

Business Continuity Checklist

Tasmania's borders are reopening on 15 December 2021 and the management of COVID-19 will enter a new phase. This will present new challenges to the state and to the operation of community services.

To help with business continuity planning, TasCOSS has adapted and compiled this list of questions to help think through what it looks like when we are successfully meeting the needs of our clients, and what needs to be in place to ensure this can continue in the event of renewed COVID-19 outbreaks?

General Continuity of Service

- Have we recently updated our COVID-19 safety and business continuity plans?
 - See guide on [preparing your business for COVID-19 cases and outbreaks](#).
- Are there critical roles or functions performed by specific staff or volunteers that we need to protect?
- Is there any new or refresher training our workforce needs to be prepared?
- What is our plan if there is a surge in staff absenteeism?
- Do any vaccine mandates apply to our staff or volunteers?
 - See [Tasmanian Government vaccine requirement information](#).
- Do we have staff who are unable or unwilling to be vaccinated or comply with other Public Health measures? Do we have a plan or policy in place to manage this?
 - See [vaccine policy templates and resources](#).
- Are there different modes of service delivery that we could use to reduce the risk of transmission and exposure? (e.g. tele or digital support) Do we have the technology, systems and procedures in place to make that transition?
- Can we make physical changes to our service to limit over-crowding and close physical contact?
 - See [COVID-19 Safe Workplaces Framework](#).
 - See [sector specific workplace guidelines](#).
- Do we need to increase routine cleaning, waste management practices, ventilation, etc. to improve infection control procedures?
- Do we need additional protective clothing/equipment, and if so, how much?
- Are there any sub-contractors, visiting service providers or others we need to speak with about their preparedness?
- Have we kept our funding agreement or contract manager in the loop on any changes being made and sought their input and advice?

- Could our funding or fundraising be in danger in the event of an outbreak in our community or service?
- Is the board up-to-date and providing oversight of our continuity planning?

Staff and Volunteer Support and Wellbeing

- Are there measures we can take to reinforce work health and safety requirements, promote staff wellbeing and prevent fatigue and illness?
- What precautions might we need to take for any staff or volunteers who may be more vulnerable to respiratory disease?
- Are there any alternative work arrangements or special leave conditions we should put in place for staff and volunteers?
- Do we have an immunisation policy that is clear and fit for-purpose?
- Do we have an avenue for staff and volunteers to share feedback or concerns and have necessary discussions?

Client Support and Wellbeing

- Will clients experience increased anxiety and/or discrimination due to fear of the virus? How can this be allayed?
- Do we have a plan to clearly communicate to clients about any necessary precautionary measures?
- Does our service need to promote multilingual resources about COVID-19 and border reopening to our clients?
- Do we need a plan for supporting clients during periods of self-isolation?
- Should we cancel any services that present high risk? What will be the impacts for clients and how can these be managed?