

Emergency Response Support – Residential Aged Care Homes (RACHs)

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 a disaster
- To ascertain your facility's operating status in a disaster
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of Emergency SMS Alert System.

PLEASE NOTE: This is an optional offer, and not a mandatory requirement to sign up to the Emergency SMS Alert System.



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.





Frequently Asked Questions

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 a disaster
- To ascertain your facility's operating status in a disaster
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of SMS Alert System.

What information is required by NQPHN ?

1. Please complete [this online form](#)

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](#).