

DISASTER MANAGEMENT AND RECOVERY

BUSINESS CONTINUITY AND DISASTER MANAGEMENT **PLANNING TEMPLATE**



TO RESPOND EFFECTIVELY TO COMMUNITY NEEDS, COMMUNITY-BASED ORGANISATIONS (CBOs) NEED TO FOCUS ON BUSINESS CONTINUITY PLANNING.

BUSINESS CONTINUITY PLANNING IS NOT SOMETHING THAT CAN BE DONE FOR AN ORGANISATION.

It requires the involvement of key people, and it needs to be based on the knowledge, experience and practices already at play.

An approach that is participatory, and built on existing foundations, ensures that the resulting plan is practical, purposeful and feasible. Business continuity planning will consider:

- real scenarios that have occurred where there has been learning about the CBOs strengths and capabilities
- past and current learning about what could be better and where more strength is needed
- the service delivery model and the CBO's purpose and reach within the community
- the capacity for making contact with people who are assisted by the CBO, and for knowing what their needs and vulnerabilities are
- existing plans, policies and procedures that guide practice and quality.

Business continuity plans are not static. They are dynamic and are revisited regularly to ensure currency and relevance. They grow and develop based on continuous learning, business growth, and development.



FIND CONNIE

throughout this template for extra help creating your plan.

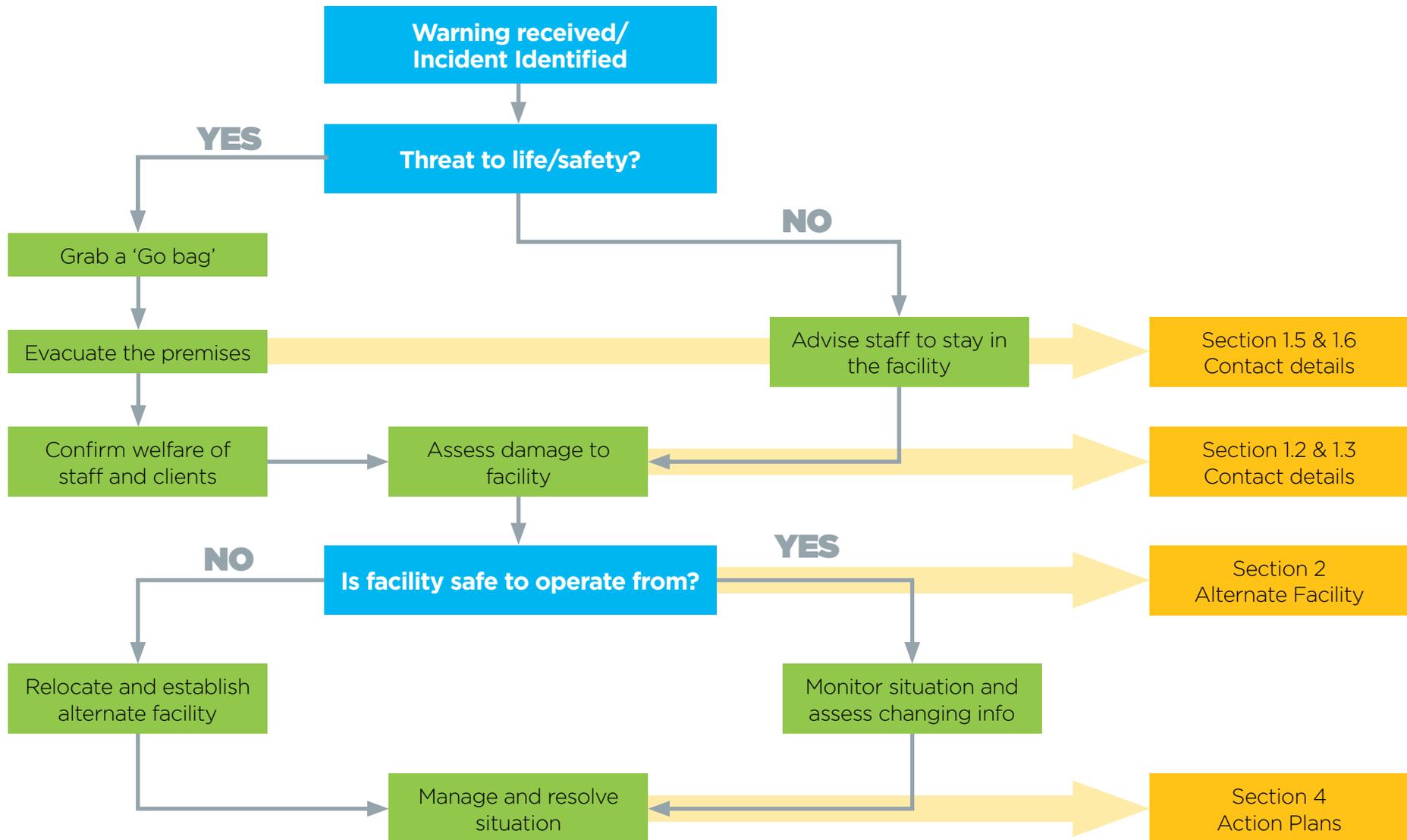
“Business continuity and disaster management planning are about effectively planning and responding to potential (or actual) events and disasters that put organisations and people at risk. Business continuity and disaster management planning involves:

