

Emergency Response Support – Residential Aged Care Homes (RACHs)

NQPHN Emergency SMS Alert System

As part of the Northern Queensland Primary Health Network (NQPHN) 'Build Back Better – Primary Care' initiative, an array of support systems are being developed.

Recent events, cyclones, floods, bushfires, and a pandemic have highlighted the value of communication in an emergency response.

In the event of an emergency in the NQPHN region, there is a need to be able to provide clear and immediate information to support this response.

To enable NQPHN to support this, we are offering Residential Aged Care Homes (RACHs) the opportunity to subscribe to an Emergency SMS Alert System which will send emergency and public health message alerts directly to the subscriber's nominated mobile phone number.

An SMS will only be sent directly to your nominated phone number(s) in the following scenarios:

- Public health alert
- To establish if your RACH Emergency Plan has been enacted in an emergency
- To ascertain your facility's operating status in an emergency
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of Emergency SMS Alert System.

Sign up to the Emergency SMS Alert System and receive \$500 (exc. GST) per RACH to purchase resources to assist your emergency preparedness.

For RACHs which have more than one RACH senior staff member subscribing to the Emergency SMS Alert System, NQPHN will reimburse the RACH \$500 (exc. GST).


PLEASE NOTE: This is an optional offer, and not a mandatory requirement to sign up to the Emergency SMS Alert System. You can still sign up to the alert system if you do not take up this offer.

To support RACH response and recovery to emergencies and pandemics, NQPHN will subsidise subscribers to the Emergency SMS Alert System to the amount of \$500 (exc. GST) per RACH, which can be used to purchase resources to support your emergency response to COVID-19 and/or pandemics and/or natural disasters.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





As a guide, these resources **may include** the following options:

- a [Vaccine Sof-Pac](#) to support maintenance of medication cold chain during power outages.
- Qualitative Fit Test Kit.

To subscribe to this Emergency SMS Alert System and claim the RACH reimbursement, please [complete this online form](#), and email to the [NQPHN Disaster Preparedness Team](#):

- a tax invoice (maximum reimbursement \$500 exc. GST)
- a completed declaration form acknowledging your RACH has spent funds in the preceding 12 months to support emergency response to COVID-19 and/or natural disasters (*form to be supplied by NQPHN upon receipt of your application*).

Once received, payment will be made directly to your RACH (please allow 15 business days for processing).

Invoice instructions

- Invoice must be a tax invoice and include RACH name, contact name, address, phone number, email address, ABN, whether you are registered for GST or not, and bank details so the funds can be made electronically.
- In the description of the invoice, please list *NQPHN Emergency Response Support for RACHs*.

Frequently Asked Questions

Is my RACH eligible for reimbursement of \$500 (exc. GST)?

Yes, your RACH will be eligible for a \$500 reimbursement if you have **more than one** RACH senior staff member signed up to the Emergency SMS Alert System. A secondary contact for your RACH will ensure you do not miss important messages.

If my RACH has more than two senior staff members sign up, am I entitled to another \$500 (exc. GST)?

No, \$500 (exc. GST) is the total amount which can be reimbursed per RACH.

Can I claim the \$500 reimbursement annually?

No, this is a one-off, optional offer, and not a mandatory requirement to sign up to the Emergency SMS Alert System.

What evidence do I need to submit with the invoice to claim our RACH's reimbursement?

A completed and signed Declaration Form on your business letterhead (*NQPHN will email this to you upon receipt of your Tax Invoice*).

Can our RACH sign up to the Emergency SMS Alert System if we have not spent funds in the preceding 12 months to support our emergency response to the COVID pandemic and/or a natural disaster?

Yes, you can sign up to the Emergency SMS Alert System, however you will not be eligible for the \$500 (exc. GST) payment.


How many SMS alerts will I receive from NQPHN?

You will only receive SMS alerts relating to the following:

- Public health alert
- To establish if your RACH Emergency Plans have been enacted in an emergency
- To ascertain your facility's operating status in an emergency
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of Emergency SMS Alert System.

What information is required by NQPHN to claim our RACH reimbursement?

1. Please complete [this online form](#)
2. Email a tax invoice (maximum reimbursement \$500 exc. GST) to the [NQPHN Disaster Preparedness](#) team

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3. Complete and sign the Declaration Form (*which will be provided by NQPHN upon receipt of your application*).

Invoice instructions

- Invoice must be a tax invoice and include RACH name, contact name, address, phone number, email address, ABN, whether you are registered for GST or not, and bank details so the funds can be made electronically.
- Invoice to be addressed to:
Northern Queensland Primary Health Network
PO Box 7812, Cairns QLD 4870
- In the description of the invoice, please put *NQPHN Emergency Response Support for Residential Aged Care Homes*.

How will NQPHN deal with my personal information?

Northern Queensland Primary Health Network (NQPHN) collects, uses, stores and discloses personal information in accordance with the *Privacy Act 1988* and associated Australian Privacy Principles.

NQPHN will only use the collected data for the stated purpose.

Collected data will be shared with DirectSMS Group. Please refer to their [privacy policy](#) and [GDPR Compliance](#).