 5999**

**TELSTRA 132 200**

**GUNNERS 5562 8233**

**KYEEMA EMERGENCY ONCALL 0417 156 239**

**JULIE AMOR 0427 876 372**

**PORTLAND TAXIS 131 008**

### Recovery after the Event

As Kyeema has multiple sites and may be subject to any of the events listed earlier in this document, recovery and restoration of services to normalisation of business will be dealt with as the situation demands.

This will be led by the CEO and senior managers.