









## Business Continuity Plan













"People know what will happen if there's a disaster or emergency."



### Within 24 hours

	Ensure the safety of kaimahi/staff and rangatahi.
	Ensure a critical, minimum level of service is maintained. This may entail reallocating kaimahi, enlisting volunteers, making funding and other accommodation available, limiting delivery to remote services.
	If our accommodation/housing provision is affected, help the occupants/residents arrange for temporary accommodation elsewhere. Consult with local welfare centres if they have been established.
	An up-to-date contact list for the organisation is available. All team and board members are informed of immediate impacts.
	If ICT is down or unable to be accessed, use backup records and use and keep manual records. Liaise with relevant partners to provide continuity of service and enable ongoing information-sharing arrangements.
	Clients with appointments affected in the next week are contacted and updated



	<p>Changes to service operation are notified on the website.</p>
	<p>Change phone message to inform people contacting us of the immediate impact.</p>
<p><b>Short term</b></p>	
	<p>Assess impacts and extent of disaster.</p>
	<p>Use signage and other strategies to inform people who are likely to come to the premises of the situation and providing contact details.</p>
	<p>If required, shift financial and rangatahi/other personal records to a safe and secure location. Move other assets and equipment as needed if they are recoverable and ensure kaimahi have the tech they need to access organisational data and resources.</p>
	<p>Ensure arrangements for kaimahi/staff to be paid are implemented where usual systems are unable to operate. Maintain accurate records.</p>
	<p>Make contact with rangatahi/ whānau and arrangements for ongoing support.</p>
	<p>Communication to partner agencies, all other involved persons. Link and work with disaster recovery agencies.</p>
	<p>Arrange for insurance</p>
	<p>Consider staffing arrangements eg likely length of impacts, flexible work arrangements, temporary closures, use of leave and casual/temporary staff.</p>



	Consider relocation and operational options (eg co-location with other services; remote working).
	Arrange to see rangatahi/whānau in their kāinga/ homes or at another venue until new premises are located if re-location is necessary. Displaced rangatahi/whānau will be supported to access stable accommodation.

### Compliance

Social Sector Accreditation Standards - Level 2, Health and safety, 4.0

### Helpful links

[Back to Emergency and disaster planning](#)

### Review

Date: April 2021

Next review: March 2023