Business Continuity Plan Template

LEVEL UP
YOUR BUSINESS

For major weather events and unexpected disruptions

Sunshine Coast
COUNCIL

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Cover image

Visit Sunshine Coast

Traditional acknowledgement

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share.

We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

Truth telling is a significant part of our journey. We are committed to better understanding the collective histories of the Sunshine Coast and the experiences of First Nations peoples. Legacy issues resulting from colonisation are still experienced by Traditional Custodians and First Nations peoples.

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi peoples and the Jinibara peoples.

We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations peoples continue to play within the Sunshine Coast community.

Together, we are all stronger.

Contents

Introduction 4

Business Continuity Plan 5

Risk Assessment and Mitigation Plan 6

Business Impact Analysis 9

Data and Cyber Security 12

Financial Resilience 17

Supply Chain and Resource Resilience 21

Emergency Contact List 25
Emergency Essentials Kit 28

Premise Preparation Checklist 29
Communication Plan and Templates 32

Staff Training and Emergency Roles 34
Testing and Maintaining Your Plan 37

Resources 38

Introduction

Small businesses are the heart of our community and economy. Building resilience ensures your business can continue operating during and after unexpected disruptions, such as natural disasters, IT failures, or supply chain interruptions. A Business Continuity Plan is a vital tool to help you prepare, respond, and recover, giving you the confidence to handle challenges while minimising impact.

This template has been designed with busy small business owners in mind. It provides a simple, step-by-step approach to creating a tailored continuity plan that fits your operations. With practical tools, checklists, and space to record key details, this guide empowers you to protect your people, assets, and reputation.

How to Use This Template

1 Understand Your Risks

Begin by identifying potential risks to your business, such as extreme weather, power outages, or market changes. Use the template to assess the likelihood and impact of these risks.

2 Plan for Disruption

Work through each section to record critical information, such as emergency contacts, financial considerations, and data protection measures.

3 Tailor the Plan to Your Business

No two businesses are the same. Use the editable sections to customise the plan for your operations, considering your unique products, services, and team structure.

4 Review and Test Your Plan

Regularly review and update your plan to ensure it stays relevant. Practice your response to disruptions to identify any gaps and refine your approach. Ensure all key team members have access to the plan and know where to find it. A well-prepared team can act quickly and confidently in an emergency.

Why This Matters

Taking the time to prepare today can save your business time, money, and stress when faced with unexpected challenges. This template simplifies the process, helping you stay focused on running your business while safeguarding its future.

For more information on disaster preparedness for business visit **Get Ready Queensland.**

Business Continuity Plan
Prepare. Mitigate. Respond. Recover.

Business Name:

Contact Name:

Address:

Contact Details:

ABN:

Date Last Updated:

Risk Assessment and Mitigation Plan

Risk Assessment and Mitigation Plan

The Risk Assessment helps identify potential risks that could affect the day-to-day operations of your business. It allows you to develop strategies for managing these risks, ensuring you can continue operations even when disruptions occur. By assessing these risks and preparing in advance, you're taking proactive steps to safeguard your business.

How to Complete a Risk Assessment

1 Identify Potential Risks:

Think about key risks that may disrupt your business operations, such as natural disasters, financial setbacks, technology failures etc.

2 Assess Preventative Actions:

What actions can you take now to prevent or reduce the likelihood of these risks occurring.

3 Develop Contingency Plans:

Even with preventative measures in place, some risks may still occur. If these risks do materialise, a contingency plan will help you act quickly and minimise disruption.

4 Review and Update Regularly:

Your business environment may change over time, and new risks may emerge. Schedule regular reviews of your risk management plan to ensure your business remains resilient.

Example

Risk	Likelihood	Impact	Preventative Action	Contingency Plan
Risk 1: *Natural disaster affects operations (flood, bushfire)*	◯ Low ◯ Medium ◯ High	◯ Low ◯ Medium ◯ High	• *Develop an evacuation plan for staff and customers.* • *Keep an emergency supply kit.* • *Review business insurance to cover flood or storm damage.*	• *Set up an emergency fund for recovery expenses.* • *Create communication protocols to keep customers informed during an event.* • *Have a list of alternate suppliers if current suppliers are affected.*

Action: Complete the table below to identify potential risks, assess their likelihood and impact and document mitigation strategies to protect your business from disruptions.

