

NQPHN Emergency Disaster Management Plan

Prevention checklist

Prevention

Timeframe: Ongoing but ideally starts months or even years before a disaster.

Prevention refers to the actions, planning, and measures taken in advance to reduce the impact of a disaster and ensure safety, survival and business continuity. It involves assessing risks, organising resources, and developing strategies to respond effectively to various emergencies, whether they are natural (like earthquakes, floods, or cyclones), pandemics or man made (such as industrial accidents, or terrorism). This preparation often includes:

1. **Creating/reviewing emergency plans:** Business Continuity Plan, Emergency Response Plan, Computer and Information Security Plan, Pandemic Plan, Evacuation Plans, Cold Chain Management
2. **Checking supplies:** Essential items such as water, food, first aid kits, medications, batteries and tools.
3. **Training and drills:** Educating individuals and groups on how to respond in the event of a disaster through regular practice and review of plans.
4. **Risk assessments:** Identifying potential hazards and planning to mitigate them.
5. **Building resilient infrastructure:** Ensuring that buildings, roads, and utilities are safe or can withstand disasters.

Business continuity

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

Communication

Internal

☐	Develop/review staff contact list.
☐	Develop/review staff processes.
☐	Develop/review staff roles in case of a disaster.

External

☐	Register with NQPHN emergency alert system – review emergency contacts with NQPHN.
☐	Develop/review external emergency contact list (example: insurance company, SES, hospital, poison hotline etc).
☐	Prepare updated messages for phone, social media, posters for front door, website and/or automatic email replies.



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



☐	Develop/review appointment cancellation process.
Monitor	
☐	Know your local disaster management group website.
☐	Know your local radio station for disaster information and updates.
☐	Bookmark websites (example: NQPHN, Ergon outages, BOM, EMQ, Queensland Health).
Infrastructure and equipment	
Premises	
☐	Develop/review procedure for opening and closing the practice leading up to and following an emergency disaster event.
☐	Building inspection – e.g. gutters cleaned, debris removed and cleared, building security checked.
Power	
☐	Backup power considerations or options (example: generator hire or purchase).
☐	Generator regularly tested with full load.
☐	Battery operated clock – replace batteries.
Information and technology	
☐	Test regular backup of data/files.
☐	Test server can be accessed remotely and ensure there is a laptop that has the relevant programs needed to work remotely.
☐	Dedicated emergency laptops or iPads for emergency situations.
☐	Regular UPS testing/battery replacement.
Vaccines and supplies	
☐	Review cold chain management processes and policies.
☐	Ensure staff are fully trained in cold chain management.
☐	Check esky, thermometers, ice bricks, and record books.
☐	Investigate buddy system for secure storage.
☐	Develop procedures and agreements for off-site storage.
☐	Review back up plan for long term storage if needed.
☐	Check procedure for expired / damaged stock.
Insurance	
☐	Review current insurance policy regarding different types of damage and cover. Consider costs associated with relocating to a temporary practice site if necessary.
☐	Develop / review event log in the case of a disaster for recording of information, decisions, actions and 'before and after' damage photos/videos for insurance assessment and claim purposes.
Equipment	
☐	Consideration of communication tools – (example: satellite phone, two-way radios).

☐	Develop / review GP bags for use to conduct consultations if loss of power – manual scripts, manual patient notes – remote access if required (Criterion GP5.3 – GP bag RACGP).
☐	Review PPE requirements, list and stocktake.
☐	Review Emergency Kit for practice: Go-kit prepared (torch, water etc.) Solar phone chargers?
Patients	
☐	Develop / check GP bags – Emergency Kit
☐	Establish process to identify the practice's most vulnerable patients whom you may need to contact/visit in lead up to significant weather event.
☐	Remind patients to be prepared for potential upcoming cyclone season with supplies of food, medications and emergency bag.
☐	Check GPs knowledge and instructions for writing scripts by hand; maybe example scripts in the GP Bag.
☐	Review telehealth/video consultation processes and invoicing processes to support virtual care provision.
Staff	
Operational	
☐	Update staff contact list of phone numbers, addresses and email addresses.
☐	Conduct regular emergency drills or tabletop scenarios with staff and update your plan accordingly.
☐	Staff training up to date – e.g. first aid, fire extinguisher.
☐	Develop/review work from home arrangements and procedures.
☐	Develop/review procedure for taking cash as payment if eftpos is down and practice is open.
☐	Investigate options for security for cash if required.
☐	Set up an individual folder in system for all disaster documents, ensure all relevant documents are stored there.
☐	Staff meetings are held (and minutes recorded) at least half yearly ensuring all staff are aware of emergency response procedures and where to access essential information and provisions.
☐	Register of roles and responsibilities before, during and after a disaster.
☐	Register of back up for staff during a disaster with contact details for each staff member.
☐	Develop/review staff policies (example: leave etc. during a disaster).
☐	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.
Welfare	
☐	Check staff aware of how to remain up to date on disaster news and emergency preparations for their community.
☐	Create a database of resources to be able to support staff and health professionals during an emergency or disaster (example: links to mental health support).
☐	Confidential list of staff medical conditions / medications (example: epilepsy/hypertension, should an emergency happen at work, and they cannot communicate, you may not have access to next of kin).

☐	Plan a phase down of services to allow staff to tend to their own needs while also trying to provide an ongoing service.
☐	Ensure staff know how/when they will be contacted during an emergency/disaster.
Resources	
☐	• Managing emergencies in general practice – RACGP • Emergency Response Planning Tool (ERPT) - RACGP • Emergency planning and response factsheets – RACGP • NQPHN – Emergency and Pandemic Management – Prepare • NQPHN – Emergency SMS Alert System • HealthPathways • Healthdirect • Disaster Management Queensland • Small Business disaster hub • Business Continuity Plan • Computer and Information Security Plan • Emergency response plan • Pandemic Plan