

Business Continuity Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that SilaCa Tasmania Pty Ltd maintains continuous, safe, and high-quality supports for participants in the event of emergencies, crises, or significant organisational disruption. This includes planning for events that may affect service delivery, such as natural disasters, pandemics, critical infrastructure failures, or workforce shortages.

This policy supports the organisation's ability to safeguard participants' rights to choice, control, dignity of risk, and safety by ensuring critical supports remain accessible and that changes are communicated transparently and respectfully. It also promotes organisational resilience and continuous service improvement.

2.0 Scope

This policy applies to all SilaCa Tasmania Pty Ltd staff involved in service delivery, planning, governance, or risk management. It applies to all participants supported by SilaCa Tasmania Pty Ltd, particularly those with high support needs or complex vulnerabilities.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to ensuring the continuity of participant supports and the ongoing operation of core business functions in alignment with the NDIS Practice Standards, including the Continuity of Supports, Emergency and Disaster, Risk Management, and Safeguarding modules. Our approach is proactive, risk-informed, and participant-focused.

To uphold this commitment, SilaCa Tasmania Pty Ltd will:

- Develop, implement, and regularly review a Business Continuity Plan that identifies risks, response strategies, communication protocols, and recovery plans
- Ensure that participants are not left without essential supports due to service disruptions. Where internal capacity is compromised, we will collaborate with external NDIS providers, Support Coordinators, and relevant stakeholders to maintain participant safety
- Establish workforce continuity through cross-training, succession planning, mentoring, use of agency staff, and maintaining a pool of trained casual workers
- Ensure that all staff deployed during disruptions hold a current NDIS Worker Screening clearance, are trained in participant-specific needs, and receive appropriate handovers to maintain safe, consistent care

- Inform participants and their representatives promptly about any service changes. Their preferences, support plans, and safeguarding needs will guide all decisions
- Prioritise the needs of participants with complex vulnerabilities, including maintaining personal emergency preparation plans and ensuring safeguards are in place
- Conduct annual scenario-based testing of the Business Continuity Plan. Outcomes will inform continuous improvement and will be reported to the Board to ensure governance oversight
- Maintain accurate and accessible documentation of emergency contacts, support plans, medication records, and critical suppliers, ensuring readiness in the event of a crisis
- Embed business continuity into training and orientation processes. Staff will receive regular updates on emergency procedures, safeguarding protocols, and recovery strategies
- Comply with all legislative and regulatory requirements, including the NDIS (Incident Management and Reportable Incidents) Rules 2018, the NDIS Code of Conduct, and the Work Health and Safety legislation
- Ensure the ongoing review of business risks, staff capacity, market comparisons, and financial viability. These reviews will inform service adjustments and risk mitigation strategies

SilaCa Tasmania Pty Ltd values the feedback and insight of participants, families, advocates, and staff in improving our resilience planning. We are committed to reviewing business continuity data, incident trends, and audit findings to strengthen our ability to provide uninterrupted, safe, and participant-centred services in all circumstances.

4.0 Procedure

Our organisation acknowledges that our staff and key personnel are essential to support and business continuity. Our business does not rely on a small group of individuals to provide service.

All staff engaged as replacements in the event of disruption will:

- Hold current NDIS Worker Screening clearance
- Be adequately trained and assessed for competency in supporting participants' specific needs
- Receive a handover to ensure they understand participants' goals, safeguarding needs, and relevant risks

Participants and their representatives will be promptly informed of any changes or disruptions to their services due to business continuity issues. Where required, alternative arrangements will be made in consultation with participants, respecting their choices, preferences, and safeguarding needs. Staff will document all participant communications and decisions in participant records.