Support: More information on how to assess and manage risk can be found on **Business.gov.**

Risk Assessment and Mitigation Plan Template

Risk	Likelihood	Impact	Preventative Action	Contingency Plan
Risk 1:	◯ Low ◯ Medium ◯ High	◯ Low ◯ Medium ◯ High		
Risk 2:	◯ Low ◯ Medium ◯ High	◯ Low ◯ Medium ◯ High		
Risk 3:	◯ Low ◯ Medium ◯ High	◯ Low ◯ Medium ◯ High		
Risk 4:	◯ Low ◯ Medium ◯ High	◯ Low ◯ Medium ◯ High		

Business Impact Analysis

Photo: Tourism and Events Queensland

Business Impact Analysis

On the Sunshine Coast, small businesses can face unique risks, such as severe storms, cyclones, bushfires and flooding which can result in a range of challenges such as supply chain disruptions and power outages.

A Business Impact Analysis (BIA) is a tool to help you identify the most critical aspects of your business operations and evaluate how disruptions might affect them. It helps prioritise recovery efforts, ensuring your time and resources are focused on what matters most during a crisis.

By completing a BIA, you can:

- Identify which parts of your business are essential to keep running.
- Understand how disruptions could impact your revenue, customers, and reputation.
- Plan ahead to recover quickly and reduce downtime.

How to Complete a Business Impact Analysis

1 List Critical Operations and Resources:

Think about what your business absolutely needs to function, such as payment systems, key suppliers, or IT systems.

2 Assess the Impact of Disruption:

What happens if this operation/resource is unavailable? Consider financial losses, operational delays, and customer impacts.

3 Set a Recovery Time Objective (RTO):

Decide how quickly this operation/resource needs to be restored to minimise impact.

4 Plan Contingency Actions:

Identify steps you can take to mitigate the impact or recover quickly.

Example

Critical Operation or Resource	Impact of Disruption	Recovery Time Objective (RTO)	Contingency Plan
Payment Processing	*Inability to process sales; loss of revenue and customer trust.*	*Within 24 hours*	*Switch to manual invoicing or backup payment platform.*
Key Supplier (e.g., fresh produce)	*Stock shortages; delayed customer orders.*	*Within 48 hours*	*Establish relationships with alternative suppliers.*

Action: Complete the table below to identify critical business functions, asses the impacts and outline recovery strategies to minimise disruption.

Support: More information on analysing risk impact can be found at [Business Queensland.]

Business Impact Analysis Template

Critical Operation or Resource	Impact of Disruption	Recovery Time Objective (RTO)	Contingency Plan

Data and Cyber Security

Data and Cyber Security

Protecting your business data and systems from cyber threats is critical to ensure smooth operations, maintain customer trust, and comply with legal obligations. This section helps you identify key steps to secure your data and develop your cyber security measures.

How to complete the Data and Cyber Security Plan

1 Identify and Protect:

List the types of business data you store, where its kept, and how its protected.

2 Back up Regularly:

Record what data needs to be backed up, how often, where backups are stored and who is responsible.

3 Document IT Support:

List key IT service providers, their contact details and support hours to ensure quick access in case of an issue.

4 Strengthen Security:

Outline cyber security measures, such as software updates and staff training and assign responsibility for each action.

Examples

Data Type	Storage Location	Protection Measures	Access Rights
Customer Information	*Cloud storage (e.g., X)*	*Encrypted, password-protected*	*Owner, Manager only*
Financial Records	*Accounting software (e.g., Y)*	*Access limited to accountants*	*Accountant, Manager*

Data to Backup	Backup Frequency	Backup Location	Person Responsible
Customer Database	*Weekly*	*Secure cloud storage (e.g., Z)*	*IT Lead*
Financial Records	*Daily*	*Encrypted external hard drive*	*Accountant*

Service	Provider	Contact Information	Hours of Support
Internet Service	*XYZ Internet*	*1800 123 456*	*24/7*
IT Emergency Services	*Local IT Support Firm ABC*	*0400 987 654*	*Mon-Sun, 8am-8pm*

Measure	Action Steps	Person Responsible
Regular Software Updates	*Schedule weekly updates*	*IT Lead*
Firewall Protection	*Install and maintain firewalls*	*IT Consultant*

Action: Complete the tables below to document your data protection measures, backup plan, IT support contacts and cyber security actions, then implement the Cyber Security Best Practice Checklist to strengthen your business's security.

