



Business Continuity Plan

Table of Contents

Document Review .....2
Document Change Control .....2
Distribution List.....2
Appendix A: Emergency Contact details .....3
Fire, Ambulance or Police:.....3
Security Services for all Emergencies (24 Hours).....3
Provide the Following:.....3
Appendix B: Organisational Chart.....6
Appendix C: Business Impact Analysis .....7
Business unit:[Residential Services Office].....7
Appendix D: Business Impact Analysis.....9
Business unit:[Residential Systems Accommodation] .....9
Corporate Risk Impact Ratings (UNE Corporate Risk Management Rule – Framework) .....10
Appendix E: Business As Usual Planning - Office .....11
Within UNE for short term (< 1 week) .....11
Outside UNE for short term (< 1 week).....11
Within UNE for Long Term (>1 week) .....12
Outside UNE for Long Term (>1 week).....12
Appendix F: Business As Usual Planning - Accommodation.....14
Within UNE for short term (< 1 week) .....14
Outside UNE for short term (< 1 week).....15
Within UNE for Long Term (>1 week) .....16
Outside UNE for Long Term (>1 week).....16
Appendix G: Business As Usual Planning - Catering.....18
Within UNE for short term (< 1 week) .....18
Outside UNE for short term (< 1 week).....19
Within UNE for Long Term (>1 week) .....19
Outside UNE for Long Term (>1 week).....20
Appendix H: Contacts.....22
Appendix I: Communications Plan to Students .....25
Appendix J: Rehearse, Maintain & Review.....26
Training Schedule.....26

## Document Review

Whenever this document is reviewed and or amended, details are to be recorded on this page.

## Document Change Control

Revision #	Change Description	Date	Author
1	Initial document release as per draft	23/11/2016	Theron King
1.1	Amended as per Residential Systems suggestions: Extra BAU for Residential	14/03/2017	Theron King
1.2	Amended as per Risk and Audit suggestions: Trim and document control	16/03/2017	Theron King
1.3	Document registered in Work Health and Safety Management System (WHSMS) and 'Document Control' applied.	23/03/2017	Jodi McAlary
1.4	Filled out by Residential	12/04/2017	Allison Rocks
1.5	Updated to new format and contacts	21/05/2018	Allison Rocks/Theron king

## Distribution List

Copy Number	Name	Location
001	[Director Residential System ]	[Residential offices ]
002	[Heads of Colleges ]	[Colleges ]
003	[Emergency Control Organisation (ECO) ]	[Control Room ]
004	Business Continuity Officer ]	[HRS ]

## Appendix A: Emergency Contact details

### Fire, Ambulance or Police:

**000** (Prime emergency call service number)

**112** (International standard emergency number)

**106** (Emergency relay service for the hearing or speech impaired with a TTY/textphone)

### Security Services for all Emergencies (24 Hours)

University of New England 6773 2099

#### Incident Assessment Team:

Facilities management Services 6773 2065

IT Services 6773 5000

Media and Public Relations 6773 2551

Health and Safety 6773 1715

### Provide the Following:

1. Name and location of the Facility
2. Number of injured persons and the nature of injury
3. The type and scale of emergency including a brief description
4. Hazards involved (e.g. substances)
5. Telephone contact number (for any return calls - Usually a mobile number for the person making the call)

Other Emergency Contact Details	
State Emergency Service 132 500	Water/Sewer: 6770 3600 (Dumaresq Council)
Essential Energy (Electricity): 132 080	Telstra (Phones): 132 203
Elgas (Gas): 131 161	SafeWork NSW: (BH) 131 050 (AH) 9214 9220

## Residential Emergency Numbers

College	Role	Name	Location	Phone Number(s)
Residential Office	Head of Business Unit(Residential Services):	Allison Rocks	UNE Residential Administration	02 67736922 02 67723787(AH) 0419200269
	Secondary Residential System contact	Carolyn Coman-Jeffries  Ingrid Porter	UNE Residential Administration	02 6773 6931  02 6773 6018
Austin	Head	Andrea Gledhill	Austin College Office	02 6773 1310 0429 362 874
	Secondary Contact	Maree Rogers	Austin College Office	02 6773 1302
	Senior RF/Building Warden		Austin College SR Flat	02 67731301(AH) (redirects to mobile after hours) 0417 482490
Duval	Head	Ilona Mair	Duval College Office	02 67733483 0475 800231
	Secondary Contact	Katy Saint	Duval College Office	02 6773 5700
	Senior RF/Building Warden		Duval College SR Flat	02 6773 5700 (AH) (Redirects to mobile after hours) 0408 659079
Earl Page	Head	Kathie Hunt	Earle Page College Office	02 6773 6845 0457536617
	Secondary Contact	Lyndal Cooper	Earle Page College Office	02 6773 5300