- *assessing capacity to provide services to people and operate effectively during events and emergencies*
- *identifying alternative strategies to be able to continue to provide services to residents during events and emergencies”.*

(Policy Innovation Hub, Griffith University, 2017)

[INSERT ORG NAME]

Business continuity and disaster management template



IMPORTANT BUSINESS DETAILS

BUSINESS DETAILS

Business name	
Business address	
Australian Business Number (ABN)	
Australian Company Number (ACN)	
Tax File Number (TFN) for your business	

INSURANCE DETAILS

	COMPANY	POLICY NO.	RENEWAL DATE	LOCATION OF POLICY
Building				
Contents				
Other insurance (e.g. - disability, trauma etc.)	(1) (2) (3)			

(Note: If any insurance policy is paid by direct debit rather than by invoice, be sure to make a note of that.)

BUSINESS LEASES

Building (Address of the building)				
Equipment (Describe the leased equipment)				
Cars (Registration number(s) of vehicle(s))				
Mobile phones (Describe the vendor or the service provider)				
	BUILDING	EQUIPMENT	CARS	MOBILE PHONES
Who are the payments made to?				
When are payments due?				

CONTACT DETAILS

Emergency details for people who are key to the ongoing function of your organisation

TYPE	COMPANY	CONTACT PERSON	EMAIL	PHONE
Local Disaster Management Group (LDMG)				
Local government community services				
Accountant				

TYPE	COMPANY	CONTACT PERSON	EMAIL	PHONE
Bank Manager				
Solicitor				
Insurance Broker				
Air conditioning (heating or cooling)				
Building – landlord/agent				
Building – repairs				
Business equipment – fax machine/s				
Business equipment – photocopier/s				
Business equipment – printer/s				
Business equipment – other				
Computers – hardware systems				
Computers – maintenance				
Computers – software systems				
Computers – web design/SEO or other providers				
Electrician				

TYPE	COMPANY	CONTACT PERSON	EMAIL	PHONE
Electricity supplier				
Fire detection equipment (alarms/sensors)				
Firefighting equipment				
Gas supply				
Generator(s) or back-up power supply				
Locksmith				
Mail services/post office				
Plumber/				
Refrigeration system/s				
Security system/s				
Telephone provider/s				
• Landline/s				
• Mobile/s				
• VOIP				
Water supply				

