## 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. One of these is COVID-19, a clear and present risk that has again increased as the state commences opening up and more people are moving around our regional areas.

## 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

1. Preparation in the event of Kyeema site becoming Tier One
2. Medical emergency participant or worker due to illness
3. Loss of Key Personnel to illness
4. Temporary inability to use a work site
5. Computer, Email & Internet connectivity issues

### Preparation

|  |  |  |
| --- | --- | --- |
| Item | Procedures | Further actions/comment |
| Stay aware of current state | 1.Monitor news of local cases  2. If informed of staff or participant as contacts enact current rules  3. Exercise caution re the locations staff take participants | 1.Stay abreast of Tier One sites etc  2. Take action as appropriate regarding staff or participants as primary or secondary contacts  3. Communicate with other sites as information gained |
| Appoint a spokesperson if need to maintain contact with Government Departments. | CEO would be spokesperson  Back up is CSM |  |
| Assume everyone is infectious | -QR Codes, temps, sanitising as per established protocols  -Use PPE  -Clean frequently with appropriate products that kill the virus | Reminders to staff to adhere to these protocols. |
| Encourage & document vaccinations | Vaccination rates very high amongst staff.  One has chosen to stand down instead. | Ongoing documentation by HR. 100% of staff who are currently working are vaccinated. |
| Keep separation of staff where possible in case become Tier One site | 1.Ensure access of team leaders to info tech so can work from home  2.CEO & CSM social distance and be ready to work from home  3.Seawinds & Windward – less staff back up | 1.Board to decide re upgraded IT.  2.Julie & Gay. IT as above.  3.Be prepared to temporarily cease work |
| Ensure IT connectivity for enough Team Leaders to manage a lockdown | Ten off-site ports in server. One each for Seawinds, Windward, SuppCo, Ameeyk.  One to share b/n CEO & CSM.  Allocate the five remaining for Supports Manager and TLs. | CEO & CSM can do other tasks while without connection for a few days.  Gay considering whether we need to purchase another router and more capacity for offsite work for approx. $10K |
| Communicate with staff | Phone tree and email | HR |
| Communicate with families | As per previous lockdowns etc | Managers & Team Leaders |
| Prepare for deep clean | Logical Property Services can do this | CSM to organise if needed |

### Response to the Event

Kyeema will manage a Tier One exposure status 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 |  | Find out how long we would be closed |
| Contact Government Dept & others if we become aware before they do |  | If info comes from us re a COVID positive we will notify the following:  -NDIS Quality & Safeguards Comm via email and complete “notification of event” form at website ndiscommission.gov.au/providers/notice-changes-events.  -DFFH via [RREMoutbreak@dffh.vic.gov.au](mailto:RREMoutbreak@dffh.vic.gov.au)  -Worksafe within 48 hours if a positive confirmed in the worksite  -Coronavirus hotline for outside usual working hours 1800 675 398. |
| Lock down the site – if required |  | * Communicate * Take necessary documents for contact and to work on * Organise the deep clean |
| Communicate with everyone who would have been using the building |  | 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 get tested  Support with subsequent quarantine or isolation – ensure rules are known, sufficient food etc |
| Commence an event log |  | CEO take notes of progress and processes |
| Appoint a spokesperson |  | CEO.  CSM as back up |
| Brief staff, participants, Board directors on the event |  | Communicate in the usual manner. Participants – Managers and TLs  Staff – HR and/or TLs  Board – CEO or CSM |
| Activate additional staff and or resources and allocate roles and responsibilities |  | As required via comms 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 |
| Identify additional workforce needs in the event that staff numbers are affected |  | Due to the nature of our work with vulnerable people identifying appropriate people and inducting them through the necessary worker safety checks is important.  Our plan in this event is to assume that some staff remain available and to prioritise the available staff to support the most vulnerable participants through a triage process.  When the emergency becomes less immediate, decisions would be made as to which other participants could be supported either individually or in groups as appropriate. The key staff with the knowledge of the participants and the skills to make these decisions include managers and team leaders who could be supported in an administrative capacity by our corporate staff. |

### 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.

**FIRE/AMBULANCE/POLICE 000**

**KYEEMA OFFICE 5523 5999**

**TELSTRA 132 200**

**GUNNERS 5562 8233**

**EMERGENCY ONCALL 0417 156 239**

**JULIE AMOR 0427 876 372**

**PDH COVID-19 FEVER CLINIC** **03 5521 0387**

### Recovery after the Event

Recovery and restoration of services and normalisation of business will be dealt with as appropriate.