	Senior RF/Building Warden			02 67735300(AH) Redirects to mobile after hours 0429 834 053
Mary White	Head	Ben Gooley	Mary White College Office	02 6773 1011 0477 397565
	Secondary Contact	Tony Boston	Mary White College Office	02 6773 1000
	Senior RF/Building Warden			02 6773 1000 Redirects to mobile 0407 005697
Robb	Head	Jamie Moore	Robb College Office	02 6773 1701 0438 627736
	Secondary Contact	Leigh Kelly	Robb College Office	02 6773 1700
	Senior RF/Building Warden			02 6773 1700 or redirects to mobile <a href="tel:0423614127">0423614127</a>
St Albert's	Head	Jason Lincoln	St Albert's College Office	02 5733 5200
Wright College & Village	Head	Jason Wall	Wright College Office E.101	02 67735936 0409 994614
	Secondary Contact	Jodi McAlary	Wright College Office	02 67735763 0484 017054
	Senior RF/Building Warden			Wright Village 02 67736667 or 0437 998763 Wright College 02 67736668 or 0457822191

# Appendix B: Organisational Chart



## Appendix C: Business Impact Analysis

As part of the BCP Business Units will undertake a Business Impact Statement which will use the information in your Risk Management Plan to assess the identified risks and impacts in relation to critical activities of your business and determine basic recovery requirements.

Business unit: **[Residential Services Office]**

Critical Business Activities may be defined as primary business functions that must continue in order to support your business.

Critical Business Activity	Description	Impact Rating	Impact of losses [ Describe losses in terms of health & safety, revenue, cost, students, staff, service delivery, reputation, organisation, legal/statutory]]	Maximum Tolerable Outage	Vital Records/Artifacts [List vital paper records, specimens, historical relics, works of art, musical equipment, specimens, animals or equipment]																				
		<table border="1"> <tr><td>Severe</td><td>Red</td></tr> <tr><td>Major</td><td>Orange</td></tr> <tr><td>Moderate</td><td>Yellow</td></tr> <tr><td>Minor</td><td>Green</td></tr> <tr><td>Insignificant</td><td>White</td></tr> </table> See next page		Severe		Red	Major	Orange	Moderate	Yellow	Minor	Green	Insignificant	White	<table border="1"> <tr><td>&lt;4hrs</td><td>Red</td></tr> <tr><td>1 day</td><td>Orange</td></tr> <tr><td>2 days</td><td>Yellow</td></tr> <tr><td>1 week</td><td>Green</td></tr> <tr><td>2 weeks</td><td>Blue</td></tr> <tr><td>&gt; 1 month (specify)</td><td>White</td></tr> <tr><td>Variable</td><td>Grey</td></tr> </table>	<4hrs	Red	1 day	Orange	2 days	Yellow	1 week	Green	2 weeks	Blue
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Applications for accommodation	Online application form for all accommodation.	Severe during Peak time (Aug – March)	Reputation of UNE ( appear incompetent)  Service Delivery  Stress on Staff, increase workload phone calls and angry students  Reduced revenue, look off-campus for accommodation	Seasonal:  <4 hrs to 1 week																					
Acceptance of accommodation contract	Online acceptance of place, contract and code of conduct by set time frame.	Major during Peak Time	As Above  Staff Costs to follow up and debt recovery	As above	Electronic Contracts and direct debit details.																				
Payment of Accommodation Fees	Payment by direct debit on a fortnightly basis for long term stay.	Depends on Timing: Could be Severe or Moderate	Revenue: \$600,000+ average fortnightly direct debit on Thursday.  Additional staff time to chase up outstanding fees	1 day max	Online direct debit details																				