CONTACT DETAILS – KEY CLIENTS/CUSTOMERS

CLIENT/CUSTOMER	EMAIL	PHONE

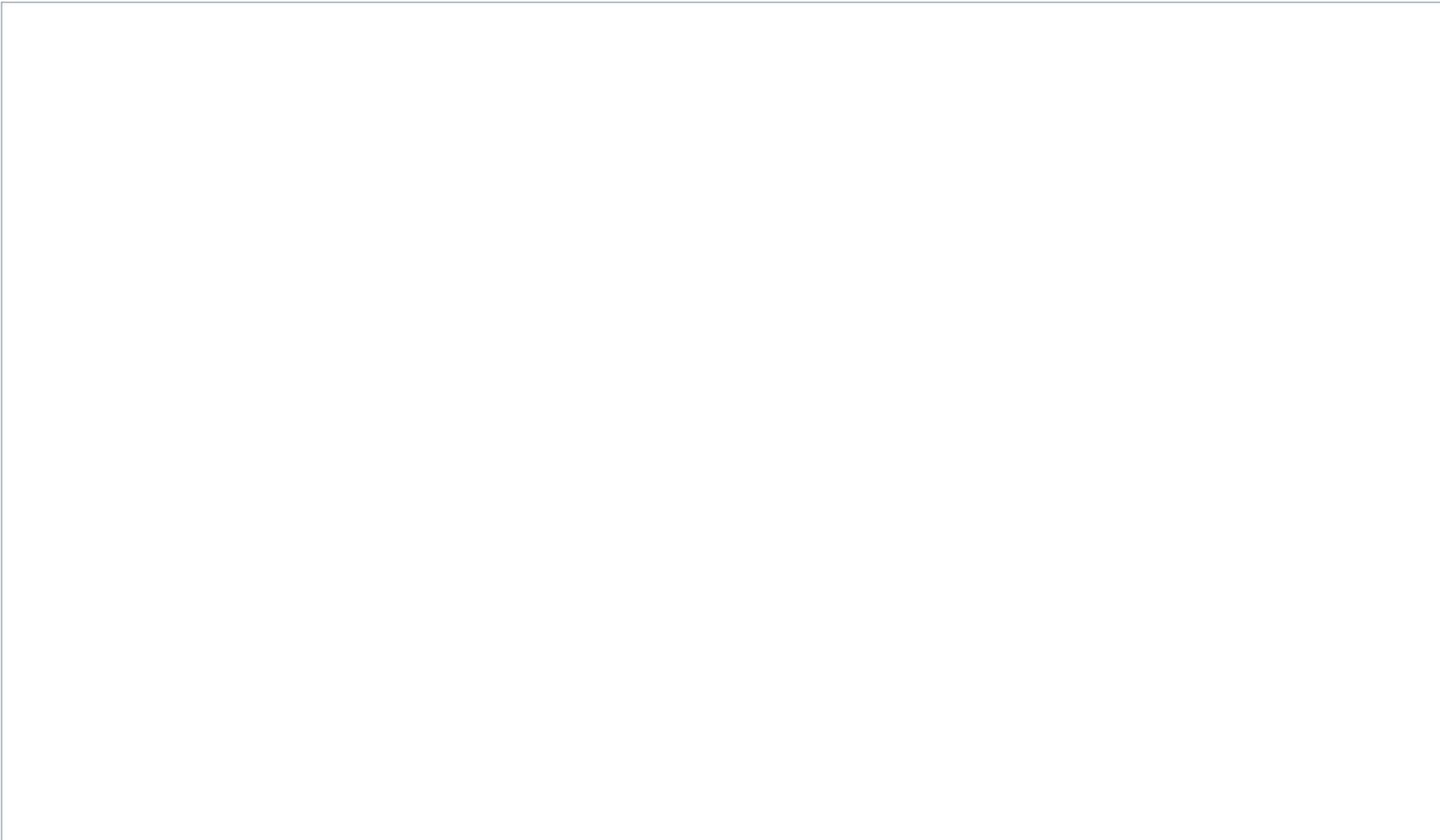
CONTACT DETAILS – SUPPLIERS

Don't forget to include the contact numbers for client transport arrangement as well as your usual catering, laundry, office equipment or other suppliers

COMPANY	CONTACT	POSITION	GOODS/SERVICES SUPPLIED	EMAIL	PHONE

ALTERNATE FACILITY

Location/map



Contact details - facility

CRITICAL BUSINESS FUNCTIONS

CONNIE SAYS:

You may need more sheets to complete this table properly.



