



Tailored Lifestyle Connections

Emergency Management & Recovery Plan

Date: 27.05.2025

Version: 7.0

Plan management

Date last updated	27.05.2025
Person responsible	Chief Executive Officer with direction from Board of Directors

Business details

Registration details

Business name	Tailored Lifestyle Connections
Australian business number (ABN)	51051778440
Australian company number (ACN) If a company.	051778440

Contact details

Name	Josie Middleton
Phone	0749467630
Mobile	0408382076
Email	ceo@tlconnections.com.au
Address	24/121 Shute Harbour Road Cannonvale QLD 4802

Scope

Tailored Lifestyle Connections is a registered NDIS service provider, proudly established in 1988 to support people with disabilities across Mackay and the Whitsundays.

With over three decades of experience, we are passionate about delivering effective, high-quality services that are tailored to meet the unique needs and goals of each individual. Our team is committed to making a genuine difference in the lives of the people and families we support—empowering them to live with choice, control, and confidence.

All services and supports provided by us are aligned with the National Disability Insurance Act 2013, and the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.

The services/supports we offer include:

- In Home & Community Support Services
- Support Coordination Services
- Plan Management Services

These services are reliant on the business maintaining its NDIS registration including following all state and national regulatory requirements, experienced and qualified staff to deliver the services and a management team to run the business.

This Emergency & Disaster Management plan has been created to identify scenarios that could significantly disrupt business activities and plans in place to recover from each scenario.

Emergency Management Team

Role	Details of responsibilities	Person responsible	Email	Phone numbers
<i>Governing Body</i>	<i>Ensure Emergency Management and Recovery Plan is reviewed quarterly, confirmation of drills are completed, key personnel and staff are trained in ED&M and effectively communicated to them by CEO Reporting at each Board Meeting.</i>	<i>Elaine Fieldman Phillip Ross Linda Sippel Joanne Fraser</i>		
<i>Responsible Person/Primary Nominee</i>	<i>Overall lead and coordinator of the disaster or emergency response and recovery</i>	<i>Josie Middleton</i>	ceo@tlconnections.com.au	0408382076
<i>Secondary Nominee</i>	<i>Contact all TLC staff and coordinate changes as required to meet requirements of clients and staff to ensure continuation of support. Assume Responsible Person/Primary Nominee in the absence of the CEO.</i>	<i>Remi Vigor</i>	bdm@tlconnections.com.au	0407 630 255
<i>First Aid Officer</i>	<i>Administer first aid support in an emergency. Contact ambulance services when necessary. Attend regular first aid training courses.</i>	<i>Josie Middleton Kylie Norman</i>	ceo@tlconnections.com.au sc1@tlconnections.com.au	0408382076 0403 295 644

<i>Fire Warden</i>	<p><i>Communicate procedures to all staff.</i></p> <p><i>Supervise and action emergency evacuation procedures.</i></p> <p><i>Attend relevant training courses.</i></p> <p><i>Conduct regular drills or assist when drill happens</i></p>	<i>Brendon O'Reilly</i>	mackay@tlconnections.com.au	0437 715 122
<i>Plan Manager</i>	<i>Contact all TLC Plan Management Clients and Service Providers as per management plan advise of possible delays to invoice processing and payment.</i>	<i>Whitney Clift Emily Neville</i>	admin@tlconnections.com.au mackay2@tlconnections.com.au	0438 590 014 0408 963 253
<i>Support Coordinators</i>	<i>Contact own Support Coordination Clients and as per management plan advise of situation, provide assurance, and best contact number and if assistance is needed.</i>	<i>Taila White Kylie Norman</i>	cannonvale@tlconnections.com.au sc1@tlconnections.com.au	0407 048 306 0403 295 644
<i>In Home & Community Support Manager</i>	<i>Contact all TLC Support Service Clients as per management plan coordinate changes as required to meet requirements of clients and staff to ensure continuation of support.</i>	<i>Brendon O'Reilly</i>	mackay@tlconnections.com.au	0437 715 122

Our clients

The key customers we need to notify in the case of an emergency.

