

Emergency Response Support – General Practice

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

Recent events, cyclones, floods, bushfires, and a pandemic have highlighted the important role General Practice has in 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 healthcare providers to support this response.

To enable NQPHN to support this, we are offering General Practitioners and staff 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
- If a primary care response is required for a disaster
- To ascertain your practice's opening status in any of the above scenarios
- 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 practice to purchase resources to assist your emergency preparedness.

*For practices which have **more than one** general practice member subscribing to the Emergency SMS Alert System, NQPHN will reimburse the practice \$500 (exc. GST).*

A requirement of the [RACGP 5th Edition – Standards for General Practice](#) is for practices to have effective business continuity plans and maintenance of vaccine cold chain procedures in the event of a disaster impacting the practice.


To support general practice's response and recovery to emergencies and pandemics and to meet the relevant criteria of the RACGP 5th Edition - Standards for General Practices, NQPHN will subsidise subscribers to the Emergency SMS Alert System to the amount of \$500 (exc. GST) per practice on proof of purchase of one of the following:

- a 12-month subscription to the RACGP recommended [Emergency Response Planning Tool \(ERPT\)](#) to support the preparation of business continuity plans



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.



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- a [Vaccine Sof-Pac](#) to support maintenance of vaccine cold chain outside of the general practice environment
 - Qualitative Fit Test Kit, or
 - Other emergency response resources (prior approval required from NQPHN).

To subscribe to this Emergency SMS Alert System and claim the practice reimbursement, please [complete this online form](#), and email a tax invoice (maximum reimbursement \$500 exc. GST) with proof of the purchase of one of the above to the [NQPHN Disaster Preparedness team](#).

Once approved, payment will be made directly to the practice (please allow 15 business days for processing).

Invoice instructions

- Invoice must be a tax invoice and include practice 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 General Practices*.

Frequently Asked Questions

Is my practice eligible for reimbursement of \$500 (exc. GST) after purchasing a subscription to the Emergency Response Planning Tool (ERPT)?

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

If my practice has more than two General Practitioners or 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 practice. As a minimum, it is expected that one of the staff members will be a General Practitioner or Practice Manager.

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

- Evidence, such as a receipt or paid invoice, that your practice has purchased a 12-month subscription to Emergency Response Planning Tool (ERPT)
- Evidence, such as receipts or a paid invoice for the purchase of a Vaccine Sof-Pac, Qualitative Fit Testing Kit, or other approved emergency response resources
- All invoices or receipts must clearly identify the practice name.

Can our practice sign up to the Emergency SMS Alert System if we don't have a subscription to the Emergency Response Planning Tool (ERPT), or have not purchased a Vaccine Sof-Pac, Qualitative Fit Test Kit or other approved emergency response resource?

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
- If a primary care response is required for a disaster
- To ascertain your practice's opening status in any of the above scenarios
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of SMS Alert System.

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

Please complete [this online form](#), and email a tax invoice (maximum reimbursement \$500 exc. GST) with proof of the purchase of one of the above to the [NQPHN Disaster Preparedness](#) team.



Invoice instructions

- Invoice must be a tax invoice and include practice 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 list *NQPHN Emergency Response Support*.

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](#).