

# RACH Emergency Preparedness Workshop

Monday 25 August 2025



Australian Government

Department of Health, Disability and Ageing



An Australian Government Initiative

# Welcome



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**Matt Carrodus**

CEO

**Gold Coast Primary Health Network**

**Michele McLaughlin**

Director, Queensland Local Network

**Department of Health, Disability and Ageing**





# Acknowledgement to Country



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*Department of Health, Disability and Ageing and Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.*

**Artist: NARELLE URQUHART, WIRADJURI WOMAN]**



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# Housekeeping



Please switch  
mobile phones to  
silent during  
presentations



Rest  
Rooms



Evacuation  
procedure

- Extreme and destructive weather events are occurring more frequently and are often impacting on urban centres.
- As of 27 May 2025, 24 disasters had been declared across Australia since the beginning of 2025.
- The department is working with the aged care sector to uplift emergency preparedness including taking the learnings from recent events including Gold Coast Tornado, North Queensland (QLD) floods and Ex Tropical Cyclone (TC) Alfred.
- Areas that did not routinely experience natural disasters are now experiencing them with greater frequency.



## Qld Local Network

- We've divided Qld into three regions:
  - South-east Queensland
  - Central Western Queensland
  - Northern Queensland
- Two Qld Offices
  - Brisbane
  - Cairns

## Our role aims to improve the aged care system through:

- Supporting capability and capacity building for providers and responding to immediate concerns identified.
- Solutions brokering and promoting collaborative relationships between key stakeholders with a consumer-focused commitment.
- Being proactive in gathering local and regional information to identify and respond to gaps and needs.
- Informing national care planning and policy design and acting as a link between policy teams and local areas.
- [Engagement.QLD@health.gov.au](mailto:Engagement.QLD@health.gov.au)





The Local Network has a role in supporting aged care providers, in the lead up, during and following emergency events



# Draft Strengthened Quality Standards

## Outcome 2.10: Emergency and disaster management

### Actions

- |        |   |
|--------|---|
| 2.10.1 | The provider develops emergency and disaster management plans that describe how the provider and aged care workers will respond to an emergency or disaster and to manage risks to the health, safety and wellbeing of individuals and aged care workers. |
| 2.10.2 | The provider implements strategies to prepare for, and respond to, an emergency or disaster.  |
| 2.10.3 | The provider engages with individuals, supporters of individuals and aged care workers about the emergency and disaster management plans.   |
| 2.10.4 | The provider regularly tests and reviews the emergency and disaster management plans in partnership with individuals, supporters of individuals, aged care workers and other response partners.   |





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# Reviewing Severe Weather Events in Queensland

**Adelaide Schuler**

Principal Program Officer

**Office of the Inspector-General of Emergency Management**

# Inspector-General of Emergency Management

Adelaide Schuler, Principal Program Officer

Office of the  
Inspector-General of  
Emergency Management



**Queensland**  
Government



# Acknowledgement of Country

We acknowledge the Australian Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of Country.

We recognise and honour their ancient cultures, and their connection to land, sea and community.