Clients who undertake	Contact method
<i>Support Services</i>	<i>We will contact all participants listed in ShiftCare who receive Support Services from us, using their nominated phone number. During this call, we will inform them that, due to an emergency situation, their scheduled support may be impacted. We will provide reassurance and, where possible, offer alternative staff or shift times to ensure continuity of support for all clients.</i>
<i>Plan Management</i>	<i>We will contact all participants listed in Careview under Plan Management via their nominated email address to advise that there may be delays in the payment and processing of invoices. We will also contact all Service Providers listed in Careview using their nominated email address to inform them of potential delays in invoice processing and payments. Additionally, an Out of Office auto-reply will be set up to notify any new providers of this delay.</i>
<i>Support Coordination</i>	<i>We will contact all participants listed in Careview under Support Coordination via their nominated phone number to inform them of the emergency situation. During the call, we will confirm the best contact number for reaching Tailored Lifestyle Connections, offer reassurance, and check whether they require any immediate assistance or support.</i>

Insurance

Insurance type	<i>Liability & Professional Indemnity</i>	<i>Motor Vehicle</i>	<i>Business Confirmation of Place</i>	<i>[enter type]</i>
Policy coverage	<i>As per saved document on Accounts Drive</i>	<i>As per saved document on Accounts Drive</i>	<i>As per saved document on Accounts Drive</i>	
Insurance company	<i>Steel Pacific</i>	<i>Steel Pacific</i>	<i>Steel Pacific</i>	
Phone number	07 4421 6620	07 4421 6620	07 4421 6620	

Property and infrastructure

How we protect our property and infrastructure.

In conjunction with Body Corporate regular maintenance and cleaning is completed to ensure all areas around and inside the building is clear from debris to reduce the risk of fire and damage. All valuable items are stored in a lockable cabinet to reduce the risk of theft.

Fire alarm in Mackay Office is regularly maintained by Mackay Regional Council.

Fire alarm in Cannonvale Office is regularly maintained by Tailored Lifestyle Connections.

Fire equipment for Mackay and Cannonvale Offices are regularly maintained by Tailored Lifestyle Connections.

Water access for Mackay Office is regularly maintained by Mackay Regional Council.

Water access for Cannonvale Office is regularly maintained by 121 Body Corporation.

Relocation options

Temporary business accommodation we can quickly access in an emergency situation.

Location type	Private Residence		
Address (and name if a business)	Each staff can locate and work from home as required.	In the event of an emergency, staff can complete face to face visits with clients on a need to as basis, provided this is safe to do so.	
Resources and equipment available	VPN and Server is available for out of office use.		
Resources needed	Server – available via VPN		

Other continuity arrangements

Other ways we will keep our business going in an emergency.

Through the use of virtual offices, VPN access, internet connectivity, and backup generators, we are able to maintain effective communication with both staff and clients during an emergency. Where safe and appropriate, staff will be available to conduct face-to-face visits for clients who may be unreachable via phone or email to ensure ongoing support and connection.

Staff training

How we maintain staff skills

How we document and regularly review staff skills to make sure we maintain required skills.

We maintain a staff skills and training register and is reviewed every 3 months by the Business Manager.

Information back up

How we back up our essential business information.

Information type	How often	Who's responsible Name and mobile number.	Procedure
<i>All information saved to server.</i>	<i>Weekly – every Thursday night</i>	<i>Mick's IT Computers 07 4829 4799</i>	<i>Records are backed up using cloud-based storage.</i>

The emergency action plan

This plan outlines **what to do in an emergency** and who to contact.

Communication methods

In the event of an emergency, we will communicate with clients, staff, and the public through multiple channels, including phone calls, emails, SMS, and social media.

As outlined in the schedule on pages 4, 5, and 6, communication responsibilities are clearly allocated among staff to ensure timely and accurate updates are provided to all stakeholders and clients.

Emergency contacts

Organisation name	Contact	Position title	Phone number
<i>Emergency services – triple zero</i>	Fire, police, ambulance		000
<i>Responsible Person/Primary Nominee</i>	Josie Middleton	Chief Executive Officer	0408 382 076
<i>Second Nominee</i>	Remi Vigor	Business Manager	0407 630 255
<i>Fire Warden</i>	Brendon O'Reilly	In Home & Community Support Manager	0455 446 285
<i>First Aid Officer</i>	Josie Middleton	Chief Executive Officer	0408 382 076
	Kylie Norman	Support Coordinator	0403 295 644
<i>SES – State Emergency Services</i>			132500
<i>Mackay Base Hospital</i>			07 4885 6000
<i>Proserpine Base Hospital</i>			07 4813 9400
<i>Poison Information Line</i>			13 11 26
<i>COVID-19 Information Line</i>			1800 020 080

Emergency procedures

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Continuity Plan for clients
Medical Emergency	<ul style="list-style-type: none"> • Do not panic. • Do not move injured persons unless they are in a life-threatening situation. • Make sure injured persons are in no further danger and make them comfortable. • Send for first aid. Phone 000 if the injury is life-threatening. • When phoning for help, tell the operator: <ul style="list-style-type: none"> ○ where the emergency is ○ what has happened ○ what is being done ○ who is calling ○ Do not hang up before being told what to do ○ Keep injured person calm and warm if possible ○ Ensure airway is clear and perform CPR if required 	N/A	Centro Assist Emergencies Policy	Services will continue as normal for clients.

