

## Presentation

### Biography:

Eric is the Risk Services Manager at Lutheran Education (2008 -). Previous to this he was the Safety Services Manager (2007) Personnel and Safety Services Manager (1999 – 2006), the Dean of Students (1993 -1998) and the Head of Boarding (1982 – 1992) at St Peters Lutheran College, Indooroopilly. He holds undergraduate degrees in education and exercise physiology as well as postgraduate qualifications in educational administration, occupational health and safety and a Masters in risk management. Eric is a member of the Australian College of Education, Australian Council of Educational Leaders and a member of the Safety Institute of Australia. Involvement in other risk management related groups includes Chair of the ISQ WHS Network and a Member of the Schooling and Care Child Advisory Group to WHS Queensland.

### Abstract:

#### The School and Business Continuity

The Lutheran School operates largely as an independent business with its associated vulnerabilities to sustainable operation. Critical incident procedures for the welfare of students, staff and other members of the school community are fundamental but is there a plan in place to mitigate the business or infrastructure catastrophe? There is often only a fine line between survival and demise. This session explores some of the disruptions a school community may face in terms of school business and how to plan to mitigate against its effects. A number of practical examples will be worked through to illustrate the theory. The audience for this presentation might include Principals, members of governing bodies, senior educational administrators, Business Managers and those with a thirst to know more. Business continuity as a particular form of risk assessment and management applied in conjunction with risk register generates information and knowledge which at a time of crisis is invaluable and transforms a disaster scenario from chaos to an operation which allows for business activities to be sustained.

Thanks Eric



LUTHERAN EDUCATION QUEENSLAND

# The School and Business Continuity

ACLE 4 Conference (1E)

Brisbane

1.30 pm – 2.15 pm

30<sup>th</sup> September 2013



LUTHERAN EDUCATION QUEENSLAND

If you are following my series:

1. How to Build a Corporate Risk Register
2. Knowledge Management in Schools
3. The School and Business Continuity



LUTHERAN EDUCATION QUEENSLAND

**Business continuity (BC)** is the activity performed by an organisation to ensure that critical business functions will be available to customers, suppliers, regulators, and other entities that must have access to those functions



LUTHERAN EDUCATION QUEENSLAND

BC aims to:

1. Safeguard human life
2. Protect the organisation's assets
3. Manage emerging risk
4. Provide for continued availability of the organisation's services



LUTHERAN EDUCATION QUEENSLAND

Myth:

Business continuity is a concept that  
activates after a disruption



LUTHERAN EDUCATION QUEENSLAND

BC is a core obligation of good governance

BC is building contingent capacity

Requires a deep understanding of the operating environment as well as the organisation's objectives and risks.



LUTHERAN EDUCATION QUEENSLAND

## Key Concepts:

### Context

This is the takeaway message.