	Payment by credit card, Bpay or PostPay for short term stay.		Increased outstanding debts and recovery issues. Reputation to UNE		
Room Allocation	Allocation of place in a college and room for a contract period.	Moderate Seasonal Depend on Intake periods	All rooming is managed online would have to revert to paper records. Additional staff time and cost required to manage paper records and the processes. Risk for students during this outage. Reduction in Revenue ( unsure of room availability)	2 hrs during peak periods	
Management and operation of Starrez system	All accommodation processes outlined above are completed by the Starrez system. Also, used for monitoring occupancy, room allocations and personal details(including medical details) of all residents and communication channels such as email, SMS and phone.	Severe	All of the above processes would not be able to occur. Reputation of UNE Reduction in Revenue Risk to students on-campus for emergency contacts and details on health	< 4 hours	

## Appendix D: Business Impact Analysis

As part of the BCP Business Units will undertake a Business Impact Statement which will use the information in your Risk Management Plan to assess the identified risks and impacts in relation to critical activities of your business and determine basic recovery requirements.

Business unit: **[Residential Systems Accommodation]**

Critical Business Activities may be defined as primary business functions that must continue in order to support your business.

Critical Business Activity	Description	Impact Rating	Impact of losses [ Describe losses in terms of health & safety, revenue, cost, students, staff, service delivery, reputation, organisation, legal/statutory]]	Maximum Tolerable Outage	Vital Records/Artifacts [List vital paper records, specimens, historical relics, works of art, musical equipment, specimens, animals or equipment]																				
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Variable	Grey																								
Accommodation	Provision of room, bed and associated services	Severe Seasonal and size of issue	Loss of revenue, reputation, risk to students, service delivery not met	<4 hours																					
Provision of Cleaning	Removal of rubbish, cleaning of bathrooms and common areas	Moderate	Health and safety and reputation and failing to meet contractual arrangements.	2 days																					
Provision of catering	5 – 10 meals provided per week and 6 formal dinners	Severe	Loss of revenue, service delivery not met, UNE reputation	2 hrs.																					
Catering Facilities for Self-catering	Communal Kitchens that Residents access to cook meals	Moderate	Service delivery not met, inconvenience to students in providing basis service	2 hrs.																					

Corporate Risk Impact Ratings (UNE Corporate Risk Management Rule – Framework)

Rating	Definition
1. Severe	The impact from the consequences of corporate risk, if they were to occur, would result in the BU’s Critical Business Activity being unachievable.
2. Major	The impact of the consequences of the corporate risk, if they were to occur, would render a significant proportion, or component, of the BU’s Critical Business Activity being unachievable.
3. Moderate	The impact of the consequences of the corporate risk, if they were to occur, would significantly obstruct the BU’s Critical Business Activity.
4. Minor	The impact of the consequences of the corporate risk, if they were to occur, would significantly delay or impair the BU’s Critical Business Activity.
5. Insignificant	The impact of the consequences of the corporate risk, if they were to occur, can be managed by the University so as to not impede the achievement of the BU’s Critical Business Activity

## Appendix E: Business As Usual Planning - Office

Identify in the table below a temporary office accommodation you can quickly access in an emergency situation. Two sites within UNE and two sites outside UNE for both short term and long term situations.

### Within UNE for short term (< 1 week)

Rank	Type [UNE site – Lecture theatre, laboratory, residence etc.]	Address [Building number and name]	Equipment Available [List all the equipment available at the site – computers, furniture, photocopiers, phones, paper]	Resources Needed [List all the resources you will need in order to use this site as a temporary office – Software, backup, staff, beds, catering, buses/transport, counselling and any other equipment not already available at the location]	FTE [Full time equivalent staff needed to return to BAU]	Internal/External Interdependencies. Service Agreement in place? [Yes/No]
1	Office Space at Duval College.  Seminar Rooms at Austin/ Earle Page College  Earle Page Residence	B53 or B41 or B31	Internet access onsite, chairs and tables. Photocopy in other College office.	6 Laptops and Internet access, phones or headsets, access to Starrez System	5 + 1 PT	No
2	Office Space anywhere on Academic campus	As above	As above	As Above	As Above	No

### Outside UNE for short term (< 1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
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1	Work from Home	Various	Internet	Laptops and wifi	5	No
2	Town Library	122 Faulkner St, Armidale	Internet	Laptops and wifi	5	No

Within UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	Same as above	As above	As above	As above	As above	No
2	Office Space anywhere on Academic campus	As above	As above	As above	As above	No

Outside UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
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1	Work From Home	Various	Internet	Laptops and wifi	5	No
2	Armidale Office Space	TBD	Internet	Laptops and wifi	5	No

## Appendix F: Business As Usual Planning - Accommodation

Identify in the table below a temporary office accommodation you can quickly access in an emergency situation. Two sites within UNE and two sites outside UNE for both short term and long term situations.