Support: More information on cyber security resources can be found at [Australian Government.]

Cyber Security Best Practices

1. Use strong, unique passwords for all systems and accounts.
2. Enable multi-factor authentication where possible.
3. Schedule regular backups for critical data.
4. Limit access to sensitive data based on roles.
5. Keep software, apps, and systems updated.
6. Install and maintain antivirus and firewall protection.
7. Train staff on phishing and cyber security threats.
8. Create a cyber security incident response plan.
9. Test data recovery from backups periodically.
10. Secure Wi-Fi networks and avoid public Wi-Fi for sensitive work.

Protecting Business Data

Data Type	Storage Location	Protection Measures	Access Rights

Backup Plan

Data to Backup	Backup Frequency	Backup Location	Person Responsible

IT Support Contacts

Service	Provider	Contact Information	Hours of Support

Cyber Security Measures

Measure	Action Steps	Person Responsible

Financial Resilience

Photo: Tourism and Events Queensland

Financial Resilience

Financial resilience is essential for keeping your business stable during and after disruptions. This section will help you develop strategies to manage cash flow, secure funding, and ensure you have the right insurance coverage in place to protect your business.

How to complete the Financial Resilience Plan

1 Assess Cash Flow Risks:

Identify key cash flow elements that could be impacted during a disruption such as revenue, expenses and supplier payments.

2 Develop an Action Plan:

Outline strategies to manage cash flow challenges, such as reducing expenses or securing emergency funds.

3 Document Insurance Coverage:

Record your business insurance details, including provider, policy numbers, coverage specifics and contact information.

4 Review and Update Regularly:

Ensure your financial resilience plan stays current by reviewing cash flow strategies and insurance policies at least annually.

Examples

Cash Flow Element	Action Plan	Person Responsible
Payment Terms	*Negotiate flexible terms with suppliers or customers.*	*Accountant*

Insurance Type	Provider	Policy Number	Coverage Details	Contact Information
Business Interruption	*XYZ Insurance*	*123-456-789*	*Covers loss of income*	*claims@ xyzinsurance.com*

Action: Complete the tables below to assess your cash flow management strategies, document your insurance coverage and implement the financial resilience checklist to strengthen your business's ability to withstand disruptions.

Support: More information on managing cash flow and improving day to day operations can be found at [ATO- Essentials to strengthen your small business.]

Financial Resilience Plan Template

Managing Cash Flow During Disruptions

Cash Flow Element	Action Plan	Person Responsible

Insurance Details

Insurance Type	Provider	Policy Number	Coverage Details	Contact Information

Financial Resilience Checklist

- ◯ Conduct regular cash flow forecasts to prepare for potential disruptions.
- ◯ Identify fixed, variable and discretionary expenses in your budget.
- ◯ Diversify income streams to reduce reliance on a single source of revenue.
- ◯ Establish an emergency reserve fund.
- ◯ Establish relationships with multiple suppliers to ensure inventory continuity.
- ◯ Ensure you have adequate insurance coverage for business assets, liability and income protection.
- ◯ Review and update insurance policies annually.
- ◯ Store electronic copies of all policy documents in a secure location.
- ◯ Maintain a list of funding sources and their eligibility criteria.
- ◯ Review supplier and customer contracts for flexibility in case of emergencies.
- ◯ Keep financial records organised for quick access during emergencies.

If your business is at risk of financial hardship contact the **Small Business Financial Counselling Service** for free, impartial and confidential financial counselling.

Grants and Financial Assistance

The table below provides a list of available grants and financial assistance programs from organisations, to support your business during disruptions and help with recovery and growth.

