



Business continuity plan

Policy name

Business continuity plan

References

1	Policy number	
2	Date ratified	
3	Date of review	
4	Reference to evidence guidelines	4a
5	Responsibility	
6	Links to other policies	

Policy

Tropical Housing Company (THC) will adequately plan to ensure the continuation of service delivery in the context of a serious or adverse event. THC will anticipate possible threats to business continuity and comprehensively plan to ensure business continuity and reduce the impacts on tenants and other stakeholders. Business continuity is part of delivering a quality, customer focussed service ensuring that the needs of tenants, particularly tenants who are vulnerable, are met and that vulnerability is not increased as a result of serious or adverse events.

Procedures: examples

1. Identify existing and potential threats to business continuity. Threats may include:
 - a. Significant weather event
 - b. Substantial destruction of property through fire
 - c. Significant loss of contracts to deliver services to a level that impacts on overall viability
 - d. Cash flow problems
 - e. Fraud to a level that affects the capacity to operate
 - f. Significant reputational losses resulting in loss of trust/brand
 - g. A sentinel event
 - h. Catastrophic technology failure and loss of records.
 - i. Industrial action
2. Rank those threats in terms of likelihood of happening and impact if they did happen.
3. Develop a strategy and plan for each existing and potential threat.
4. Focus on how staffing resources would be deployed to manage the immediate situation.
5. Proactively identify options and partnerships for housing tenants if THC lost stock numbers due to a threat or issue.
6. Identify a strategy for how tenancies might be transferred if properties are no longer habitable.
7. Proactively assess the relative vulnerability of tenants. Understand quickly which tenants are most vulnerable and allocate resources to addressing their needs in an adverse event including through active and assertive outreach.
8. Ensure contact details for tenants are up to date and facilitate timely contact.
9. Develop a flow chart of activities which will be implemented in the event of specific situations such as a pending natural disaster which has been forecasted.



10. Provide training and supervision to staff to ensure a high level of working knowledge about procedures for adverse events affecting business continuity.
11. Staff will be actively involved in business continuity planning and plan monitoring.
12. Test scenarios will be explored regularly as a way of building organisational capacity to effectively ensure business continuity.
13. Maintain a safe and accessible location for documentation and other resources needed to ensure the capacity to continue trading.
14. Ensure tenants have access to clear information about contact with THC during an adverse event.

Example evidence sources

- Business continuity plan
- Evidence of training for staff
- Documentation relating to specific events.

Links to relevant resources

Queensland Government guide and resources for business continuity planning.	Download here.
West Australian Government Guide to Business Continuity Planning	Download here.