



SAVVY Services Pty Ltd

Business Continuity Plan



1. Overview

Description of critical business function:	This Business Continuity Plan (BCP) relates to SAVVY Services Pty Ltd.	Maximum acceptable outage:	1-2 days
Approved by:	<i>Chief Executive Officer</i>	BCP approval date:	19/01/2024
		Last modified/reviewed:	19/01/2024

BCP Leaders	Owner	Operational BCP Lead	Operational BCP Lead backup
Name	Christopher Murphy	Deanna Maunsell	Oscar Foreman
Position	Director	Director	General Manager
DoE email	Chris.Murphy@savvyco.com.au	Deanna.Maunsell@savvyco.com.au	Oscar.Foreman@savvyco.com.au
Phone (After hours)	1300 942 895		

Business impact assessment							
Critical service categories	Direct service delivery	Safety of children and students	Workplace health and safety of staff and the community	Fraud and corruption	Security of personal and confidential information	Legislation and regulation compliance	Short-term financial viability of staff and stakeholders
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Peak periods	SAVVY operates 365 days a year. There are no discernible peak periods that require specific continuity planning. To ensure that SAVVY has reasonable communication coverage SAVVY operates an on-call service that is contactable 6am – 6pm. This number can be contacted by phoning 1300 942 895.
Event specific	This BCP covers all SAVVY operations, including services provided as a location other than Savvy WellCo. This BCP covers SAVVY’s physical services delivery functions, the ICT platforms that support our services and the administrative and financial processes associated with our operations.



2. Identify and prioritise activities

Prioritised activities and service level targets the critical business function is to deliver when operating under disruptive event management.

Priority	Activity title	Activity description	Activity impact description	Service Level Target
1	ICT Disruption	Implementing robust ICT infrastructure and protocols to ensure uninterrupted service delivery and communication channels.	System failures, cyberattacks, or network outages affecting data accessibility and communication	Aim for immediate response and resolution within 24 hours to minimize downtime and data loss.
2	Natural Disaster Preparedness	Developing comprehensive disaster preparedness protocols and conducting regular drills to ensure staff readiness.	Impact from floods, storms, or earthquakes leading to facility damage and service disruption.	Immediate activation of emergency response plans with a focus on ensuring staff safety and restoring services within 48 hours.
3	Fire Safety and Prevention	Implementing fire safety measures, including regular inspections, staff training, and evacuation plans.	Fire outbreaks within the premises causing damage to infrastructure and potential harm to staff and clients.	Immediate evacuation and activation of fire suppression systems, followed by assessment and recovery within 72 hours.
4	Intermittent Weather Event Management	Monitoring weather forecasts and implementing contingency plans for service delivery during adverse weather conditions.	Interruptions due to heavy rain, strong winds, or extreme temperatures affecting staff mobility and client accessibility.	Proactive communication to clients and staff regarding service adjustments, with restoration to normal operations within 24-48 hours after weather conditions improve.
5	Staff Continuity and Well-being	Prioritizing staff safety, well-being, and continuity through training, support programs, and flexible work arrangements.	Staff absenteeism due to illness, injury, or personal emergencies affecting service delivery and organizational resilience.	Implementing contingency staffing plans and support measures to maintain service levels while addressing staff needs within 24-48 hours.



3. Resourcing requirements

This section should identify the **minimum resources** required to implement the operational BCP.

3.1 Staff

The minimum number of staff necessary to implement the operational BCP. Responsibilities during disruptive event management may differ to business-as-usual arrangements. Refer to the contact list (Appendix A) to identify staff suitable for filling each position type.

Position type	Responsibilities	Number of staff
Administration officer	Communicate with stakeholders, maintaining decision log, preparing SITREPs	1
General Manager	Oversee coordination of response to a natural disaster or business interruption episode	1
Directors	Ensure that organisation continues to maintain legislative and financial compliance obligations	2
Maximum (if required)		4

3.2 Building

The minimum building requirements necessary to accommodate staff required to action the operational BCP. Hot sites are generally required when a critical business function cannot operate remotely (i.e. from home).

Current workplace	SAVVY WellCo – Suite 7, 135-142 Princess Highway, Fairy Meadow, NSW, 2519
	Requirement
Hot site*	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, rationale: SAVVY WellCo is a real property asset with the equipment necessary to respond to a natural disaster.
Special office accommodation	Building has 24/7 access, via electronically accessible doors.
Other	

*A work area with all necessary equipment provided.