### Knowledge management





LUTHERAN EDUCATION QUEENSLAND

## Business Impact Analysis (BIA)

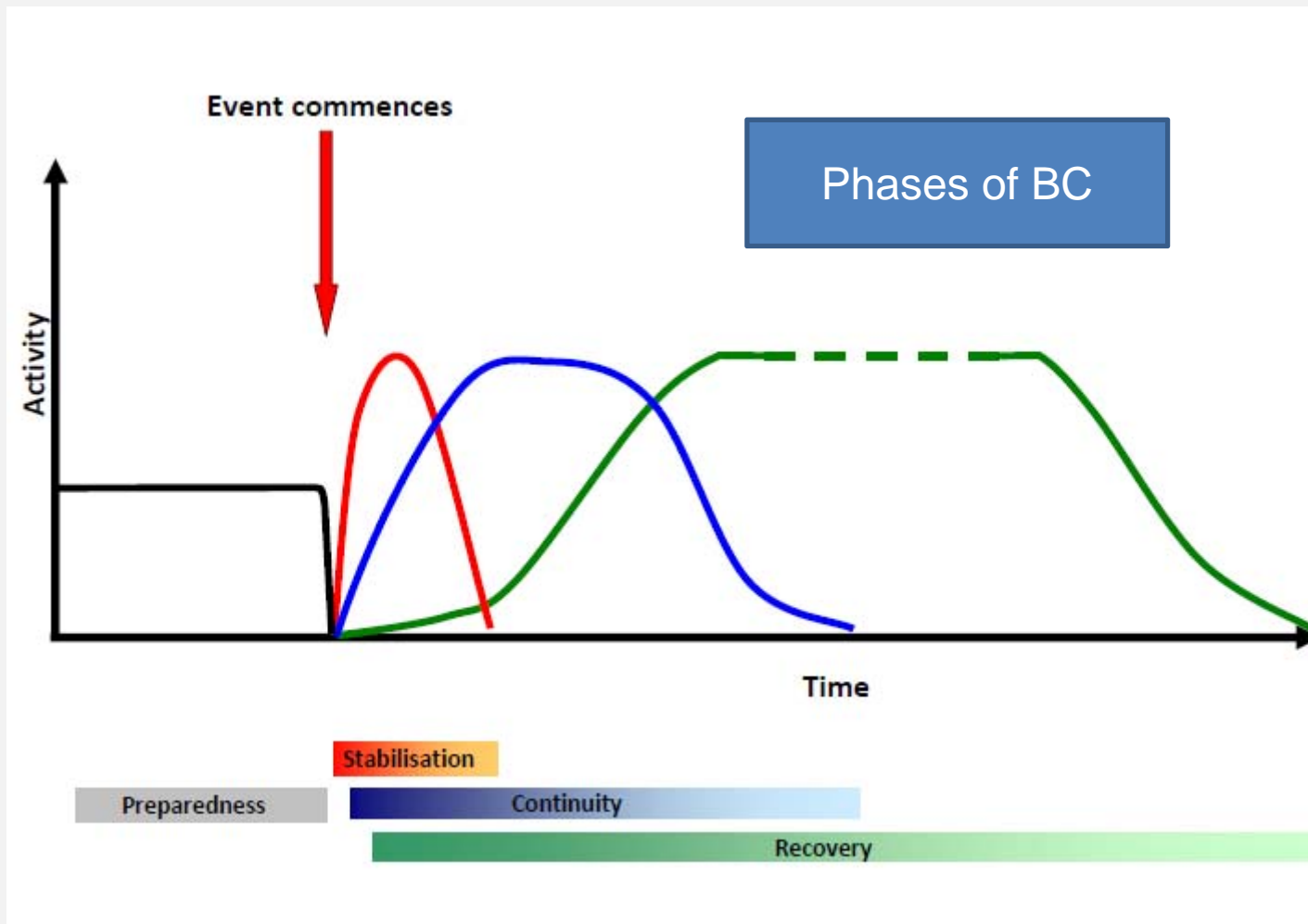
- Provide detailed insight into the extent, timeframes and mechanisms of disruption
- Confirms which business functions are critical



LUTHERAN EDUCATION QUEENSLAND

## Key Steps in a BIA

- Confirm critical business functions to be analysed Confirmed from Risk Management Procedures
- Process review each function
- Prepare inventory of existing controls
- Determine significance of disruption - when and how long
- Determine effects of existing controls



- <http://www.aurims.com/media/8613/latrobe-bushfires-carl-gibson.pdf> Accessed 25.09.13



## Phases of Disruption Management

- Stabilisation
- Critical function
- Recovery

Disruption related **risk** – emergent risk

Decide **when** a recovery plan is activated and **who** activates it.



# BC Examples



Let's talk about:

- Redundancy with people and equipment (capacity)
- Succession planning
- Infrastructure –  
information technology, electricity,  
water



## A Day to Remember

Despite having surveyed with “dial before you dig”, a very large truck mounted auger, boring holes for stabilisation piers, (600mm in diameter) manages to catch the 425v electrical main supplying your school. Not only has it caught the cable but now some metres of cable are tightly coiled around the drill. The cable has been drawn through its conduit. Because of its size the cable has snagged at the turns in the channelling, causing bricks to explode away from the two storey wall, dragging the adjacent ceiling material with it. There has been an audible explosion and an ashen faced, shaking teacher is found just inside the now ceiling-less room. She stammers that she “only opened the door and the room exploded as I switched on the light”.



## Where do we sleep

In order to calculate BC insurance cover a well known insurance company pose the following scenario:

Our large residential school has had a fire in its boarding facility making it inoperable. It will remain like this for some months, if not a year. Sleeping quarters, bathrooms, recreation, laundry and catering facilities are non existent.

Your plan is to keep offering boarding arrangements. What are some of the BC issues that will have to be solved?





## Contact

Eric Wilson  
Risk Services Manager  
Lutheran Education Queensland

Ph 07 3511 4062

[rsm@leq.lutheran.qld.edu.au](mailto:rsm@leq.lutheran.qld.edu.au)