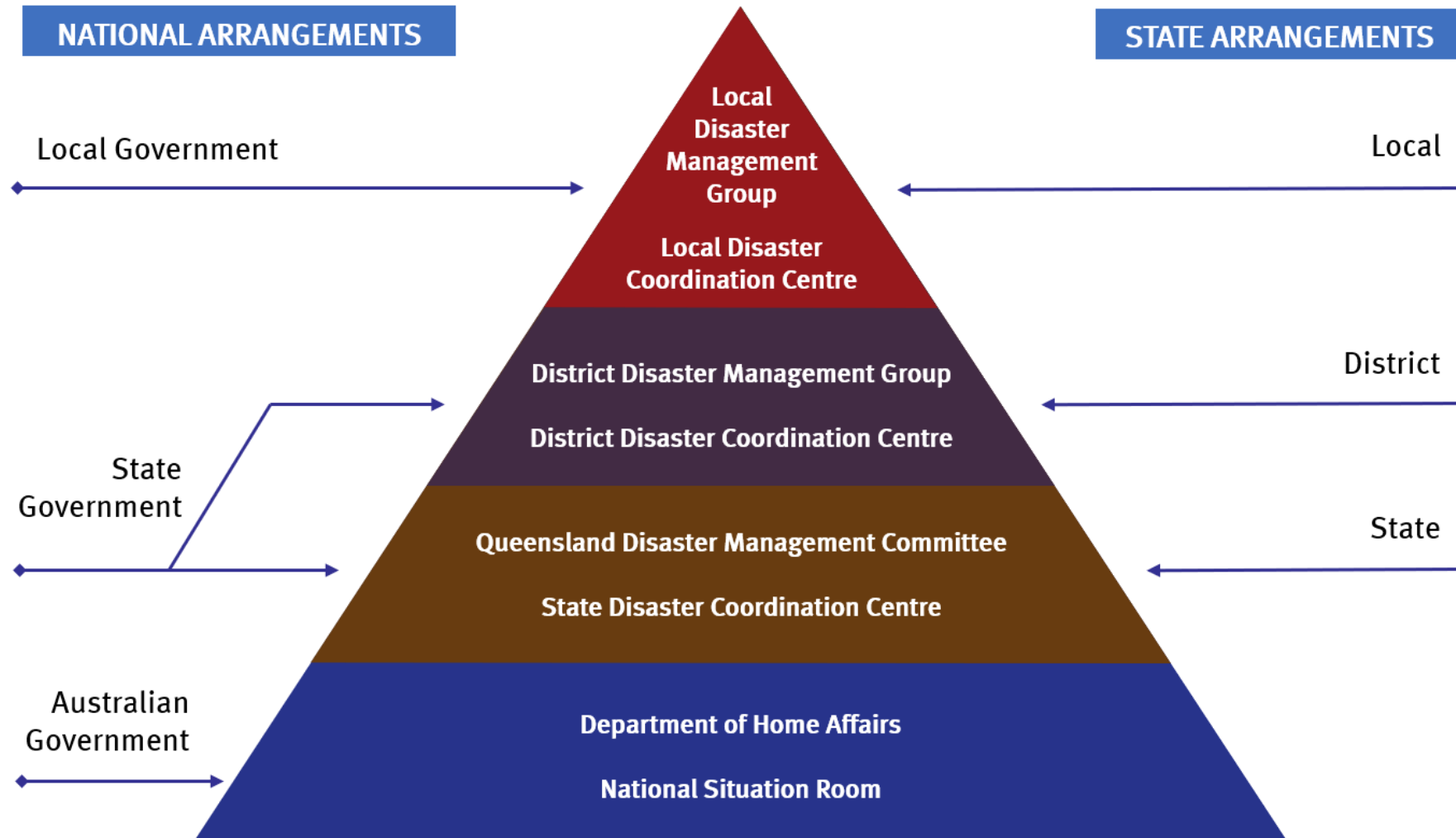
We pay our respects to them, their cultures and to their Elders past and present.

## Focus for today

- Overview of Queensland Disaster Management Arrangements (QDMA)
- QDMA resources and training
- Role of the Inspector-General of Emergency Management (IGEM)
- The Standard for Disaster Management in Queensland
- IGEM reviews
- Aged care in previous IGEM reviews