Provider	Details
Queensland Reconstruction Authority	Disaster Recovery Funding Arrangements (DRFA) | Queensland Reconstruction Authority
Queensland Government	Natural disaster payments and financial help | Business Queensland
Australian Tax Office	Support in difficult times | Australian Taxation Office
Queensland Government	Small Business Exceptional Assistance Grant Program | Business Queensland
Australian Government	Queensland natural disaster support - Natural disaster - Services Australia
Queensland Rural and Industry Development	For business | Queensland Rural and Industry Development
Sunshine Coast Council	Sunshine Coast Funding Finder

Tips

- Register to the Sunshine Coast Funding Finder to receive grant alerts tailored to your business.
- Keep updated financial records to streamline funding applications.
- Discuss with your accountant to identify possible tax relief opportunities.
- Subscribe to **Council's Business E-news** to stay up to date on available grants after a disaster event happens.

Supply Chain and Resource Resilience

Photo: Visit Sunshine Coast

Supply Chain and Resource Resilience

A resilient supply chain and effective resource management are critical to maintaining business operations during disruptions ensuring you can continue operating, even if key suppliers or resources are temporarily unavailable. Use this section to identify your supply chain and resource risks, assess their impact on your operations, and develop practical strategies to mitigate these risks.

How to complete the Supply Chain and Resource Plan

1 Identify Critical Suppliers:

List your key suppliers and the products or services they provide, ensuring to include full contact details.

2 Evaluate Backup Options:

For each supplier, identify a backup supplier or alternative source to ensure continuity in case of disruption.

3 Assess Resource Criticality:

For each resource or material, determine its criticality to your operations and note any alternatives available.

4 Record Key Information:

Add any relevant notes, such as lead times, potential risks or special requirements to ensure smooth transitions during disruptions.

Examples

Supplier/Provider	Product/Service Provided	Contact Details	Backup Supplier/ Plan	Notes
Example Supplier A	*Raw materials*	*0412 345 678*	*Supplier B*	*High delivery reliability*

Resource/Material	Criticality	Alternative Sources	Notes
Packaging material	*High/Medium/Low*	*Local Supplier C*	*Stock 2 weeks' worth*

Action: Complete the tables below to document your critical suppliers, evaluate their resilience and develop strategies to manage resource disruptions. For further operational continuity complete the Supply Chain and Resource Resilience Checklist.

Supply Chain and Resource Resilience Template

Critical Suppliers and Providers

Supplier/Provider	Product/Service Provided	Contact Details	Backup Supplier/ Plan	Notes

Resource Prioritisation

Resource/Material	Criticality	Alternative Sources	Notes

Supply Chain and Resource Resilience Checklist

Task	Date Completed	Next Due Date
Map Your Supply Chain • Identify all critical suppliers and service providers. • Understand the origin of key materials, components, or products. • Assess transport routes and logistics dependencies.		
Evaluate Supplier Resilience • Check if suppliers have their own business continuity plans. • Confirm the availability of alternative suppliers or substitute materials. • Monitor supplier performance and reliability over time.		
Establish Communication Plans • Maintain an updated contact list of key suppliers and transport providers. • Set up regular check-ins with critical suppliers to discuss risks. • Agree on contingency plans in case of supply chain disruptions.		
Develop Resource Contingency Strategies • Keep a buffer stock of essential items or raw materials. • Investigate local suppliers as backup options. • Consider long-term contracts or agreements to secure resource availability.		
Test Your Resilience Strategies • Simulate supply chain disruptions to identify vulnerabilities. • Review how long your buffer stock or reserves can sustain operations.		

Emergency Contact List and Essentials Kit

Photo: Tourism and Events Queensland

Emergency Contact List

An Emergency Contact List is a vital tool for quick and effective communication during disruptions. It ensures that key contacts are readily available, helping you respond promptly to emergencies, minimise downtime, and maintain operations. This section includes essential local contacts and space to add personalised business-specific contacts.