Evacuation	<p>When alerted to evacuate:</p> <ul style="list-style-type: none"> • Do not panic. • Collect personal belongings. • Evacuate the area. • Proceed to the assembly point via the nearest emergency exit. Emergency exits are via the stairs or fire escape. Assembly points are on the footpath directly opposite the relevant emergency exit. • Move quickly but do not run. • Use stairs. (If your building has lifts, do not use.) • Assist disabled employees and visitors. • Do not re-enter the building <i>under any</i> circumstance to retrieve personal belongings. • If an accident occurs and someone is attending to the situation, do <i>not</i> stop; keep moving. • Notify Manager. <p>Supervisors:</p> <ul style="list-style-type: none"> • Check work areas are evacuated and that employees have moved in an orderly way to the assembly point. 	As per evacuation diagram for each site	Centro Assist Emergencies Policy	Services will continue as normal for clients. If there is a delay, protocol for notification will be completed.
------------	--	---	----------------------------------	---

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Continuity Plan for clients
	<ul style="list-style-type: none"> Once employees are at the assembly point, account for all employees from the work area. Ensure employees and visitors remain at the assembly point until instructed otherwise. 			

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Continuity Plan for clients
Fire or smoke	<ul style="list-style-type: none"> • Dial 000 • Evacuate clients • Fight the fire only if it is safe to do so with the appropriate type of extinguisher for the fire to confine. • Break the glass of the wall-mounted fire alarm and press the button. • Lights to be left on to provide illumination. • Contact the supervisor, if appropriate, and advise of the situation. • Get down on hands and knees, if in a smoke-filled area, and crawl out. Cover nose and mouth if possible. • Ensure all staff and visitors are accounted for. • Do not re-enter the building until advised by the fire brigade. 	As per evacuation diagram for each site	Centro Assist Emergencies Policy	We will try to continue services as normal for clients. If there is a delay, protocol for notification will be completed and assistance will be provided to clients as needed.

Bomb Threat	<p>Threat by telephone</p> <ul style="list-style-type: none"> • Keep talking to the caller for as long as possible. • Attract the attention of another employee. Ask them to notify the Business Manager or CEO before beginning a full evacuation and phone 000. • Try to find out where the bomb is located. • Do not hang up the phone. If the caller does not hang up, the call may be traced. • Take note of background noises, accents, or anything that may identify the caller. • Cooperate with the police to provide as much information as possible about the caller. <p>Suspicious article/package</p> <ul style="list-style-type: none"> • Do not touch or handle the package. • Do not operate electrical devices in the area, e.g. mobile phones. • Contact the Business Manager or CEO and Police, giving full details of the suspect package. • Follow the evacuation procedure. 	As per evacuation diagram for each site	Centro Assist Emergencies Policy	Services will continue as normal for clients. If there is a delay, protocol for notification will be completed.
-------------	---	---	----------------------------------	---

Cyclone	<p>Sudden event during operational hours:</p> <ul style="list-style-type: none"> • Call 000 if emergency services are needed and follow advice. • Report the emergency immediately to the Manager. • Before the storm, move work vehicles to a safe location if possible. • Disconnect electrical equipment – cover and/or move this equipment away from windows. • Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required. • Instigate a lockdown. <p>During the severe storm:</p> <ul style="list-style-type: none"> • Remain in the building and keep away from windows • Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm. • Report any matter concerning the safety and wellbeing of clients and staff to the Manager. 		Centro Assist Emergencies Policy	We will try to continue services as normal for clients. If there is a delay, protocol for notification will be completed and assistance will be provided to clients as needed.
---------	---	--	----------------------------------	--

Emergency procedure	What to do	Evacuation location	Where to find the full procedures	Continuity Plan for clients
	<ul style="list-style-type: none"> Listen to local radio on battery powered sets for weather warnings and advice. 			
Earthquake	<ul style="list-style-type: none"> Call 000 for emergency services and seek and follow advice. Report the emergency immediately to the Manager. Evacuate to assembly area, assisting clients. Check that all staff and visitors are accounted for. Await 'all clear' advice from emergency services or further advice before resuming normal activities. 	As per evacuation diagram for each site	Centro Assist Emergencies Policy	We will try to continue services as normal for clients. If there is a delay, protocol for notification will be completed and assistance will be provided to clients as needed.