# Overview of Queensland's Disaster Management Arrangements



Office of the Inspector-General of **Emergency Management**

# Queensland's Disaster Management Arrangements Resources and Training

[www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

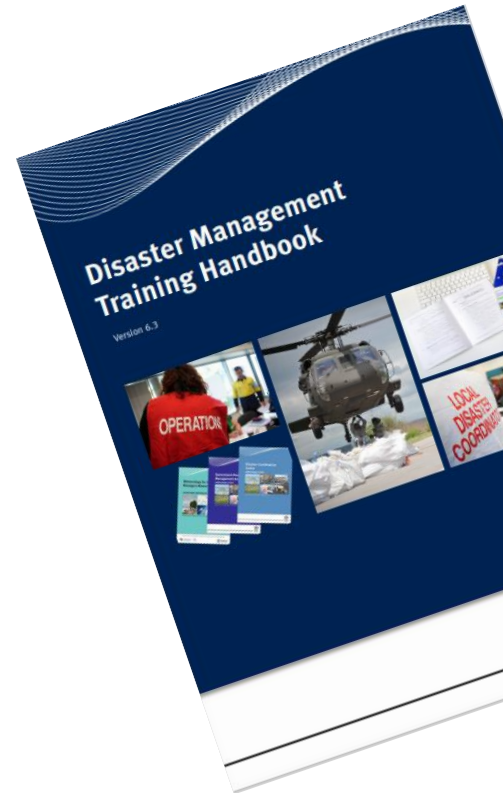
## Emergency Management Coordinator

Deliver Queensland Disaster Management Training framework products, incl. QDMA training

Reece Millburn

Emergency Management Coordinator  
Brisbane Region and State Agencies

[Milburn.ReeceM@police.qld.gov.au](mailto:Milburn.ReeceM@police.qld.gov.au)



## Role of the Inspector-General of Emergency Management (IGEM)

Provides Queensland Government and the community with assurance in our disaster management arrangements by:

Implementing the  
*Standard for Disaster  
Management in  
Queensland.*

Reviewing and assessing  
the effectiveness of  
disaster management.

Bringing together the  
disaster management  
sector to focus collective  
efforts on enhancing  
capability.

Office functions are prescribed in the *Disaster Management Act 2003*.

## Standard for Disaster Management in Queensland



## Office of the Inspector-General of **Emergency Management**

# The Standard for Disaster Management In Queensland

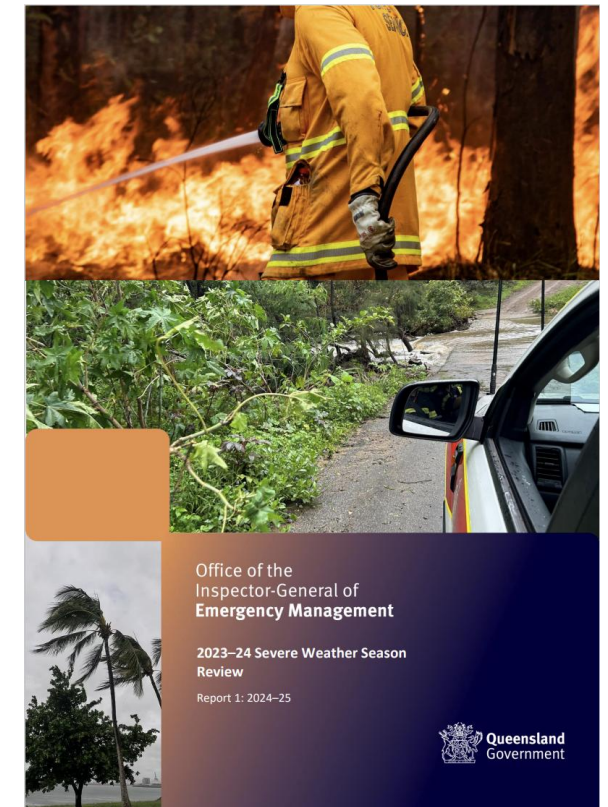
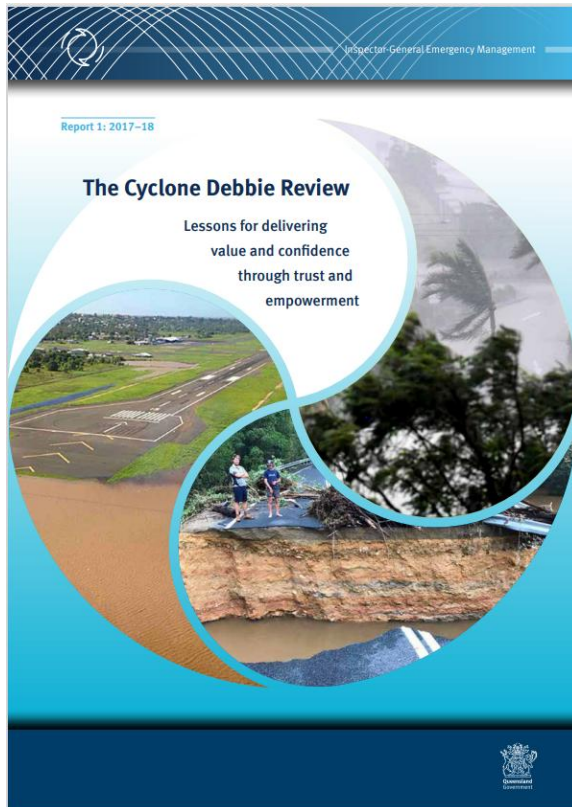
- ✓ **Promote a shared approach to disaster management**
- ✓ **Ensure accountability**
- ✓ **Drive continuous improvement**
- ✓ **Guide collaboration across entities**
- ✓ **Measure performance**