Contact Type	Criticality	Alternative Sources	Notes
Police, Fire, Ambulance	Emergency Services	000	Life-threatening emergencies requiring immediate assistance.
State Emergency Service	SES (Flood/Storm Assistance)	132 500	For flood, storm damage, or structural concerns.
Poisons Information	Poisons Helpline	13 11 26	Advice on poisoning, bites, stings, or overdoses.
Health Advice	13 HEALTH	13 43 25 84	Non-urgent health advice and general inquiries.
Electricity Provider	Energex (Emergency)	13 19 62	Electrical hazards or emergencies.
Electricity Provider	Energex (Loss of Supply)	13 62 62	Report power outages or check restoration updates.
Police (Non-Emergency)	Policelink	13 14 44	For reporting non-urgent crimes or incidents.
Road Conditions	QLD Traffic	13 19 40	Real-time traffic updates and road conditions.
Mental Health Support	Lifeline	13 11 14	24/7 crisis support and suicide prevention.
Animal Emergencies	RSPCA QLD	1300 264 625	Animal rescue and welfare concerns.
Local Council	Sunshine Coast Council	(07) 5475 7272	Infrastructure issues or community services.

Additional Contacts for Your Business

Contact Type	Organisation/Name	Phone Number	Notes

Neighbouring Businesses

Neighbouring businesses can be invaluable during times of disruption. Whether it's sharing information, resources, or even temporary facilities, your neighbours can play a key role in helping your business remain resilient. Use this section to complete your neighbouring business' contact details.

Local Business	Contact Name	Contact Details	Role/Service	Notes

Tips for Connecting:

- Introduce yourself to neighbouring businesses and discuss ways to collaborate in times of need.
- Join your local Chamber of Commerce or Industry Group to access tools, training, and events tailored to small businesses, your nearest Chamber of Commerce or Industry Group can be found at Level Up.
- Keep contact details updated and maintain communication to strengthen relationships over time

Emergency Essentials Kit

An Emergency Essentials Kit is vital for responding quickly and effectively during a crisis. It contains key items that support communication, safety, and recovery, tailored to your business needs. Store it in an accessible location, update it regularly, and ensure staff know how to use it.

Critical documents in your kit should be stored in a water-proof pack and hold all your important documents e.g. title deeds, leases, insurance details, business registration documents, emergency contact lists etc.

Your Emergency Essentials Kit could include:

Emergency Essentials Checklist

- First aid kit
- Battery
- Backup data USB or external drive
- Critical documents
- Bottled water
- Spare keys for premise
- Mobile phone and charger
- Non-perishable snacks

Emergency Essentials Checklist

Essential Items	Included
	○
	○
	○
	○
	○
	○
	○
	○
	○

Premise Preparation Checklist and Communication Planning

Photo: Get Ready Queensland

Premise Preparation Checklist

Ensuring your business premises are well-prepared for emergencies and disruptions is essential to protecting your assets, staff, and continuity of operations. This section will help you assess your premises' vulnerabilities, create an action plan for any physical risk factors, and implement maintenance and safety measures to keep your operations secure during disruptive events.

Flood Risks:

- Install flood barriers where appropriate.
- Elevate important equipment in flood-prone areas.

Storm Risks:

- Secure all outdoor items.
- Conduct regular building inspections to ensure structural integrity.

Fire Risks:

- Ensure fire extinguishers and emergency exits are clearly visible and accessible.
- Review and update fire safety plans regularly.

Tip: Take photos of your premises after completing maintenance.
This can be helpful for insurance claims or disaster recovery if your business is impacted.

Action: Complete the Premise Preparation Checklist to identify potential risks, implement protective measures and ensure your business is prepared to withstand disruptions.

