

NQPHN Emergency Disaster Management Plan

Prepare checklist

Prepare

Timeframe: once a disaster threat has been announced and is forthcoming.

Prepare for a disaster means to take proactive steps and make arrangements in advance to protect yourself, others, and property in the event of an emergency or catastrophe. This includes planning, organising resources, and taking actions that will help ensure safety, minimise damage, and support recovery efforts during or after a disaster.

Key aspects of disaster response include:

1. **Activating emergency plans** for business continuity, safety, communication, evacuation, and survival.
2. **Assembling emergency kits** with food, water, first aid supplies, and other necessities
3. **Securing office and practice** to reduce risks of damage
4. **Understanding potential hazards** specific to your area, such as floods, earthquakes, or severe storms.

The goal of preparing is to be ready, informed, and equipped to handle a disaster when it occurs.

Business continuity

☐	Activate business continuity plan.
☐	Activate emergency response plan.
☐	Activate computer information security plan.
☐	Activate pandemic plan (if appropriate).
☐	Activate evacuation plan (if appropriate).

Communication

Internal

☐	Final review and update of staff contact list ready for distribution if needed.
	Activate staff emergency plan communication processes, ensuring all doctors and staff understand the designated person will contact them to advise when the practice is cleared to open, then staff can advise how they are situated to come into work.
☐	Confirm final staff roles and responsibilities during the disaster event.

External

☐	Prepare door signage, phone messages, automatic email replies, social media updates, website for practice opening status and current situation.
☐	Final review of external emergency contact list ready for printing – (example: insurance company, SES, hospital, poison hotline etc).
☐	Confirm and plan who is responsible for appointment cancellation process and when to commence.



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.



ISO 9001
QUALITY



Monitor	
☐	Check local radio and your local council's disaster dashboard for alerts, updates, and evacuation centre locations.
☐	Check Queensland Department of Transport and Main Roads for road conditions and closures or the National Heavy Vehicle Regulator for interstate route planning.
☐	Check Queensland weather warnings and current tropical cyclone updates from the Bureau of Meteorology.
☐	Check Ergon energy outages online.
☐	Monitor all emergency alerts and contacts for Queensland businesses .
☐	Check the NQPHN website .
Infrastructure and equipment	
Premises	
☐	Activate practice closure procedure.
☐	Commence securing premises.
☐	If you have CCTV leave it running to capture video of potential damage for insurance purposes and check it is accessible remotely.
☐	Prepare for possibility of needing to relocate to a temporary premises post-event.
☐	Arrange for sharp bins to be emptied.
☐	Arrange for shredding of confidential waste.
☐	Check the possibility/need of backup services (example: water, sewerage, portaloos, rubbish/waste disposal).
Power	
☐	Generator fuel – back-up fuel, considering fumes and storage of fuel (example: where, how much, safe storage area).
Information and technology	
☐	Commence planned shutdown of IT as per computer information security plan.
☐	Copies of passwords and links for relevant sites.
☐	Upload/backup current data to stand alone server and test remote access.
☐	Collect allocated laptops/iPad for remote access, cords and charges etc.
Vaccines and supplies	
☐	Instigate cold chain management processes.
☐	Assemble vaccine esky, record books, and ice packs.
☐	Activate buddy system if you have one setup or backup secure storage.
☐	Stocktake of medical supplies – dressings, wound care etc.
Insurance	
☐	Take photos of equipment and facility to categorise/document how everything was before the event.
☐	Print copy of policy and contact details.

Equipment	
☐	Prepare your emergency kit with final check on disaster kit.
☐	Printed copies of all plans and contact list secure in waterproof bags as part of disaster kit.
☐	Test and check charge on backup communication tools (satellite phone / UHF radio).
☐	Lift everything moveable equipment off the ground and place as high as possible.
☐	Secure vehicles.
☐	Print copy of billing codes and reimbursements for functional clinic.
☐	Collect GP Bags ready for evacuation.
☐	Distribute PPE if required.
☐	Safes - are they electronic? can they be accessed if no power is available?
Patients	
☐	Commence cancelling appointments – keep records of appointments cancelled to enable rescheduling when practice reopens.
☐	Initiate vulnerable patient process.
☐	Print any relevant paper forms and add to GP bags or disaster kit.
☐	Add paper scripts to the GP bags.
☐	Promote My Health Record to patients.
☐	Print copies of client contacts if not available remotely – must be kept secure.
Staff	
☐	Hold an emergency meeting with staff and GPs to discuss plan, communications and roles.
☐	Confirm staff roles and responsibilities, based on rostered/available staff at the time of the anticipated emergency, and communicate those details to staff.
☐	Promote staff safety, listen to warnings, access council dashboards, etc.
☐	Buddy system for staff – lock in who contacts whom.
☐	Confirm currency of staff contact details and update manual contact lists.
☐	Confirm with practice staff who may be available to assist if required to support community response.
☐	Register of who is available to work during or after the disaster – consider if the number of available staff may not be enough and consider options.
☐	Review staff location and their family situation – staff availability during emergency to support practice.
☐	Print staff contact list and distribute.
☐	Confirm with staff the closing process for practice to ensure staff have sufficient time to prepare at home.
☐	Consider food requirements for staff if remaining at centre.
☐	Discuss staff leave/pay entitlements to relieve their stress or concern.



☐	Ensure staff have all necessary resources and equipment required to work remotely, prior to leaving the practice.
Resources	
☐	• NQPHN – Emergency and Pandemic Management – Prepare • HealthPathways • Healthdirect • Disaster Management Queensland • Small Business disaster hub