

phn
WESTERN NSW

An Australian Government Initiative

WNSW PHN: disaster management action plan



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This Disaster Management Action Plan is organised around the activities of WNSW PHN prior to, during and post a disaster event.

The action plan has been split into three stages:



PLAN preparing for a disaster – actions

OBJECTIVE ONE: COMMUNICATE, ADVOCATE AND NETWORK

#	ACTION	KEY STAKEHOLDERS	OWNER
1.1	Promote disaster planning to all healthcare service providers (GPs, pharmacists, paramedics, local hospitals, nurse practitioners, mental health nurses and psychologists) within WNSW PHN.	Healthcare service providers	Senior Manager – Primary Care and Integration
1.2	Build networks with other PHNs to share skills, experience and knowledge regarding disaster planning.	Other PHNs	WNSW PHN Chief Executive Officer
1.3	Communicate with representatives responsible for disaster planning within the Far West Local Health District (LHD) and the Western NSW LHD to build relationships and share information across WNSW PHN enabling the provision of the best possible support to the community in the event of a disaster/emergency. Consider the development of a Memorandum of Understanding between WNSW PHN and the LHDs in case of a disaster or emergency.	Far West LHD Western NSW LHD	WNSW PHN Chief Executive Officer
1.4	Liaise with first responder agencies to advocate the inclusion of the following community considerations within broader emergency / disaster planning: <ul style="list-style-type: none"> • Mental health; • Disabilities – physical and intellectual; • The community culture including Aboriginal communities; • The geography/environment; and • The inclusion Disability Support groups and Aboriginal Elders. 	First Responders	WNSW PHN Chief Executive Officer



#	ACTION	KEY STAKEHOLDERS	OWNER
1.5	<p>Actively network with the Regional Emergency Management Committee (REMC) and Local Emergency Management Committees (LEMCs) to request formal representation by WNSW PHN on these committees. This should facilitate:</p> <ul style="list-style-type: none"> The formal distribution of disaster related documents/information. Sharing of lessons learned from disasters/emergencies. The implementation of formal escalation channels on any areas that need to be addressed to adequately prepare for future disasters/emergencies. 	REMC and LEMC	WNSW PHN Chief Executive Officer
1.6	<p>Liaise with the Far West Emergency Management Officer (Greg McMahon) and District Disaster Manager at the Far West LHD (Brendan Hedger) to advocate for WNSW PHN to be included in any relevant existing disaster management planning (State Disaster Plan and the NSW Health Disaster Plan) where WNSW PHN has a role to play in a disaster/emergency, and can support, any existing Plans.</p>	<p>Far West Emergency Management Officer</p> <p>District Disaster Manger at the Far West LHD</p>	WNSW PHN Chief Executive Officer
1.7	<p>Develop strategies to pursue legislative and policy change across Government in relation to the following issues:</p> <ul style="list-style-type: none"> Inability of pharmacists to dispense medicine to disaster-affected patients in order to ensure continuation of essential drug treatment. Restrictions on practicing from other premises: GPs and pharmacists must obtain permission to practice from alternative premises (including during emergencies). Lack of recovery of personal costs incurred during an emergency/disaster: currently there is a cost to pharmacists in providing medicine in the event of a disaster/emergency at their own expense. Non-inclusion of vaccination clinics and vaccination support i.e. during a pandemic influenza/communicable disease event, 	<p>Government</p> <p>Healthcare service providers</p>	WNSW PHN Chief Executive Officer

OBJECTIVE TWO: PROMOTE LOCAL PLANNING

#	ACTION	KEY STAKEHOLDERS	OWNER
2.1	<p>Encourage healthcare services providers to have adequate and up-to-date business continuity plans (BCPs) in place, such as the RACGP tool, which could assist healthcare service providers to prepare for respond to and recover from the impact of disasters/emergencies. Suggest that all providers establish a 'primary' contact and 'secondary' contact at every location.</p>	Healthcare service providers	Senior Manager – Primary Care and Integration
2.2	<p>Encourage healthcare service providers to participate in disaster / emergency management planning in their local areas.</p>	Healthcare service providers	Senior Manager – Primary Care and Integration
2.3	<p>Build capacity amongst healthcare service providers regarding emergency planning and management, for example:</p> <ul style="list-style-type: none"> Webinar/s on creating, maintaining and reviewing BCPs and how to become 'disaster ready'. Dissemination of a voluntary annual mock disaster desktop exercise. Webinar/s or presentation/s from members across WNSW PHN and guest speakers (e.g. local emergency first responders). 	Healthcare service providers	Senior Manager – Primary Care and Integration
2.4	<p>Encourage GPs and pharmacists to create and hold locally an up-to-date GPs and Pharmacists Volunteer Register for Disaster Response.</p>	Healthcare service providers	Senior Manager – Primary Care and Integration