PRIORITY 1	RESPONSE
Critical function:	
Continuation of care and services to clients	
Function responsibility	
Potential impact on organisation if interrupted	
Recovery timeframe: (minimum for restoration)	
Resources required for restoration: staff/alternative	
List dependencies Data/IT/systems Transportation/utilities	
Premise relocation options	
Key equipment	
Recovery and/or replacement processes	
Supplies/stock replacement	

CRITICAL SERVICES CHECKLIST

DESCRIPTION	LOCATION
Water mains	
Power switch	
Gas	
Hazardous chemicals	a) b) c)
Priority salvage items	a) b) c) d)

INCIDENT RESPONSE AND RECOVERY

IMPLEMENT THE USER-DRIVEN PLANNING METHODOLOGY

Step 1: Conduct a scenario based exercise

The first step of the user-driven planning (UDP) methodology is to conduct an exploratory exercise.

This exercise enables observation and mapping of the 'as-is' organisational approach to crisis management.

The exercise should be:

- a functional exercise based on a real experience or scenario
- cold (i.e. there is no pre-warning)
- without interruption or guidance to participants
- facilitated by someone in an observational role who is focused on the process
- documented in terms of the response, management process, and decision points.

Step 2: Capture the experience via a post-exercise debrief

The post-exercise debrief engages participants in mapping their response process, decision pathways, and decision logic.

In this forum, participants identify what elements of their raw process should be maintained, and which parts were not effective.

2.1 Conduct the post-exercise debrief

- Review the 'as-is' process map and decision pathway with participants.
- Identify areas for improvement.
- Develop the ideal process map.
- Agree on roles and team(s) composition.

2.2 Document the first draft of the plan following steps 1 and 2.1.

CONNIE SAYS:

Use the steps on pages 14 and 15, developed by the Policy Innovation Hub at Griffith University, to complete the tables below. You can find more information on user-driven planning in the Disaster Management and Recovery resources section on the CSIA website. csialtd.com.au/disastermanagement



Step 3: Refine through practice

The documented plan needs to be reviewed through a second round of the UDP process.

Participants should use the draft plan, and a desktop-exercise scenario, to road-test the approach and identify further refinements.

Follow these steps

- Circulate the draft plan for review
- Conduct a scenario-based desktop (or discussion) exercise applying the draft plan, then:
 - » map the decision-making process used in the exercise
 - » compare that process against the draft plan
 - » identify areas of divergence/room for improvement.
- Document the final plan

ACTION PLAN

SCENARIO INSTRUCTIONS

Pages 14-16 of the Disaster Management and Recovery Toolkit have the instructions for User-Driven Planning and the scenario outlines for the following tables. You can find the toolkit on the CSIA website www.csialtd.com.au/disastermanagement.

Please prepare an action plan for each scenario.

(Scenario – e.g. facility fire)

ACTIVITY	PERSON RESPONSIBLE

RECOVERY CHECKLIST

TICK WHEN COMPLETE	ACTION
	Reconstruct financial records
	Establish cash position
	Conduct overall damage assessment
	Contact insurance company
	Source any available government assistance
	Communicate – employees, customers and suppliers
	Assess mental health – seek counselling
	Contact banks / ATO etc. – advise situation – seek deferments
	Re-assure customers
	Re-visit cancellations and postponements
	Demonstrate leadership to staff
	Maintain customer service standards
	Take charge of each emerging situation – show overall leadership

EMERGENCY GRAB BAG

TICK WHEN COMPLETE	ACTION
	Mobile phone preloaded with emergency and staff contact numbers
	Floor plans of your business premises
	Spare business keys
	Laptop computer with charger
	A portable hard drive or flash drive with your latest data backup
	Critical documents – e.g. <i>insurance documents, business registrations, and bank documents loaded onto flash drive or saved 'cloud'</i>
	Client and customer records
	Copy of crisis plan
	Basic office supplies including ethernet cables in case wireless internet access is unavailable
	Pre-paid mobile broadband device – e.g. <i>Telstra dongle</i>
	Critical functions checklist together with spare copy of the critical services list for emergency services

DISASTER MANAGEMENT AND RECOVERY:
BUSINESS CONTINUITY AND DISASTER MANAGEMENT
PLANNING TEMPLATE

© CSIA 2017

w. csialtd.com.au

p. 07 3180 1360

e. info@csialtd.com.au