

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).

PLEASE NOTE: This is an optional offer, and not a mandatory requirement to sign up to the Emergency SMS Alert System. You can still sign up to the alert system if you do not take up this offer.


To support general practice's response and recovery to emergencies, NQPHN will subsidise subscribers to the Emergency SMS Alert System to the amount of \$500 (exc. GST) per practice, which can be used to purchase resources to support your emergency response to the COVID pandemic and/or natural disasters.

As a guide, these resources **may include** the following options:



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 12-month subscription to the RACGP recommended [Emergency Response Planning Tool \(ERPT\)](#) to support the preparation of business continuity plans
 - a [Vaccine Sof-Pac](#) to support maintenance of vaccine cold chain outside of the general practice environment
 - Qualitative Fit Test Kit.

To subscribe to this Emergency SMS Alert System and claim the practice reimbursement, please [complete this online form](#), and email to the [NQPHN Disaster Preparedness Team](#):

- a tax invoice (maximum reimbursement \$500 exc. GST)
- a completed declaration form acknowledging your practice has spent funds in the preceding 12 months to support emergency response to the COVID pandemic and/or natural disasters (*form to be supplied by NQPHN upon receipt of your application*).

Once received, payment will be made directly to your 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 Practice*.

Frequently Asked Questions

Is my practice eligible for reimbursement of \$500 (exc. GST)?

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?

A completed and signed Declaration Form on your business letterhead (*NQPHN will email this to you upon receipt of your application*).

Can our practice sign up to the Emergency SMS Alert System if we have not spent funds in the preceding 12 months to support our emergency response to the COVID pandemic and/or a natural disaster?

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?

1. Please complete [this online form](#)
2. Email a tax invoice (maximum reimbursement \$500 exc. GST) to the [NQPHN Disaster Preparedness](#) Team
3. Complete and sign the Declaration Form (*which will be provided by NQPHN upon receipt of your application*).



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 for General Practice*.

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](#).