3.3 ICT

During a disruptive event, the department will endeavour to provide staff identified in the above table with a standard work environment (i.e. desk, MOE computer, telephone, printer etc.). The table lists **additional** ICT requirements needed to support implementation of the Operational BCP.

	Requirement	Third party supported
ICT Applications/Technologies	Momence – Recreational rostering, member billing, movement therapy time records	Yes
	TurnPoint Assist & Pay – Client record management, clinical rostering, document management	Yes
	Xero – Financial record management, bank ledger management	Yes
	Employment Hero – Human resources record management	Yes

	Requirement	Number required
ICT Telecommunications	<i>SpokePhone – Telecommunication management and distributed telephony</i>	1
ICT Equipment	Laptop computer or terminal access	1
ICT Equipment	Mobile phone handsets	1

3.4 Vital records

The vital records staff in the operational BCP may need to use or reference to implement the operational BCP. Hardcopy versions of these documents should form part of your **business continuity kit**.

	Description	Location
Electronic	Backups of TurnPoint are available via https://backup.turnpointcare.com.au/	Online
Printed	In the event of a natural disaster or unforeseen weather event printed copies of the client list will be generated and retained.	Savvy WellCo



4. Interdependent functions

The interdependencies the operational BCP has with other parties and the nature of the relationship.

Name of function	Description	Business unit/business name	External
Rostering data	Rostering is facilitated electronically via both TurnPoint and Momenca. These systems also contain all member and patient information that is needed to understand scheduled services and contact details. These systems are maintained by a third-party vendor.	Administration	<input checked="" type="checkbox"/>
Client billing data	Client billing data is maintained in Momenca and clients are billed via a live integration with Stripe. These systems are maintained by a third-party vendor.	Administration	<input checked="" type="checkbox"/>
Clinical record management	Client records are maintained in both Momenca and TurnPoint. These systems are maintained by a third-party vendor.	Administration	<input checked="" type="checkbox"/>



5. Strategies and actions

The table guides the Operational BCP Lead's decision-making by providing response strategies, actions and responsible officers for each action (where possible), should access to critical operational resources (ICT, infrastructure, staff) be lost or significantly reduced.

Risk Categories	Suggested Management Strategy	Prepare (Before)	Respond (During)	Recover (After)
ICT Disruption	<ul style="list-style-type: none"> - Regularly update and maintain ICT systems - Conduct cybersecurity training for staff - Develop and test contingency plans and backup systems 	Implement robust ICT infrastructure and protocols, including regular maintenance and updates, to ensure uninterrupted service delivery and communication channels.	Immediately assess the extent of the disruption and initiate backup systems or contingency plans; aim to restore normal operations within 24 hours.	Recover data accessibility and communication channels within 24 hours by restoring systems, conducting thorough testing, and implementing cybersecurity measures.
Natural Disaster Preparedness	<ul style="list-style-type: none"> - Regularly audit and update emergency plans - Conduct regular staff training exercises and drills - Collaborate with local authorities and emergency services 	Develop and regularly review comprehensive disaster preparedness protocols, including emergency response plans and staff training exercises.	Activate emergency response plans immediately, ensuring staff safety and initiating recovery efforts within 48 hours.	Restore services and facilities within 48 hours by assessing damage, collaborating with local authorities, and prioritizing critical tasks.
Fire Safety and Prevention	<ul style="list-style-type: none"> - Conduct regular fire drills and staff training - Install and maintain fire detection and suppression systems - Develop and test evacuation procedures 	Implement fire safety measures, including regular inspections, staff training, and evacuation plans; conduct regular fire drills.	Evacuate premises immediately, activate fire suppression systems, and assess damage; initiate recovery efforts within 72 hours.	Assess damage and infrastructure and begin recovery efforts within 72 hours by repairing or replacing damaged systems and facilities.



