**ZedCAre Ability Services Pty Ltd’s**

**BUSINESS CONTINUITY PLAN**

CREATED: August, 2020

**1. ABOUT THIS BUSINESS CONTINUITY PLAN**

* 1. ***Business Details***

ZedCare Ability Services Pty Ltd.

ABN: 98641661583

**ZedCare Ability offers Disability Services (under NDIS) including:**

* Accommodation / Tenancy assistance - the provision of transition supports for people seeking a place to live, which suitably caters to their type and level of needs;
* Assistance with household tasks – such as meal preparation and delivery, house or yard maintenance, cleaning and laundry;
* Assistance with daily personal activities to enable people to live as autonomously as possible such as personal hygiene, dressing, medication assistance; financial management, communication skills and lifestyle mentoring;
* Assistance with daily personal activities (High-Intensity), to enable people with more complex needs to live as autonomously as possible - supports are provided by personnel with additional experience/qualification.
* Assistance with daily tasks in group or shared living arrangements to help individuals to live as autonomously as possible;
* Assistance with life stage transitions, including mentoring, peer support, individual skill development, and decision making to support people to make transitions on their own terms and in a way that meets their goals and aspirations;
* Assistance to access and maintain employment or higher education - assistance and support with preparation for school leavers to find employment in either the supported or open job market, and in their transition through school towards further education;
* Assistance with travel and transport - provision of travel arrangements and support for people to access essential services;
* Community Nursing Care - this includes providing specialist care in the home for those who require a higher level of care and attention;
* Development of Daily Living and Life Skills - including developmental-focused activities and training to enhance the person’s capacity to live as independent an everyday life as possible;
* Group and Centre-based activities – such as social outings and group and social activities on

***1.2 Purpose of this Document***

This Plan provides a framework for the activation, allocation and deployment of business resources in the event of an emergency that threatens ZedCare Ability Services Pty Ltd’s ability to continue providing services. The Plan focuses on strategies to ensure continuity of supports is provided to participants in the event of business disruption.

* 1. ***ZedCare Ability Services Pty Ltd’s***

***Business Continuity Planning Approach***

Describe how your business conducts its strategic and operational planning.

ZedCare Ability Services Pty Ltd’s Business Continuity Plan/s complement its risk assessment, hazard identification and emergency planning activities.

The Director formally reviews and updates the Business Continuity Plan/s each financial year or following execution of the plan in an emergency.

**2. RISKS TO BUSINESS CONTINUITY**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Risk | Likelihood | Consequence | Risk Rating/  Post Treatment Risk | Treatment/s | Back Up Plan |
| Service continuity might be impacted by natural disasters such as flooding or bushfire etc | Likely | Service Unavailable | Medium/Low | Partner with Other NDIS Service Providers in areas closed to clients.  Contact Emergency Services to update on vulnerable clients to have | Have active contacts with other service providers in areas.  Have Emergency Services Details Documented in Emergency Management Plans |
| Staff may be impacted by infectious disease/pandemic | Likely | Service Continuity Impacted | Medium/Low | Staff fully trained to handle these conditions.  Use PPE  Contact NDIS/NSW Health Services to have guidelines to deal with pandemics | * if registered provider, notify the NDIS Commission of any change or events impacting their service(s) as a result of COVID-19 * meet their obligations under the NDIS Code of Conduct, the NDIS Practice Standards, and their conditions of registration to manage risks and provide safe, quality supports and services to NDIS participants * identify the critical disability support needs of residents that must be met and continue to be met in the event of a COVID-19 outbreak * implement measures to prevent and prepare for an outbreak and manage outbreaks in accordance with this guideline and applicable state/territory guidance * detect and notify outbreaks to state/territory health departments or PHUs * follow jurisdictional advice on infection prevention and control measures and appropriate use of personal protective equipment (PPE) * manage the outbreak in consultation with the responding PHU and in accordance with their outbreak management plan notify residents and families of how to access independent free and confidential disability advocacy supports   Optimise health and support responses to help recovery and minimise further transmission   * Reviewing previously implemented actions * Triaging patients and potential patients * Early identification of cases and treatment of confirmed cases * Manage and support the health and disability workforce, including carers and support workers. |
| Loss of Customer Data and/or outage due to IT related accidents or malicious activity | Unlikely | Services Unavailable impacting Client Services | Medium/Low | Have Redundant Software Services available for Business Continuity  -Keep Hard Copies of Customer and Staff Details.  -Keep Back Daily Backups of all data and software systems. | Have Back ups restored minimizing loss of data.  Use Hard Copies of data in the short term. |
| Key Staff unavailable | Likely | Unable to provide critical services to busniess | Medium/Low | -Cross Skilling of available staff  -Delegation of responsibility  -Documentation of all roles/responsibility so new person can discharge role easily. |  |

