

# Strategic Objective:

## 5. Self Sufficiency & Sustainability



**POLICY: 5.2 Infrastructure & Business Continuity**

Approval By:	CEO	Approval Date:	03-06-2014
Document Owner:	Manager Systems & Risk	Next Review Date:	03-06-2017

**Purpose**

Set out the mitigation, preparation, warning, response and business continuity arrangements for the QEC core processes and environment which are supported from the QEC office at 53 Thomas Street Noble Park Victoria 3174.

**Target Audience**

All Staff

**Definitions**

DRP – Disaster Recovery Plan  
 BIRA - Business Impact Risk Analysis  
 ICT – Information and communication technology

**Policy**

**Objectives**

The objective is to provide processes and infrastructure that are maintained, reviewed and improved to ensure that restoration and continuation of QEC core processes and environment are paramount and minimalised in impact when an incident occurs affecting the Organisation infrastructure.

This is accomplished by best practice procedures, scheduled maintenance and reviews. Full documentation of processes, business impact analysis process and a detailed Disaster Recovery Plan that will organise and govern recovery operation.

**Process**

Business Continuity procedures are devised to minimise impact of QEC core processes at the 53 Thomas Street Noble Park site and covering the following:

- Operations
- ICT Services
- People & Culture
- Financial Services
- Building Services
- Corporate Services

**Maintenance**

Scheduled maintenance programs are to be maintained ensuring all core processes are current, relevant, accessible to the appropriate staff and compliant to the relevant Legislation and Standards.

**Review**

Maintenance programs and processes are to be answerable to a regular review within the risk and audit management programs, reporting to the CEO and applicable Board Committee.

5.2 Infrastructure and Business Continuity

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### Documentation

All procedures maintaining core processes are to be included in QEC Controlled Documents program, with scheduled review and accountable to the applicable document owner.

### Business Impact Risk Analysis

The BIRA assists in assessing for Disaster Declaration regarding technological infrastructure and should be utilised from the beginning of an incident/emergency and support the different committees in moving forward through the Disaster Recovery Plan if required.

### Disaster Recovery Plan

- provide the information and procedures necessary to respond to an occurrence, notify personnel, assemble recovery teams, recover data and resume service delivery at the current or alternate site as soon as possible after a disaster has been declared
- create a disaster recovery structure strong enough to provide guidance to all interrelated groups, yet flexible enough to allow QEC personnel to respond to whatever type of disaster may occur
- provide specific action plans for each functional area
- identify those activities necessary to resume full services at the reconstructed disaster site or new permanent facility
- establish a return to a business as usual environment.

Roles and Responsibilities are detailed to guide Senior Managers and key staff to lead the organisation in a smooth transition during a crisis.

In the event of declaring a Disaster, Key Stakeholders and the Board of Management are to be informed within 4 hours, or as soon as is practically possible.

### Access

All procedures are to be accessible to all staff and external copies of Disaster Recovery Plan located at community branches, senior managers and the Board of Management Presidents' residences.

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**Related Hyperlinks**  
 Business Impact Risk Analysis  
 Disaster Recovery Plan  
 5.1.4 Emergency Procedures Manual  
 5.2.9 Business Continuity Plan

**Key Legislation, Acts and Standards**

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-  
 e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

**DHS STANDARDS Listing**

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

**ISO 9001:2008 Listing**

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	Y
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
5.6	Management Review		
6.0 Resource Management	6.1	Provision of resources	

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	6.2	Human resources	
	6.3	Infrastructure	Y
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

**Key Legislation, Acts and Standards** OH&S Act 2004

**Key words** Disaster, recovery, business, continuity, plan, emergency, plan, DRP, urgent

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