Support: More information on disaster preparedness for business can be found at [Get Ready Queensland]

Premise Preparation Checklist

Task	Date Completed	Next Due Date
1. Safety and Emergency Measures • Check smoke alarms, fire extinguishers, and emergency lighting. • Ensure clear and accessible evacuation routes for staff and customers. • Display emergency exits, evacuation plans, and fire safety instructions. • Install first aid kits and ensure they are fully stocked. • Install defibrillator devices in accessible locations.		
2. Premise Protection and Maintenance • Inspect roof, windows, and doors for vulnerability to weather events. • Secure outdoor areas (e.g., loose signage, bins, or furniture). • Check plumbing and electrical systems to avoid flooding or fire hazards.		
3. Documentation and Digital Asset Protections • Store important documents in waterproof and fire-resistant containers. • Back up key digital files to an offsite or cloud-based storage solution. • Secure physical assets (e.g., laptops, inventory) with insurance. • Take photos of all assets and facilities including date and meta-data for insurance purposes.		
4. Maintenance and Regular Checks • Schedule regular property checks to identify new risks. • Service heating, ventilation, and air conditioning systems regularly. • Test and replace worn-out equipment and emergency supplies.		
5. Business Continuity During Power Disruptions • Invest in backup generators or power banks for critical equipment. • Ensure backup lighting is in place for dark areas during outages.		

Communication Plan and Templates

A strong communication plan ensures your business can effectively communicate with staff, stakeholders, customers, and the media during a disruption. Clear and timely messaging helps maintain trust and minimises confusion. This section provides a checklist for internal and external communications and templates for key messages.

Internal Communication Checklist

Effective internal communication keeps your team informed and aligned during disruptions.

- ◯ Maintain an updated contact list for staff and key stakeholders.
- ◯ Identify a communication lead responsible for managing messaging.
- ◯ Define the preferred communication channels (e.g. SMS, email, group chats).
- ◯ Create protocols for sharing updates, such as daily briefings or emergency alerts.
- ◯ Inform staff about their roles and expectations during disruptions.

Staff Message Example Template

Subject: Important Update: [Brief Description of Event]

Dear Team,

We want to keep you informed about [event/disruption]. Our priority is ensuring everyone's safety and minimising business disruption.

- **Key Updates:**
- [Key Point 1]
- [Key Point 2]

- **Next Steps:**
- [Action Item 1 and Deadline]
- [Action Item 2 and Deadline]

Please contact [Communication Lead] at [phone/email] if you have questions or concerns.

Thank you for your cooperation,

[Your Name]

Action: Complete the internal and external communication checklists.

External Communication Checklist

External communication ensures customers, suppliers,and the public are kept informed during a disruption.

- ◯ Maintain an updated contact list for key external stakeholders (e.g. suppliers, partners).
- ◯ Establish a process for notifying customers about disruptions (e.g. email, social media).
- ◯ Prepare holding statements for media inquiries.
- ◯ Regularly update your website or social media with accurate information.
- ◯ Monitor feedback and respond promptly to inquiries.

Key Messages Template

Type of Communication	Template Description
Customer Notification	**Notify customers of temporary closures, changes to service, or alternative solutions.**
Supplier Update	**Inform suppliers of changes to orders, delivery schedules, or payment terms**
Press Release	**Provide the media with clear and accurate information about your business's response to the disruption.**

Customer Message Example Template

Subject: Service Update: [Brief Description of Impact]

Dear [Customer Name/Valued Customer],
We want to update you about [event/disruption] that may impact our services. What You Need to Know:

- [Impact on Service]
- [Estimated Resolution Time]

We are working hard to minimise the impact and will keep you updated. Thank you for your understanding and support.

For questions, please contact us at [contact details].