***2.1 Risk Assessment***

Detail the events or risks that could threaten business continuity (e.g. flood, fire, critical incident, etc.), and the Treatment/s you have identified to reduce or mitigate the risk to the business. Also detail your back up plan should the risk or event occur despite the Treatment/s in place*.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Emergency** | **Response Plan / Evacuation Procedures** | **Responsibilities** | **Follow up Actions Required** |
| Fire | * Remain calm * Sound the fire alarm or alert all occupants to evacuate. * Use fire extinguisher & blanket * Alert the fire brigade by dialling 000 or blacktown Fire rescue number * Leave the building immediately. * Assemble with other staff at the evacuation assembly point. | * Alert the fire brigade * Alert the occupants to evacuate the building * Contact the ZedCare management | * Update Emergency Management Plan * Check and document damages * Update fire safety equipment * Conduct regular training exercises. * Inform insurance company |
| Flooding | * Prepare employee safety measures for potentially delayed evacuation if your location is at risk of flash flood. * Back up critical computer data and ensure important paper documents are stored in a safe place * Remove portable machinery and equipment to higher levels * Inform ZedCare management * Alert state emergency services | * Detailed log book of the flood development, documenting alarm stages, internal communication and actions, photos of measure taken onsite and of the event before. * Identify flood sources * Identify and contact authorities and agencies responsible for monitoring of water-level or rain intensity. * Determine the lead time available to implement the flood plan | * Access and document damages * Contact staff and inform of situation * Initiate clean-up operations when safe to do so * Have all utilities checked by qualified personnel before use * Inform insuarance company |
| Staff & Client Injury | * Remain calm and composed * Contact House Manager, or if not available, Operations Manager. If not available, contact CEO * If injury is serious, contact 000 or the local hospital | **Prepare and support**   * Staff should hold a certificate in first aid, if staff have not received training in first-aid, courses will be held that focus on first-aid * Place sign on front of cupboard where first aid kit is located * First-aid kit located on the premises should be identified and recognizable to every staff worker * Become accustomed to where the local hospital is located   **Actions**   * Take deep breaths * Implement first aid-training to self or to client * If injury is critical, please wait for an ambulance to come | * Contact 000 and ask for the ambulance * Write an Incident Report * Update Incident compliance policy * Contact family member of participant, and update them on the situation * Provide first-aid courses, or find locations that host first-aid courses if staff member does not have current first-aid certificate * Ensure first-aid kits are up to date, check first day of the month for the expiration dates of contents * Update orientation module, discussing where first aid kit is located * Ensure both premises have a sign on the door where first aid kit is * Ensure that client medical records are accessible * Review business continuity plan regularly |

***2.2 Critical Operational Requirements***

|  |  |  |
| --- | --- | --- |
| Operational Requirement | Impact if Damaged/Lost/Unavailable | Protection Strategies |
| Customer and Staff Personal details to be available all the time to have staff dispatching and Client necessary needs met. | Loss of Customer Data and staff Data making roasters impossible to manage. | Have Back up of all software systems and data.  Have hard Copies of all client and staff details to run manual coordination in disastrous situation. |
| Having back up staff when on rostered staff gets stuck in emergency situations. | Unable to service NDIS Clients who in many situations will not have alternate care available. | Always have 20% more casual staff not rostered to cover any emergency situation.  Partner with other providers to cover emergency shifts when needed. |
| If primary office becomes available | No main office available to have back office and coordination service running | Provide office staff with Laptops and portable devices to work remotely in emergency situations. |

Identify the people, suppliers, documents, systems or procedures that are critical to your operations and that would cause a significant impact on your business should they be damaged, lost or unavailable. Detail the strategies you have in place to protect these things in the event of an emergency.

Now list the actions that must be taken in an emergency to ensure these Critical Operational Requirements can be restored quickly and effectively in the event they are damaged, lost or unavailable.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Operational Requirement | Immediate Actions | Secondary Actions | Responsibilities | Resources Required |
| Back office work and coordination | Enable Staff to work remotely, | Restore Primary Work Place as soon as possible | Chief Executive Office (CEO) to actively work to restore primary work place.  Chief Operating Officer (COO) to coordinate all actions necessary. | CEO  COO  IT Operations Officer |
| Staff in Emergency situations can be replaced with standby staff | Have Service Coordinators organise replacement for unavailable staff.  Help staff in Emergency Situation where deemed necessary. | Define Standard Operating Procedure and distribute among staff to know how to deal with their situation and report back to Service Coordinators as soon as possible | Chief Operating Officer (COO) to define SOP.  Service Coordinator to organize standby staff and help staff at work during emergency.  Involve Senior Managers if situation dictates | CEO  COO  Service Coordinator |