If key personnel cannot fulfil their duties, the business will still operate using workers with the appropriate skills and experience to meet the needs of our participants. These workers may include:

- staff trained to undertake the role of others in their absence
- staff who are mentored and trained to increase their skills and knowledge

Version: 1 **Date approved:** 31/07/2025

Approved by: J Croft - Director **Next review date:** 31/07/2026

- agency staff who we employ when required
- regular casual staff

Also, we will conduct appropriate risk assessments to mitigate risk and understand priorities for risk management actions. We will identify strategic priorities and assist in preparing for effective recovery after an emergency or disaster. We will monitor and comply with government directives and keep our participants and staff informed. All records and plans will be kept updated to ensure the information is precise and current.

Our organisation engages with all key stakeholders to ensure we receive diverse input to inform our business plan, policies and procedures, which may include, but not be limited to, working with community members, participants, other service providers, IT professionals, health professionals, government bodies and staff

We have a policy and procedure review structure in place that is linked to our organisational risk management practices. With government legislation continually changing, we will, on an ongoing basis, implement changes required to the actions of our business and our employees.

The Manager will determine if there is a threat to the business and the way it currently functions, which may require an analysis of current work practices and a review of our services and price structures compared to our competitors.

5.0 Crisis management

Information obtained from various sources will be used to determine if our business model is appropriate. Our organisation will review our crisis management processes and implement appropriate and necessary structures to address emergencies and natural disasters, including ensuring that computer data is securely backed up regularly and that all data is recoverable if the system crashes.

We will ensure the following documents are regularly updated to provide current information to staff in the event of an emergency:

- participant support plans
- emergency plans, including Personal Emergency Preparation Plan
- contact details
- medication lists
- critical supplies
- critical suppliers

In the case of an emergency, we will implement the Emergency and Disaster Management Policy.

Individual participant Personal Emergency Preparation Plans (PEPP) will be developed and reviewed annually for participants at higher risk of harm during disruptions. These plans will guide staff responses and safeguarding during business continuity events.

Special consideration will be given to participants with complex needs or high-risk vulnerabilities, ensuring proactive safeguarding measures are in place to maintain critical supports and prevent harm during business disruptions. These measures will align with our Risk Management, Safeguarding, and Incident Management Policies.

Where internal staffing or resource capacity is compromised, SilaCa Tasmania Pty Ltd will work collaboratively with other NDIS registered providers, Support Coordinators, and formal guardians to ensure participants continue to receive critical supports.

5.1 Training

Our Business Continuity Plan will be tested annually through scenario-based training and rehearsals. Lessons learned from these exercises will inform updates to the plan. Records of tests and reviews will be kept for audit and compliance purposes.

Training of staff and management is essential to business continuity. The Manager will advise staff and participants of all training requirements, e.g. scenario training to inform staff of possible emergencies and the relevant procedures to follow.

5.2 Reviews and updates

We will use their risk management and continuous improvement policies and procedures to review current practices and determine an improvement plan. Improvements are likely, to ensure that our business continues to grow and develop. Our organisation will use appropriate data to determine threats or risks to the business, staff, and participants.

Implementing best-practice standards is the key to ensuring that the business moves forward with positive outcomes. Our staff will be trained to ensure that they are knowledgeable and professional, and staff will be kept up to date with any required changes to the service.

We will ensure that all required business insurances are current and our government regulatory requirements are met.

Findings from business continuity reviews and tests will be reported annually to the Board to ensure strategic oversight and alignment with organisational risk appetite.

6.0 Related documents

- Risk Assessment Form
- Risk Management Plan Register
- Internal Audit Schedule - Core Module
- Continuous Improvement Policy and Procedure
- Continuous Improvement Plan Register
- Human Resource Management Policy and Procedure
- Access to Supports Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Business Plan and Strategic Plan
- Staff Training Record
- Staff Training Plan
- Contingency Emergency and Disaster Plan

7.0 References

- NDIS Act 2013 (Commonwealth)
- NDIS (Incident Management and Reportable Incidents) Rules 2018 (Commonwealth)
- NDIS Code of Conduct 2018 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021