Sincerely,

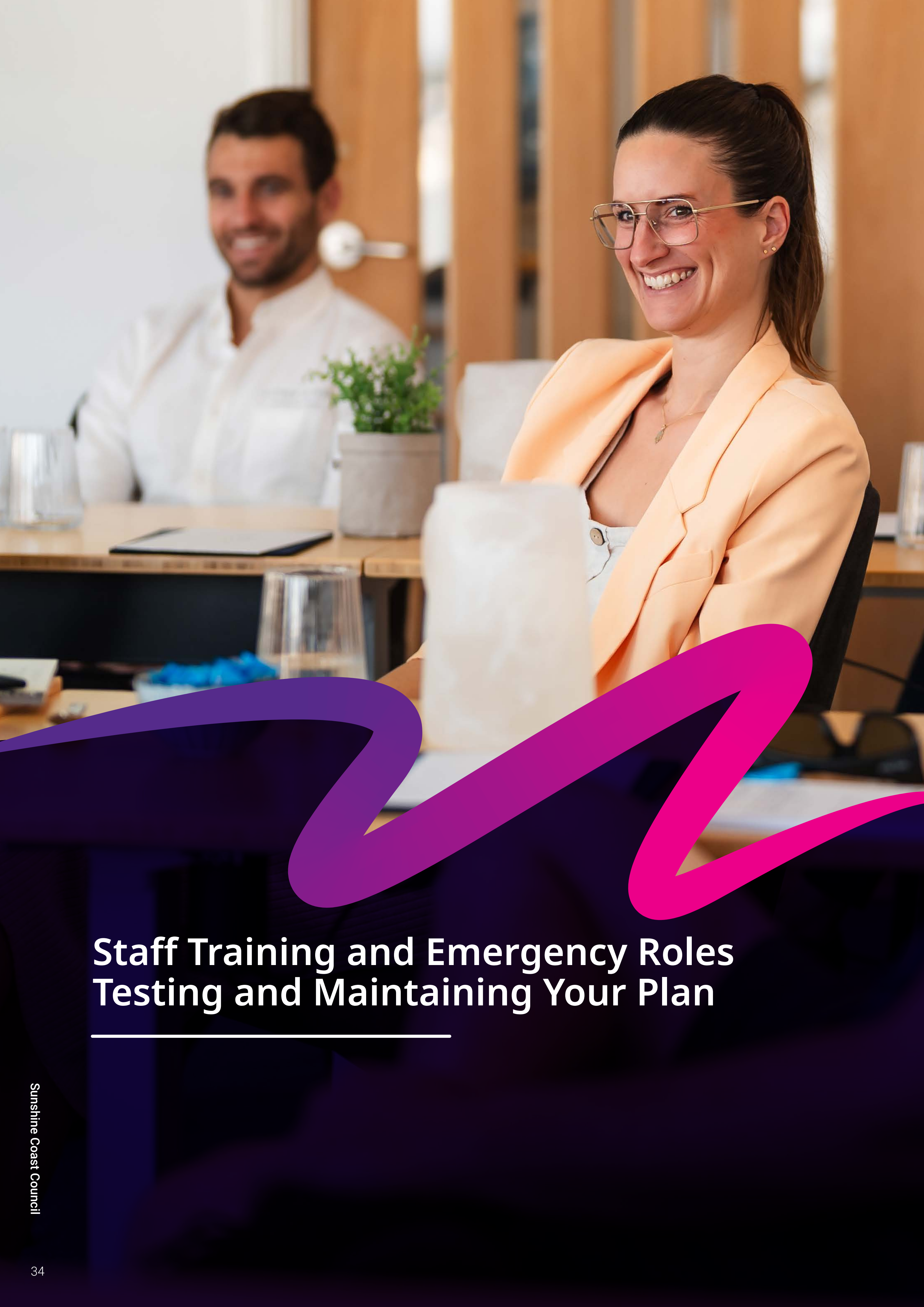
[Your Name]

Media Holding Statement Example

We are aware of [disruption/event] and are taking steps to address the situation.
Our priority is the safety of our staff and customers and ensuring business continuity.
We will provide updates as more information becomes available.

Social Media Post Example

Due to [event/disruption], [Business Name] will be [brief explanation of impact].
We are working to resolve this and appreciate your understanding.
For updates, please check our website: [link].



Staff Training and Emergency Roles
Testing and Maintaining Your Plan

Staff Training and Emergency Roles

Having a well-trained team ready to act during a crisis can significantly reduce confusion and delays when emergencies occur, ensuring the safety of everyone involved and minimising business downtime. This section helps you assess your current staff training and define emergency roles to ensure your team is prepared for any situation.

How to complete the Staff Training Plan

1 Identify Key Roles:

List essential staff members and assign emergency roles based on their skills and responsibilities within the business.

2 Define Training Requirements:

Outline specific training needed for each role, including emergency procedures, first aid, and any other relevant skills.

