

Business Continuity Plan

1. Introduction

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

1.1 Developing a Business Continuity Plan

This Business Continuity 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 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.

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1.2 Distribution List and person responsible for implementation of Business Continuity Plan

Mirage Ratnayake
Mirage.r@belovedcareservices.com.au
+610426176156

1.3 References and related documents

Risk Management Policy
Risk Register
Work Health and Safety Policy
COVID-19 Pandemic Management Policy
Human Resources Management Policy
ShiftCare

1.4 Location of Emergency Kit

Electronic copy on ShiftCare and Microsoft OneDrive

2. Objectives

The objectives of this Business Continuity Plan are to:

- undertake risk management assessment
- define and prioritise critical business functions
- detail immediate response to a critical incident
- detail strategies and actions to be taken to enable business continuation
- review and update the plan on a regular basis.

3. Definitions

In this Business Continuity Plan:

Beloved Care Services Pty Ltd means Beloved Care Services Pty Ltd ABN 87 654 000 183.

Business Continuity 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 Beloved Care Services Pty Ltd (including an NDIS participant).

Legislation Register means the register of legislation, regulations, rules and guidelines maintained by Beloved Care Services Pty Ltd.

Policy Register means the register of policies of Beloved Care Services Pty Ltd.

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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
 - (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 Beloved Care Services Pty Ltd and includes the Principal.

4. Risk Management Planning

4.1 Service Listing

NDIS services are provided and quoted in accordance with the NDIS Price Guide.

Other services provided by Beloved Care Services Pty Ltd are quoted based on the nature and scope of services provided to the Client.

4.2 Risk Register

Refer to the Beloved Care Services Pty Ltd Risk Register which identifies the risks and hazards that identifies and analyzes 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 with the Emergency Kit.

4.4 Data security and backup strategy

Refer to Risk Register.

5. Disaster Recovery Plan

5.1 Immediate Response Checklist

Incident Response	 Actions taken
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Have you:		
● 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 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"/>	

5.2 Evacuation Procedures

(a) Ambulance

- (1) USE NEAREST PHONE TO SITE OF EMERGENCY CALL 000 AND ASK FOR AMBULANCE
- (2) STATE ADDRESS
- (3) CALL BACK NUMBER – +61892564486or an alternate phone
- (4) Number of Patients
- (5) Symptoms eg Chest Pain
- (6) ADVISE – State of consciousness
- (7) Patient's Name and Date of Birth
- (8) BE PREPARED TO MEET THE AMBULANCE

(b) Bomb Threat

- (1) REMAIN CALM
- (2) Keep the caller talking and try to gain as much information as possible
- (3) DO NOT HANG UP YOUR PHONE
- (4) If possible, alert another staff member
- (5) Using an alternate phone, call 000 and ask for Police

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- (6) STATE ADDRESS
- (7) CONTACT NUMBER – +61892564486

(c) Fire

- (1) ALERT ALL BUILDING OCCUPANTS TO PREPARE FOR EVACUATION
- (2) CALL 000 ask for Fire
- (3) STATE ADDRESS
- (4) CONTACT NUMBER – +61892564486
- (5) Account for all Personnel
- (6) If safe to do so, attempt to extinguish fire with available equipment (Ensure you have the correct extinguisher for the type of fire)
- (7) EVACUATE – Ensure all doors behind you are CLOSED
- (8) DO NOT go back inside – AWAIT FIRE BRIGADE

(d) Armed Robbery

- (1) Obey the robbers' instructions; Do only what they say and nothing more. DO NOT BE A HERO
- (2) Stay out of danger; Raise alarm only when safe to do so
- (3) CALL 000 AND ASK FOR POLICE
- (4) STATE ADDRESS
- (5) CONTACT NUMBER – +61892564486
- (6) If possible, another staff member should try and note the robbers escape vehicle and route
- (7) Close the office and ask any witnesses to remain until Police arrive
- (8) Whilst awaiting the Police, DO NOT touch anything the robber may have handled
- (9) Make clear notes about their appearance, age, accent, mannerism, height, jewelry, clothing etc

5.3 Emergency kit


Items included in Emergency Kit:

- (a) Business Continuity Plan – your plan to recover your business or organisation in the event of a critical incident.
- (b) Policies and Procedures

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6. Recovery

6.1 Recovery Checklist

Decisions		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"/>	

(a) Recovery contacts

Contact Type	Organisation Name
Insurance	As above
Accountant	Beloved Care Services Pty Ltd's accountant

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