3. BUSINESS CONTINUITY STRATEGIES

***3.1 Insurance***

List the insurance policies you have in place to cover your business continuity risks.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Type | Coverage | Exclusions | Insurance Company and Contact | Last Review Date |
| Staff Impacted by any Workplace Accident | Worker Compensation Insurance | Where staff is not following standard operating procedures. | ICare Workers Copensation Insurnace | 17/08/2020 |
| Professional advice resulting in loss and unintended consequences.  Staff at work place making professional decisions resulting in loss and client making claims for losses | Professional Indemnity Insurance | Criminal negligence to be dealt by criminal proceedings. | BizCover  Ph:1300249268 | 17/08/2020 |
| Staff at work making mistake resulting in damage to client property or injury to the client. | Public Liability Insurance | Criminal negligence to be dealt by criminal proceedings. | BizCover  Ph:1300249268 | 17/08/2020 |

***3.2 Property and Infrastructure***

Detail strategies you have in place to make your property and infrastructure less vulnerable to damage, e.g. alarms, security surveillance, video surveillance, fire retardant or flood resistant building materials, regular maintenance schedules to minimise fire risk.

List any temporary office accommodation you could quickly access in an emergency. Identify how staff, participants and other stakeholders will be advised of the change in accommodation.

Currently ZedCare Ability services will only be operating from home office. We have fire alarms, security surveillance and business insurances. In case of emergeny a descent size office will be hired and all other required office necessities will be dealt under compliance policy and procedure.

***3.3 Participant Support Continuity***

Describe your business’ strategies for training staff in effective waste management and promoting waste management in the business.

ZedCare Ability services Pty Ltd has implemented “waste Management policy and procedure” to ensure that its employees and participants are being protected from all harm of waste which was being produced during the supports and services they provided. Changes in the waste management strategies should be implemented concerning different methods of disposal. ZedCare Ability services Pty Ltd’s employees will be educated to safely and effectively maintain disposal. They would be given required training including instructions on using safety gear and clothing necessary for the disposal of hazardous substances and waste.

***3.4 Cross Skilling Requirements***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Position Title | Staff Member/s | Role to be Filled | Skills Required | Training Required |
| CEO/Director | Manaal Mirza | Chief Executive Officer | Management/Administration skills | On the job training/reading all Policies and Procedures |
| Chief Operating Officer | Nadeem Mirza | Business Development Manager | Presentation and communication skills | Meeting with Clients and on the job training. |
| IT Operations Manager | Stefan Vinen | IT Operations Manager | Basic IT and Operations Management | On the job training of Network documentation and Back up processes etc. |

Identify any cross skilling requirements that will allow staff to fill critical roles if others are unavailable.

***3.5 Data Back Up and Security***

All Customer and Employee Data will be kept in dedicated server with access by nominated Administrators and Operations Manager only.

Periodic Backups will run through automation where all shift data and other data will be saved in a back up server with ability to restore functions if data is lost due to accidental or malicious activity.

***3.6 Recovery Support***

| Contact Type | Organisation Name | Contact | Title | Phone/Mobile number |
| --- | --- | --- | --- | --- |
| **By phone or email** | *ZedCare Ability Services* | *Amatul Mirza* | *Chief Executive Officer* | *1300933013*  *0424733285* |
| **By phone or email** | *ZedCare Ability Services* | *Manaal Mirza* | *Chief Operating Officer* | *0424233829*  *1300933013* |
| **By phone or email** | *ZedCare Ability Services* | *Nadeem Mirza* | *IT Operations Manager* | *0421141384* |

*4.1 Impact*

*Assessment*

**4. RECOVERY**

Use this table to assess the impact of an emergency on your business.

| Damage | Impact To Business | Severity | Action | Recovery Steps | Resources Needed | Actioned By | Estimated Date Of Completion |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Example:***  *Flood/Fire* | *Injury to Employees* | High | Make Work site according to Work Health and Safety Standards | *Write Emergency Procedures and complete regular dry runs.* | *Emergency Warden* | *Amatul Mirza* |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

***4.2 Insurance Claims\_***

Use this table to keep a record of contacts you have made with respect to claiming insurance.

|  |  |  |
| --- | --- | --- |
| Company and Date of Contact | Details of Contact | Follow up Actions |
|  |  |  |
|  |  |  |

***4.3 Other Recovery Strategies***

Detail other strategies you have identified to recover from the emergency or disruption. This might include reviewing your debtor and creditor arrangements, securing sources of financial support such as government relief grants and reviewing your marketing strategy.

Also detail strategies to support participants and staff to recover and return to ‘business as usual’ service delivery as quickly and efficiently as possible.

Ensure that we have an emergency fund of $10,000 and have a line of credit with bank for emergency purposes. Implement the emergency fund while supporting clients to transition to another service provider.

To return to ‘business as usual’ service delivery as quickly and efficiently as possible we must have well maintained records management system as our production of quality services to clients is based on that. ZedCare Ability Services Pty Ltd must hold electronic and hard copy records so in case of any kind of emergency we could have access to data records.