RESPOND

during a disaster – actions



OBJECTIVE THREE: COMMUNICATE AND ESCALATE

#	ACTION	KEY STAKEHOLDERS	OWNER
3.1	Enact lines of communication to representatives in other organisations/agencies involved in the event of a disaster/emergency including the State Health Services Functional Area Coordinator, and the Far West and Western NSW LHDs.	State Health Services Functional Area Coordinator Far West LHD Western NSW LHD	WNSW PHN Chief Executive Officer
3.2	Facilitate timely and effective communication with healthcare service providers within WNSW PHN affected by a disaster/emergency regarding: <ul style="list-style-type: none">• Activation of local ERPT or other business continuity plan;• Reminders to keep records of supplies/medicines provided for future reimbursement;• Point of contact if escalation is required;• Information regarding support services; and• Information bulletins and any other relevant information.	Healthcare service providers	WNSW PHN Chief Executive Officer

RECOVER

after a disaster – actions



OBJECTIVE FOUR: DEBRIEF, SHARE LEARNINGS AND EVALUATE

#	ACTION	KEY STAKEHOLDERS	OWNER
4.1	Facilitate a 'hot' post disaster debrief (within 24 hours) and a 'cold' post disaster debrief (within three months)for: <ul style="list-style-type: none">• Service providers within WNSW PHN;• PHN staff; and• The community.	Healthcare service providers PHN staff The community	WNSW PHN Chief Executive Officer
4.2	Provide appropriate support to those who assist in a disaster / emergency such as: <ul style="list-style-type: none">• Providing information regarding reimbursements of out of pocket expenses.• Promoting good mental health and available strategies / plans.• Work with local providers to 'check-in' with the community to reassess and determine their needs in relation to medicine and mental health care.	WNSW PHN	Senior Manager – Primary Care and Integration
4.3	Review and evaluate the effectiveness of WNSW PHN's role in a disaster response to drive forward continuous improvement.	WNSW PHN	WNSW PHN Chief Executive Officer

DOCUMENT MANAGEMENT

APPROVAL HISTORY

STAGE	DATE	COMMENT	REFERENCE
Original Plan	December 2019	Endorsed by the Board	Version 1
Current Plan (in force)	December 2019	Endorsed by the Board	Version 1
Next review	December 2020		

OWNERSHIP AND APPROVAL

RESPONSIBILITY	ROLE
Owner	The Chief Executive Officer
Approver	The Board

APPENDIX 1: KEY STAKEHOLDER CONTACT DETAILS

STAKEHOLDER	PRIMARY CONTACT (IF KNOWN)		
Office of Emergency Management (OEM) State Emergency Management Committee NSW State Rescue Board	Far West Emergency Management Officer, Greg McMahon	02 9212 9200 08 8082 7210	mcma1gre@police.nsw.gov.au
Far West Local Health District (LHD)	District Disaster Manager, Brendan Hedger	03 5027 5720 0428 436 131	brendan.hedger@health.nsw.gov.au
Western LHD	Manager Health Emergency Management Unit at NSW Health, Cathy Whiteman	02 63305827 02 6809 8600	Online form: https://wnswlhd.health.nsw.gov.au/get-in-touch/enquiries/contact-us
NSW State Emergency Service (SES)	-	For general enquiries: Monday - Friday from 8:30am - 4:30pm: 02 4251 6111 For emergency help in flood, storm and tsunami: 132 500	Online form: https://www.ses.nsw.gov.au/about-us/contact-us/
NSW Police	-	Non-emergency: 131 444	Online form: https://www.police.nsw.gov.au/contact_us
Fire & Rescue NSW	-	Headquarters and general enquiries: 02 9265 2999	info@fire.nsw.gov.au
Rural Fire Service	-	Headquarters: 02 8741 5555	webmaster@rfs.nsw.gov.au