Risk Categories	Suggested Management Strategy	Prepare (Before)	Respond (During)	Recover (After)
Intermittent Weather Event Management	<ul style="list-style-type: none"> - Develop alternate work arrangements for staff - Establish communication protocols during weather events - Maintain emergency supplies and resources 	Monitor weather forecasts and develop contingency plans for service delivery during adverse weather conditions; communicate plans to staff and clients.	Communicate service adjustments promptly to clients and staff; aim to restore normal operations within 24-48 hours after weather conditions improve.	Restore normal operations within 24-48 hours after weather conditions improve by assessing any damage and implementing repairs or adjustments.
Staff Continuity and Well-being	<ul style="list-style-type: none"> - Cross-train staff to cover critical roles - Implement flexible work policies and employee assistance programs - Develop and communicate contingency staffing plans 	Prioritize staff safety, well-being, and continuity through training, support programs, and flexible work arrangements; implement cross-training programs.	Implement contingency staffing plans and support measures immediately to maintain service levels; address staff needs within 24-48 hours.	Maintain service levels while addressing staff needs and initiate recovery efforts within 24-48 hours by implementing support measures and adjusting workloads



6. Communication plan

This plan outlines the communication activities during each phase of BCP implementation.

Recipient	Key Information	Delivery Method	Communication Method
Prepare	Line management/disruptive event management chain of command	Awareness of business continuity plan (BCP) activation procedures and roles/responsibilities.	Email communication or in-person briefing
	BCP staff	Details of their roles and responsibilities during the preparation phase of the BCP.	Email communication or BCP training session
	Interdependencies	Awareness of key dependencies and how they may impact business operations during disruptions.	Email communication or interdepartmental meetings
	Customers and stakeholders	Communication regarding potential disruptions and any expected impact on service delivery.	Email communication or official announcements
	Non-critical staff	Awareness of their role in supporting critical functions and any actions required in the event of a disruption.	Email communication or internal memos
Continuity Response	Line management/disruptive event management chain of command	Immediate notification of BCP activation and initiation of response procedures.	Direct communication or emergency hotline
	BCP staff	Activation of designated roles and responsibilities outlined in the BCP.	Direct communication or team meetings
	Interdependencies	Communication of continuity arrangements and any actions required to maintain operations.	Email communication or interdepartmental meetings
	Customers and stakeholders	Updates on service continuity and any changes to service delivery.	Email communication or official announcements
	Non-critical staff	Reporting situational status and escalation of issues as necessary.	Email communication or designated reporting channels
Recovery Response	Line management/disruptive event management chain of command	Updates on the resumption of business functions and potential backlog issues.	Email communication or in-person briefing
	BCP staff	Continuation of assigned recovery tasks and support in addressing any backlog issues.	Email communication or team meetings



	Interdependencies	Updates on the resumption of interdependent functions and coordination of backlog management.	Email communication or interdepartmental meetings
	Customers and stakeholders	Communication regarding the restoration of normal operations and any outstanding issues.	Email communication or official announcements
	Non-critical staff	Awareness of resumed functions and any ongoing support required for recovery efforts.	Email communication or internal memos



Appendix A. Contact list

Staff

The staff list should include staff involved in the BCP implementation and non-critical staff (i.e. staff not undertaking a BCP role) for communication purposes.

Staff name	Business as usual position	Email
Christopher Murphy	Chief Executive Officer	Chris.Murphy@savvyco.com.au
Deanna Maunsell	Chief Operating Officer	Deanna.Maunsell@savvyco.com.au
Oscar Foreman	General Manager	Oscar.Foreman@savvyco.com.au
Angela Saville	Chief Wellbeing Officer	Angela.Saville@savvyco.com.au
Mitch Neilsen	Head of Recreation	Mitch.Neilsen@savvyco.com.au
Sue Bowling	Head of Customer Experience	Suzanne.Bowling@savvyco.com.au
Jo Buchan	Head of Clinical Services	Jo.Buchan@savvyco.com.au
Tamara Grybas	Board Secretariat	Tamara.Grybas@savvyco.com.au



Appendix B. Decision log

Log must be used each time the BCP is tested or activated

Event	[insert event or test description]	Activation approved by:	
Event lead		Date BCP activated/tested:	
Operational BCP lead		Date BCP deactivated:	

Decision/action/rationale	Date/time	Responsible officer / signature



Appendix C. Testing/activation log

This section records the BCPs maintenance history.

Testing log			
Date tested	Test type	Brief description of changes	Approval
Click here to enter a date.	Choose an item.		
Click here to enter a date.	Choose an item.		
Click here to enter a date.	Choose an item.		

Activation log			
Date activated	Reason for activation	Brief description of changes	Approval
Click here to enter a date.			
Click here to enter a date.			