DISASTER MANAGEMENT AND RECOVERY

Disasters encompass many different scenarios and come in many different forms. Their consistent commonality is the capacity to severely disrupt your business operations, and the communities you support.

Use this checklist to kick-start your disaster management and recovery planning.

Build your resilience to be there when your clients need you most.

For more planning tools, visit www.csialtd.com.au/ disastermanagement

csia | Community Services Industry Alliance

Queensland Government

DISASTER MANAGEMENT AND RECOVERY
PLANNING CHECKLIST

- **Have you documented all the critical contact numbers for your organisation?**
  - » Staff
  - » Clients
  - » Stakeholders

- **Have you identified the critical functions your organisation performs?**
  - » What are the functions that, if you stopped doing them for a short to medium period of time, would have a major negative impact on your organisation?

- **Have you identified the critical equipment you need to perform the abovementioned functions?**
  - » Do you have back up equipment if any of it is damaged?
  - » How will you continue to perform the function if this equipment is damaged?

- **Have you identified a secondary office location?**
  - » Have you identified an alternate office location if normal office unavailable?
  - » Have you tested your ability to work there – include IT support in this process? Will laptops work? Can you print? Is your data accessible?
  - » Have you got an MOU with others to take clients if need be, or to go to another of your own agency facilities etc?

- **Have you written this information down in a plan?**
  - » Is it up to date (reviewed monthly)?
  - » Do you have it in hard copy?
  - » Do your staff have hard copies?
  - » Do local Emergency Services know what your plans and arrangements are?
  - » Does your alternative service delivery location have a copy of the Plan?

- **Have you put together an emergency *'go-bag'* with the following contents?**
  - » Hard copies of your crisis management plan
  - » Pre-paid mobile phone and charger x2
  - » Laptop and charger
  - » Power board
  - » Notepads and pens
  - » Critical client/organisation records
  - » Back up of data and records on an external storage drive