3 Schedule Training Sessions:

Set regular training sessions and ensure staff members are up to date with the latest emergency protocols and procedures.

4 Monitor and Update:

Track staff training progress and ensure emergency roles are reviewed and updated as staff responsibilities change or new risks arise.

Examples

Staff Name	Training Completed (e.g., fire safety, first aid)	Date Completed	Next Training Due
John Doe	*Fire safety, first aid*	*01/2025*	*12/2025*

Role	Staff Member Assigned	Responsibilities	Date Assigned
First Aider	*John Doe*	*Administer first aid, assist with injured staff/customers*	*01/2025*

Businesses in Queensland, particularly on the Sunshine Coast, are vulnerable to extreme weather conditions like storms, floods, and bushfires. Regular staff training on emergency procedures and assigning clear roles will help mitigate confusion and enhance your business's ability to respond quickly and effectively.

Staff Training

Staff Name	Training Required (e.g., fire safety, first aid)	Date Completed	Next Training Due

Emergency Roles Assignment

Role	Staff Member Assigned	Responsibilities	Date Assigned

Testing and Maintaining Your Plan

Testing your plan not only ensures its effectiveness but also boosts staff confidence in handling disruptions, minimising downtime, and safeguarding business continuity. This section will help you review and record to ensure your plan stays up to date.

Action	Date Completed	Next Due Date
Review the Plan Regularly • Schedule a review of the plan at least annually or after any major business changes. • Check that all contact information, resource lists, and procedures are up to date. • Ensure that the plan aligns with current industry regulations and standards.		
Conduct Training and Drills • Organise training sessions for staff to familiarise them with the plan. • Perform tabletop exercises to simulate potential disruptions and test responses. • Conduct live drills for scenarios like evacuations, IT outages, or supply chain interruptions.		
Evaluate Performance and Learnings • Document the results of training sessions and drills. • Identify gaps or inefficiencies in the response process. • Use feedback to refine and improve the plan.		
Engage Stakeholders • Share the plan with key stakeholders, such as suppliers and contractors, and seek their input. • Test collaboration with external contacts, like emergency services and utilities.		
Update the Plan After Major Events • Revise the plan following natural disasters, business expansions, or other major changes. • Incorporate learnings from real-world disruptions into the plan.		
Maintain a Record of Updates • Keep a log of updates made to the plan, including the date and reason for changes. • Ensure all staff members have access to the most recent version.		

Resources

Below is a list of programs and initiatives specifically designed to assist small businesses in preparing for and recovering from disruptions. These resources offer practical guidance, training, and support to help your business thrive in the face of challenges.

Level Up Your Business – Sunshine Coast Council

The Level Up program by Council provides small businesses with access to tools, programs, events, and networks that support business growth and resilience. It offers a centralised platform to connect with local chambers of commerce, industry groups, and government initiatives.

Connect with the Local Business Support team at **businessdevelopment@sunshinecoast.qld.gov.au** or **download the Level Up Your Business Resource guide** to find out more.

Sunshine Coast Disaster Hub - Sunshine Coast Council

Visit the **Sunshine Coast Disaster Hub** to find out about road closures, warnings, useful contacts and breaking news before, during and after an unexpected disruption.

Get Ready Queensland for Business

This state government initiative provides resources and information to help businesses prepare for natural disasters and emergencies.

Get Ready Queensland offers more tools for developing continuity plans, understanding risks, and building resilience. Visit **Get Ready Queensland** to find out more.

Small Business Disaster Hub – Queensland Government

The Small Business Disaster Hub provides tools and templates to help businesses prepare for, respond to, and recover from disasters.

It includes information on financial assistance and recovery resources tailored to small businesses. Find out more at **Small Business Disaster Hub.**

Queensland Small Business Commissioner (QSBC)

The QSBC supports small businesses with advice, advocacy, and dispute resolution. It also offers guidance on regulatory matters and resources to help businesses navigate challenges and build resilience.

Find out more at **QSBC.**

Local Chambers of Commerce

Connecting with your local Chamber of Commerce provides valuable networking opportunities, access to local resources, and support during disruptions.

To find a Chamber near you, visit **Level Up.**

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