

## Business Continuity

This Business Continuity Policy forms part of the Risk Management Framework at NEAS. Business Continuity Planning sits alongside disaster recovery planning and is part of NEAS' overall risk management procedures.

By the adoption of Business Continuity Management best practices NEAS endeavours to ensure that business critical functions are not compromised by a major disruptive event.

Under this policy NEAS shall, in the event of a disaster:

- Act to ensure that critical business processes can be continued;
- Use its best endeavours to meet the needs of staff, members, the wider community and other key stakeholders; and
- Safeguard its reputation and public image.

## OBJECTIVES

This Policy:

- Defines NEAS' Business Continuity Management (BCM) process and allocates responsibility for the BCM and Business Continuity Planning (BCP) processes; and
- Outlines the structures NEAS has developed in order to provide timely availability of all key resources necessary to re-establish the critical business processes to a level of operation that is acceptable to the Board.

## SCOPE

This Policy is applicable to all staff (including casual staff) of NEAS.

## Definitions

### *"Disaster"*

An unexpected disruption to normal business of sufficient duration to cause unacceptable loss to the organisation necessitating disaster recovery procedures to be activated.

### *"Disaster Recovery"*

Activities and procedures designed to return the organisation to an acceptable condition following a disaster.

### *"Business Continuity"*

The uninterrupted availability of all key resources supporting essential business functions.

### *"Business Continuity Management"*

Provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.

### *"Business Continuity Planning"*

A process developed to ensure continuation of essential business operations at an acceptable level during and following a disaster.

## RESPONSIBILITIES

### *Board*

Business Continuity Management is a component of the overall risk management function of NEAS, overseen at a strategic level by the Board.

### *Chief Executive Officer*

The Chief Executive Officer provides leadership to ensure NEAS maintains operational functioning at all times.

### *Operations Manager*

The Operations Manager ensures the Business Continuity Plan is sufficiently detailed, is communicated to staff and is tested to enable NEAS to recover from an incident and continue to provide a service to clients within acceptable timeframes.

### *Staff*

All staff are responsible for understanding arrangements in the event of an incident.

## BUSINESS CONTINUITY PLANNING

NEAS has identified:

- The likely scenarios that may result in disruption to the business.
- What is important to protect, provide or operate during a disruption i.e. the critical business functions and processes.
- The people, infrastructure and data resources required to maintain a minimal acceptable level of operations.
- Communications requirements and the methods and channels of dissemination.

## Possible Disaster Scenarios

Possible scenarios where the BCP may be required are:

- Inability of staff to attend work, e.g. transport chaos, pandemic, illness affecting all staff
- Systems failure – no access to systems for more than 1 day

## Critical Business Functions

Functions/processes that must be maintained during a disaster are:

- Finance systems;
- Processing of accreditation/registration applications; and
- Communication to providers/contract partners/stakeholders/staff.

It is expected that the above would be up and running within three business days of a disaster occurring.

## Finance systems

Payments to NEAS can be made electronically (EFT or by credit card) through internet banking managed by Westpac. If the NEAS office is inaccessible, payments by cheque will be held with other mail by the Australia Post until such time as accessibility to the NEAS office is resumed.

In order for staff to process invoices and payments through remote access to the NEAS network, an upgrade will be required to enable the server to run 'Terminal Services'. It is expected that this will be undertaken with the system-wide upgrade, foreshadowed at the 2010 AGM, once the move to new premises has been completed.

In the interim, payments by NEAS to suppliers can be made through internet banking.

### **Accreditation/registration applications**

Increasing use is being made of electronic submission of accreditation documentation. However, some documents (e.g., statutory declarations) are still required in hard copy. Preliminary assessments can be made of documentation submitted electronically, while documents submitted in hard copy will be held by Australia Post until such time as accessibility to the NEAS office is resumed.

### **Communication to providers/contract partners/stakeholders/staff**

Staff have remote access to email and to some data. However, in order to facilitate remote access by staff to the providers database and data files, an upgrade will be required (see above).

In the interim, a duplicate of the providers database is stored securely online, and limited staff access has been established through a secure login.

### **General note**

Data files and the providers database are backed up daily and a back-up copy is stored off-site. Electronic versions of the procedures manual can be accessed remotely by staff. Contingency funding is included in the budget to replace the server and tape drive if they are destroyed or damaged, and practicable measures for electronic storage of hard copies of documents will be explored as part of the system upgrade identified above.

### **Minimal Operations**

Minimum requirements to function during a disaster:

- Ability to invoice, receipt for services delivered, pay salaries
- Ability to access database of providers
- Ability to process accreditation applications

### **Communications**

Operations Manager will draft any communications required to the Board and members to ensure all are aware of a disaster and the impact it may have had. The ED will approve and distribute these communications (Operations Manager as back up)

Communications required are those needed for Critical Business Functions (above), for example, communications to Board, members, providers, staff etc

### **BCP Testing and Training**

A full BCP test is not considered necessary as the main mechanism to maintaining access to data and systems is through staff having remote access, process manuals being in place for key processes and that there is back up of systems and individuals.

Staff will be briefed regularly to ensure they are familiar with the business continuity measures to be implemented.

The BCP will be reviewed and updated on an annual basis.

Version	Approved By
Version 1: 2016	Chair of the Board
Version 2: 2020	Board