Emergency action plan drill schedule

Procedure type	How often	Position/person responsible	Next drill date

Procedure type	How often	Position/person responsible	Next drill date
<i>Evacuation</i>	<i>3 months</i>	<i>Business Manager/Remi</i>	<i>30/8/2025</i>
<i>Cyclone</i>	<i>6 months</i>	<i>Business Manager/Remi</i>	<i>30/11/2025</i>
<i>Fire</i>	<i>3 months</i>	<i>Business Manager/Remi</i>	<i>30/08/2025</i>

Emergency kit

Location

We store our emergency kit in the kitchen of both offices and checked every 6 months as per policy and internal review schedule.

The recovery plan

We complete this plan **after an emergency** happens to help recover our business.

[Find services and tools to help your business recover.]

Business impact assessment

[Based on your assessment of the damage to your business, complete the table below.]

Damage	Impact to business	Severity	Action	Recovery steps	Resources needed	Actioned by	Estimated completion
<i>[Examples: broken packaging equipment]</i>	<i>[Examples: orders unable to be completed, repackaging cannot be completed on site]</i>	Select severity	Select action	<i>[Examples: lodge insurance claim, get quotes to repair damaged equipment]</i>	<i>[Examples: temporary packaging provider]</i>		Select date
		Select severity	Select action				Select date
		Select severity	Select action				Select date

Recovery contacts

[Include all of the organisations/people that will be essential to the recovery of your business. For example: insurance providers, service providers, employees, suppliers, business advisers or lawyers.]

The key people who will help us recover.

Contact type	Organisation name	Contact	Title	Phone number
<i>[Examples: insurance, service providers, employees, customers, suppliers, advisers, accountants]</i>	<i>[Example: XYZ Insurance]</i>	<i>[Example: G Jones]</i>	<i>[Example: Claims adviser]</i>	

Insurance claims

[What insurance policies have you claimed for? Use the table below to record any discussions you have with insurers about your claims.]

Insurance company	Contact details	Date of contact	Details of conversation/claim	Follow up actions
<i>[Example: XYZ Insurance]</i>	<i>[Example: D Higgins, Phone number]</i>	<i>Select date</i>	<i>[Example: The assessor will visit on Tuesday 14 May. Estimated claim amount is \$XXX]</i>	<i>[Examples: estimating the damage, locating and listing serial numbers for stolen equipment, providing photos, do not clean up the property until inspected]</i>

Market assessment

[Based on your assessment of the damage to your business, surrounding area and customer base, list any areas of your market that have changed. Alternatively, attach a complete market assessment to the back of this plan. Check our [marketing plan template](#) for further guidance.]

Market changes	Impact to business	Business options
<i>[Example: Due to road damage, customers are not purchasing our product directly from our shopfront.]</i>	<i>[Example: We will experience a drop in shopfront sales and may have to reduce staff hours.]</i>	<i>[Example: We can increase online trade from our warehouse.]</i>

Marketing strategy

[Detail your marketing strategy after the emergency. If your business is reopening its doors, how will you get the message out? What channels will you use to target customers? How does this strategy differ in light of any changes in the market?]

Activity	Channel(s)	Message
<i>[Example: Social media campaign]</i>	<i>[Examples: Instagram, Facebook, Twitter, Snapchat]</i>	<i>[Example: We're back! We are reopening our doors on 24 May. To celebrate, we're giving the first 200 customers to visit us a free coffee. We can't wait to see you.]</i>

Finances

Current creditors

[List all current debts or loans you are responsible for paying during the recovery period. Detail any changes or special arrangements you've made.]

Creditor name	Contact details	Special arrangement details	Period of special arrangement	Amount (\$)
<i>[Example: Banking Corp.]</i>	<i>[Example: J Harmer, Business Loan Adviser, phone number, email]</i>	<i>[Example: Loan temporarily changed to interest only arrangement for the period of recovery.]</i>	<i>[Example: 6 months, ending on Day/Month/Year]</i>	\$

Current debtors

[List all current payments that you are owed, the relevant contact, their agreed payment amount and date.]

Name	Contact details	Details	Agreed payment date	Amount (\$)
<i>[Example: MiniMart]</i>	<i>[Example: P Fred, phone number, email]</i>	<i>[Example: We are owed for 50 bags of coffee.]</i>	Select date	\$

Government funding

[List government funding you've applied for and the amount. You can find government funding by searching in our [Grants & Programs tool](#).]

Program name	Contact details	Funding details	Date of application	Amount (\$)
[Example: Flood relief package.]	[Example: R Smith, Rural Assistance Authority, phone number, email]	[Example: Our business is eligible for funding that goes towards repairing and restoring damaged equipment.]	Select date	\$