



Business Continuity Plan

Health Professional Councils Authority

The HPCA has a Business Continuity Plan (BCP) which sets out the actions necessary to recover any loss of business activity because of a significant incident or disaster. The BCP focuses first on restoring the key activities necessary to ensure Councils are able to continue to protect the public.

In the plan the HPCA has identified the HPCA and Councils' key business activities and then the actions, resources and personnel necessary to restore these activities. The BCP also sets timeframes by when key activities need to be restored plus timeframes for progressively moving the HPCA and Councils back to normal operation.

The BCP can **only** be activated by the Director, HPCA or her delegate if an incident or disaster is expected to exceed the 'maximum acceptable downtime'. The BCP involves three phases:

1. First phase – emergency response – may include evacuation. You **must** follow the established emergency evacuation procedures.
2. Second phase – continuing with the operation of the key business processes, as identified in the BCP and the staff handbook.
3. Third phase – recovery and restoration of business operations including 'catch up' of duties.

As part of the BCP, the HPCA has established two recovery teams.

1. The Central Recovery Team is the coordinating body for all emergency responses and recovery efforts. The team consists of the Director, Assistant Directors, the Communications Officer and Administration Manager.
2. The Information and Communications Technology (ICT) Recovery Team is responsible for all operational efforts to restore and recover ICT including: telephone and communication services that support key business processes. The team reports to the Central Recovery Team and consists of the HPCA data base supervisor and Private Universe (private contractor).

Communication to staff via a 'live' feed

In the event of an incident or a disaster staff and visitors will have up to date information about evacuations, when the building is safe for staff to return and any other relevant information via a 'live' feed on the HPCA website.

The live feed is available via a twitter link ([tweets by @hpcansw](#)) on the left hand bottom corner of the HPCA homepage.

A copy of this information sheet and a link to the twitter account is on the
HPCA website www.hpca.nsw.gov.au