



The Public Trustee

Business Continuity Management Policy

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Document Information

Approved

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Revision History

Version	Date	Updated by	Summary of Changes
1.1	April 2014	Mark Blair	Draft
1.2	August 2014	Mark Blair	Final Draft
1.3	November 2014	Mark Blair	Final Draft for Approval
1.4	April 2015	Toni Farrell	Updated
1.5	October 2015	Toni Farrell	Updated following review by A/Dir GED

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1. Introduction

This policy is part of the Public Trustee’s risk management framework and involves managing business interruption by having strategies in place that enable the Public Trustee to:

- manage the immediate impacts of a disruptive event;
- deliver critical services to Public Trustee clients until full service resumes; and
- resume business to usual capacity, where possible.

2. The Public Trustee’s Business Continuity Management Framework

The figure below provides an indication of the relationships between the various aspects of the Public Trustee’s Business Continuity Management (BCM) framework.

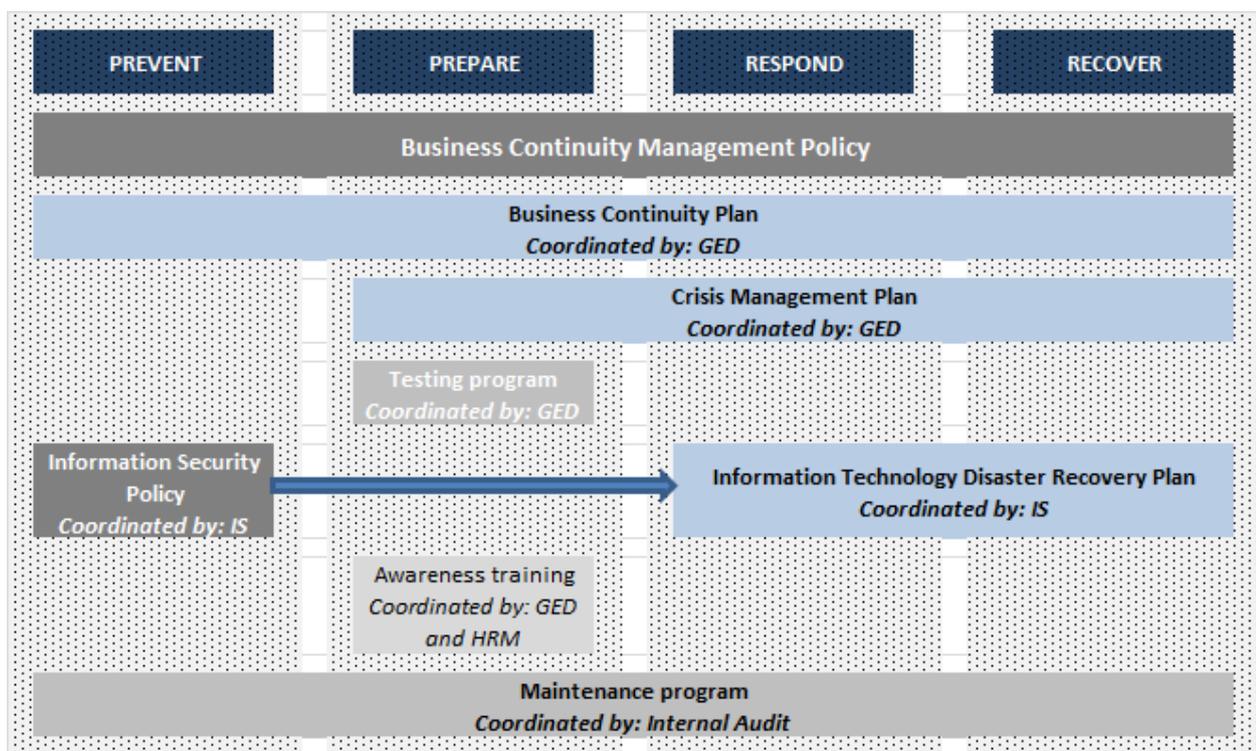


Figure 1. The Public Trustee’s Business Continuity Management Framework.

3. Policy Statement

The Public Trustee has an obligation to employees, clients and stakeholders to ensure service delivery is maintained in a disruptive event or crisis impacting the Office.

The Public Trustee recognises the potential strategic, operational and financial risks associated with business interruptions and the importance of maintaining a viable capability to continue the Public Trustee’s service delivery to clients. The BCM framework provides an efficient and cost effective approach to use in the case of a disruptive event or crisis impacting service delivery to clients.