Within UNE for short term (< 1 week)

Rank	Type [UNE site – Lecture theatre, laboratory, residence etc.]	Address [Building number and name]	Equipment Available [List all the equipment available at the site – computers, furniture, photocopiers, phones, paper]	Resources Needed [List all the resources you will need in order to use this site as a temporary office – Software, backup, staff, beds, catering, buses/transport, counselling and any other equipment not already available at the location]	FTE [Full time equivalent staff needed to return to BAU]	Internal/External Interdependencies.  Service Agreement in place?  [Yes/No]
1	Utilise another residence – vacant rooms. (SEASONAL VARIATIONS Feb-Oct peak time)	Various – Bellevue Campus and Mary White on Academic Campus	Office already setup for another college	Already resourced, just need to check that rooms are clean	Current staff and assistance from cleaning contractors to setup rooms(if not already ready)	No
2	Lazenby Hall, Wright Centre, Campbell Hall, New Hall		Shelter with large enough space with toilets and showers. Separate areas for males/females.	mattresses, heating, water, linen, toiletries, extra clothing, access to internet, transport, access to catering, counselling	ECO to arrange extra Staff as required for setup	

Outside UNE for short term (< 1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	<p>Prioritise rooming – send home those who live locally?</p> <p>Caravan Parks, Hotels, Schools ( PLC, NEGS, TAS)</p>	<p>Highlander Van Village 76 Glen Innes Road (02) 6772 4768</p> <p>Armidale Tourist Park Grafton Road Waterfall Way (02) 6772 6470</p> <p>PLC/NEGS/TAS -</p>		<p>Transport,</p> <p>Record Management of students</p> <p>Additional staff</p> <p>Possibly counselling subject to the event</p> <p>Possibly mattresses, tents, port-a-loos, showers, linen</p> <p>Access to kitchen facilities</p>	ECO to determine in addition to residential staff.	No
2	Homestay, Private homes			Transport, additional staff, record management, counselling	As above	No
3	Basketball stadiums, sport and rec centre, Showground			<p>Transport,</p> <p>Record Management of students</p> <p>Additional staff</p> <p>Possibly counselling subject to the event</p> <p>Possibly mattresses, tents, port-a-loos, showers and linen.</p> <p>Access to kitchen facilities</p>	As Above	No

Within UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	Utilise vacancies in another college	Need to check occupancy graph on Starrez.	Already Resourced	Already Resourced, just need to check that rooms are clean	Current staff level	No
2	2 to a room in a college where possible?	Need to check occupancy graph on Starrez.	Already Resourced	Already Resourced, just need to check that rooms are clean	Current staff level	No

Outside UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	As above 1 & 2					

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## Appendix G: Business As Usual Planning - Catering

Identify in the table below a temporary office accommodation you can quickly access in an emergency situation. Two sites within UNE and two sites outside UNE for both short term and long term situations.

Within UNE for short term (< 1 week)

Rank	Type [UNE site – Lecture theatre, laboratory, residence etc.]	Address [Building number and name]	Equipment Available [List all the equipment available at the site – computers, furniture, photocopiers, phones, paper]	Resources Needed [List all the resources you will need in order to use this site as a temporary office – Software, backup, staff, beds, catering, buses/transport, counselling and any other equipment not already available at the location]	FTE [Full time equivalent staff needed to return to BAU]	Internal/External Interdependencies.  Service Agreement in place?  [Yes/No]
1	Utilise another Dining Hall, communal kitchen, BBQ areas  Include Robb College Dining Room	Various	Already available,	Already resourced, just extend hours of operation, additional staffing.  Communication to students	Current staff and assistance from cleaning contractors to setup facilities(if not already ready)	No
2	UNE Life catering areas including Boloominbah and Lazenby Hall		Already available.	Catering facilities, tables and chairs, utensils.  Policing	ECO to arrange extra Staff as required for setup	No
3	Takeaways, such as Pizzas		Phone call and space to access.	Staffing to manage service.		No

