



# Toukley Neighbourhood Centre

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*TNC is the heartbeat of a connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-bayn (come back) and join us in delivering our vision.*

## POLICY – ORGANISATIONAL RESILIENCE

### Policy Information

<b>Title:</b>	Organisational Resilience
<b>Effective Date:</b>	24-Feb-2025
<b>Policy Owner:</b>	Executive Officer
<b>Applies To:</b>	All staff and volunteers
<b>Next Review Date:</b>	28-Feb-2026

### Change Control

Effective Date	Author	Approver	Comments
13-Feb-2023	Bronwyn Evans	BoM	Initial document
24-Feb-2025	Bronwyn Evans	BoM	Document reviewed, no changes



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## Policy Overview

### Purpose

Implementation of the Program will reduce the risk of a disruption to organisation's business and if it does occur, it will minimise the duration and impact of that disruption. The Program consists of an ongoing cycle of activities that implement the Policy.

A critical success factor of the Program is that it be sustainable over time and that the activities become a component of the organisation's BAU operations. The goal is to increase the organisation's business resilience over time by improving its ability to recover from incidents and by improving the skills of its staff to manage crises of any type more efficiently.

The Policy sets the boundaries and requirements for the Program and states the reasons why it is being implemented. It defines the guiding principles which the organisation will follow and these principles should form the basis for evaluating the compliance to the Policy.

### Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the [TNC Policy Framework](#).

TNC Policy documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

TNC is bound by the [Australian Charities and Not-for-profits Commission Act 2012 \(Cth\)](#) and regulated by the [ACNC](#).

### Overview

### Definitions

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
BCP	Business Continuity Plan
BIA	Business Impact Analysis
CMP	Crisis Management Plan
CMT	Crisis Management Team
ORT	Operational Recovery Team
TNC	Toukley Neighbourhood Centre

## Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

### **Principle 1: Scope covers prioritised TNC program delivery and social enterprises**

TNC's programs and social enterprises will be prioritised for recovery, based on the Minimum Business Continuity Objective (MBCO).

These are offered at several locations in Toukley, specifically:

- Summerside, 7-9 Summerside Street
- Op Shop, Shop 1 Ron Alt Lane.

### **Principle 2: BoM is Steering Committee for the Operational Resilience Program**

The scope of the BoM includes oversight of the development of the Operational Resilience Program and its ongoing operation and enhancement.

At least annually, the BoM will:

- Formally review this policy
- Review the effectiveness of the Operational Resilience Program
- Approve how the Program can be improved over time.

### **Principle 3: BIA underpins the Organisational Resilience Program**

The BIA is the process of analysing activities and the effects that a business disruption might have upon them. It determines which activities are most time critical to TNC.

The BIA establishes:

- TNC's Prioritised Activities
- The Maximum Allowable Outage Time for each Prioritised Activity
- The resources relied upon for each Prioritised Activity (e.g. people, buildings, IT systems, logistics, special equipment, third party providers)
- Upstream and downstream dependences each Prioritised Activity relies on.

### **Principle 4: Organisational Resilience Program detailed in the BCP**

The BCP is a document providing detail of how TNC will manage an emergency / disaster situation. It details:

- Roles and responsibilities
- Business Impact Analysis and Risk Assessment
- Recovery Strategies
- The method to be used to manage any crisis
- Templates to support the management of an incident.