

Respond checklist

Respond

Timeframe: Immediate (within minutes to hours before disaster strikes).

To respond to a disaster means to take immediate and organised actions immediately before, during or after a disaster to address its impact, provide assistance, and ensure the safety and wellbeing of affected individuals and communities. The response involves coordinating efforts to manage the emergency, prevent further harm, and support recovery.

Key aspects of disaster response include:

1. **Follow emergency plans** for business continuity, safety, communication, evacuation, and survival.
2. **Communicating critical information** to affected staff, patients and general community and coordinating with local authorities and organisations.
3. **Monitoring** local disaster websites, information dissemination and relative events to the disaster.

The aim of a disaster response is to mitigate the immediate impacts of the event, reduce suffering, and lay the groundwork for longer-term recovery and rebuilding.

Business continuity

☐	Implement Business Continuity Plan
☐	Implement Emergency Response Plan
☐	Implement Computer Information Security Plan
☐	Implement – Pandemic Plan (if appropriate)
☐	Implement – Evacuation Plan (if appropriate)

Communication

Internal

☐	Print emergency staff contact list and distribute
☐	Confirm staff roles and responsibilities during and after the disaster
☐	Ensure all staff are safe to get home or if they need any personal assistance

External

☐	Update phone message, out of office emails, social media, website with current situation.
☐	Signage on practice closure, a poster on the door diverting clients to alternative treatment sites.



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



	Put current opening hours on the door along with next option 13HEALTH and if no appointment available, advise on wound management.
☐	Communicate if there are online services for scripts etc., if the pharmacy has any on-call pharmacies.
☐	Emergency boxes to include information to encourage to write triage colours red and yellow if mass casualties – and encourage people to write their names and any contact numbers on limbs etc. to aid workers.
☐	Communicate if there are any petrol services open – or any on call essential services open.
☐	Health information: My GP (phone) and Next of Kin (home).
Monitor	
☐	Monitor your region's Local Disaster Management Group (LDMG) Disaster page for updates.
☐	Listen to local radio for alerts and updates.
☐	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	
☐	Complete securing of premises
☐	Check all equipment has been lifted if possible
☐	CCTV cameras are on
Power	
☐	Unplug electrical equipment, shut down master electrical board, and gas supply
☐	Double check generator connection
☐	Refuel generator
Information and technology	
☐	Take laptop / iPad for remote access
☐	Record in a register who is taking what IT equipment
☐	Shut down all computers and IT equipment, unplug from wall
☐	Complete a final back up of files to cloud
☐	Copies of passwords and links
Vaccines and supplies	
☐	Complete Cold Chain management processes

☐	Remove vaccines if required to secure, approved place
☐	Pack vaccine esky, if required
☐	Secure all medical supplies, as required
Insurance	
☐	Ensure photos of equipment and facility are saved
Equipment	
☐	Collect your Disaster Kit: • Copies of plans • Satellite phone, UF radio and chargers • PPE, if required.
☐	Final check all equipment has been lifted and is secure.
☐	Distribute Doctor Bags if leaving the practice.
☐	Secure keys for vehicles, final check vehicle is safe or needs to be removed from practice.
☐	Final check all equipment has been lifted and is secure.
☐	Distribute Doctor Bags if leaving the practice.
☐	Secure keys for vehicles, final check vehicle is safe or needs to be removed from practice.
Patients	
☐	Print register of nurses and doctors previously 'trained' to carry out triage, diagnosis, treatment.
☐	Notification to patients of closure
☐	Enough materials for dressings for minor breaks
Staff	
☐	All staff are advised of closure details.
☐	Distribute staff contact list.
☐	Reiterate roles and responsibilities of staff (e.g. decision maker).
☐	Communication – planned/routine of updates (even if none) sent to staff, to minimise anxiety and uncertainty, and practice leaders becoming flooded with messages/calls.
☐	Confirm with practice staff who may be available to assist, if required, to support community response.
☐	Confirm roster/responsible employee if set up for reopening.
Resources	
	Check NQPHN's Respond webpage.