Outside UNE for short term (< 1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	Ex-Services Club, Bowling Club Caravan Parks, Hotels, Schools ( PLC, NEGS, TAS)	Various		Transport, Record Management of students Additional staff Access to kitchen facilities	ECO to determine in addition to residential and catering staff.	
2	Homestay, Private homes	TBD		Transport, additional staff, record management	As above	

Within UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
------	------	---------	---------------------	------------------	-----	--

1	Utilise another Dining Hall, communal kitchen. Include Robb College	Need to check occupancy graph on Starrez and spare capacity.	Already Resourced	Already resourced, just extend hours of operation, additional staffing. Communication to students Record Management.	Current staff and assistance from cleaning contractors to setup facilities(if not already ready)	
2	UNE Life facilities	Check availability				

Outside UNE for Long Term (>1 week)

Rank	Type	Address	Equipment Available	Resources Needed	FTE	Internal/External Interdependencies. Service Agreement in place?
1	Utilise another Dining Hall, communal kitchen. Include Robb College	Need to check occupancy graph on Starrez and spare capacity.	Already Resourced	Already resourced, just extend hours of operation, additional staffing. Communication to students Record Management.	Current staff and assistance from cleaning contractors to setup facilities(if not already ready)	

2	UNE Life facilities	Check availability				
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## Appendix H: Contacts

List all contacts to enable you to continue BAU as listed above including Interdependencies [Suppliers/Contractors (external inputs), Service Provider Support (Internal inputs) and Dependents (Outputs)]

Contact Type	Organisation Name	Contact Name	Title	Address	Phone
UNE Office Space Allocation	UNE – FMS	Cameron Marshall	Strategic Development Manager	FMS N05	6773 3368 <a href="mailto:cmarsha5@une.edu.au">cmarsha5@une.edu.au</a>
IT room setup	UNE - ITD	N/A	ITD	<b>In person:</b> Dixson Library Service Desk, Level 2 Dixson Library (C31)	<b>Webform:</b> <a href="http://une.servicenow.com/sp_it">http://une.servicenow.com/sp_it</a> <b>Telephone:</b> +61 (2) 6773 5000 or toll-free 1800 763 040 <b>Email:</b> <a href="mailto:servicedesk@une.edu.au">servicedesk@une.edu.au</a>
External Input	Starrez Pty Ltd	helpdesk	N/A	N/A	1800 875 487 or <a href="mailto:starcare@starrez.com">starcare@starrez.com</a>
External	Cleaning Contractor ( via FMS)				

External	Catering Contractors (Compass)				
External	Laundry Contractor				
Internal	UNE International				
(including homestay options)					
Internal	UNE Life				
Internal	UNE Finance				
Internal	UNE Student Services				
External	Accommodation Providers – Armidale Tourist Information, Hotels				

Dependents	Residents: students and visitors				
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## Appendix I: Communications Plan to Students

- Contact details for College Residents is all available from Starrez database. UNE email and other email addresses are provided. Phone details for residents and their next of kin is also kept on the database.
- We have the option to communicate with residents in particular areas of college or whole colleges that are affected via email.
- Currently, we are trying to source a provider for our SMS system and when this is sorted we can also send an SMS to affected residents.
- All Colleges have a facebook page where information can be disseminated.
- The College Residents Fellows have a set floor/block and group of residents they manage and there is an avenue to door knock and marshal floors to provide direction and information.

We also utilise notice boards which are located in strategic areas of the College.

## Appendix J: Rehearse, Maintain & Review

It is critical that you rehearse your plan to ensure that it remains relevant and useful. This may be done as part of a training exercise and is a key factor in the successful implementation of the plan during an emergency.

- A training schedule must be prepared for all people who may be involved in an emergency at the site.
- Pay attention to staff changes.
- If you change your organisational structure or suppliers/contractors this must be amended on your plan.

### Training Schedule

Training Date	Training Type	Comments

#### **Records Storage Instructions**

*The completed Business Continuity Plan must be recorded in TRIM Container a17/1752 utilising a TRIM license in your School/Business Unit.*