4. Application

This policy applies to all Public Trustee programs and staff, including permanent and temporary employees, contractors and any other person who provides a service on a paid or voluntary basis to the Public Trustee.

5. Scope

In scope

This policy covers the prevention, preparation, response and recovery of possible or actual interruptions to critical business operations associated with the Public Trustee's delivery of core services.

Critical business operations are defined as those functions which, if not performed, could have a serious impact on:

- Staff;
- Service delivery to clients and the community;
- Ability to maintain service delivery and core operations;
- Legal and compliance issues; and
- Reputation.

Out of scope

Events that are managed using normal management processes and procedures are out of the scope of this policy.

6. Principles

- i. Business Continuity Management is a core component of good governance and is an integral element in the Public Trustee's overall Risk Management framework.
- ii. Business continuity focuses on the Public Trustee's capacity to achieve our core business objectives. Business continuity will be managed in accordance with the procedures set out in the Public Trustee's *Business Continuity Plan*.
- iii. In the case of a disruptive event, the primary focus is the immediate and ongoing safety of staff and clients.
- iv. If a prior warning of a disruptive event has been issued by an authority, the Public Trustee will plan to ensure interruption to services is minimised and continuity is maintained to the extent possible.
- v. During or following a disruptive event, the Public Trustee will make every effort to achieve the earliest restoration of service delivery.
- vi. Following a disruptive event, a review will be undertaken of the event, the Public Trustee's response and business continuity in preparation for (or prevention of) future similar events.

7. The Public Trustee business continuity management model

There are three distinct phases to the Public Trustee's response to a disruptive event or crisis. The Public Trustee's response is intended to be timely and handled by the appropriate management level.

The three event management phases are:

a. Event response and management

A localised tactical activity that is focused upon safeguarding people, service delivery, systems and facilities.

In many events, immediate action or the severity of the event means it will not be necessary to initiate a crisis response. Generally, if the event can be responded to and managed by normal management procedures, it does not require activation of the Crisis Management Plan (CMP) or the Business Continuity Plan (BCP).

b. Crisis management

The CMP is activated where normal management procedures are unlikely to provide an adequate or optimal response to contain a disruptive event. The response is aimed at managing the broader implications and stabilising a crisis event.

c. Business continuity and recovery

The BCP includes plans to:

- (a) enable continuation of critical business functions during and following an event; and
- (b) recover functions to business as usual.

This policy is to be read with the Public Trustee's Risk Management Policy and Procedure.

8. Roles and responsibilities

Role	Responsibility
Executive Management Team (EMT)	Endorses the Business Continuity Management Framework and policy. Both the Business Continuity Plan and the Crisis Management Plan set out the roles and responsibilities of the members of the EMT in the situation of a disruptive event or crisis.

9. Policy review

Governance and Executive Directorate will review the Business Continuity Management Policy annually to ensure its relevance and effectiveness.

10. Definitions

Term	Definition
Business continuity management (BCM)	The process for managing the Public Trustee's operations to ensure that service delivery can, in the event of a material disruption arising from internal or external event, be maintained, or restored in a timely way with minimal impact to employees, clients and stakeholders.
Business Continuity Plan (BCP)	Identifies the responses that the Public Trustee will use to continue service delivery following a disruptive event. Earliest possible restoration of service delivery after the disruption is the main objective of BCP.
Crisis Management Plan (CMP)	Provides a structured response to a crisis event, regardless of the nature of the event.
Disruptive event	Any event that may cause a significant business disruption, loss, emergency or crisis in the delivery of client services. Examples of a disruptive event may include: <ul style="list-style-type: none"> ○ Cyclone; ○ Flood; ○ Power outage; or ○ Social unrest. and may result in: <ul style="list-style-type: none"> ● Loss of building; ● Loss of ICT; and ● Significant unavailability of staff.
Governance & Executive Directorate (GED)	Coordinates the Public Trustee's business continuity management framework including developing and reviewing the business continuity management policy.
ICT	Information and communications technology
Pandemic Plan	In the event of a pandemic, the BCP Team Leader will follow the guidance provided by the Chief Health Officer Queensland.

11. References

Financial Accountability Act 2009

Financial and Performance Management Standard 2009

Disaster Management Act 2003

Standards Australia

Risk Management Principles and Guidelines (ISO AS/NZS 31000:2009)

Business Continuity – manage disruption related risk (ISO AS/NZS 5050:2010)

Queensland Health

Pandemic influenza plan

Public Trustee of Queensland

Risk Management Framework

Strategic Plan 2012-2016

Work Health and Safety Act 2011