**Scan here to read  
the Standard**





## IGEM reviews



## 2025 Disaster Events Reviews



### North Queensland Floods

late January to  
early February 2025



Pre-season planning  
activities undertaken  
by entities



### Tropical Cyclone Alfred

late February to  
early March 2025



Integration of  
preparedness and  
response activities  
between all levels of  
government



### Western Queensland Floods

late March to early  
April 2025



Opportunities to  
enhance community  
resilience to better  
prepare for and  
respond to future  
disasters

## What will the 2025 Reviews assess?



### **Preparedness and Response**

What worked well, and what didn't, in planning for and responding to the events? How did different groups and agencies work together?



### **Community Perspectives**

What did individuals, businesses and communities experience during these events? Were their needs heard and addressed in planning and during response?



### **Coordination and Governance**

How well did levels of government, emergency services and support agencies communicate and coordinate? Were decisions made quickly and clearly?



### **What we can Improve**

What lessons can be learned to make Queensland's disaster management system stronger? What examples of good practice can others learn from?



## **Aged Care in Previous Reviews**

### **Observation 1 - Understanding the Unique Needs of Residents**

- Residents may face mobility challenges, multiple chronic conditions, or rely on power-dependent medical equipment. (SEQ Floods 2022)
- Preparation and evacuation can be more complex for some facilities. (SEQ Floods 2022)

### **Observation 2 – Working Together Strengthens Preparedness**

- Where aged-care services were part of Local Disaster Management Groups, planning for transport, surge capacity, & evacuation was more coordinated. (Tropical Cyclone Debbie 2017)
- Arrangements between councils & facilities to adapt warnings made information timelier and more relevant. (SEQ Floods 2022)

### **Observation 3 – Building Confidence Through Continuity Planning**

- Where aged-care services were part of Local Disaster Management Groups, planning for transport, surge capacity, and evacuation was more coordinated. (Tropical Cyclone Debbie 2017)

### **Observation 4 – Practicing Plans Together Builds Readiness**

- Exercises with QFES, QAS, and health partners helped identify opportunities to strengthen evacuation and service continuity. (SEQ Floods 2022)



## **Thank you**

### **Contact**

Adelaide Schuler

Principal Program Officer

[Adelaide.schuler@igem.qld.gov.au](mailto:Adelaide.schuler@igem.qld.gov.au)

### **IGEM website**

<https://www.igem.qld.gov.au>

### **QDMA resources and training**

Reece Millburn

Emergency Management Coordinator

[Milburn.ReeceM@police.qld.gov.au](mailto:Milburn.ReeceM@police.qld.gov.au)

### **Queensland disaster website**

[www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

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# Local Emergency Response

**Renae Philipson**

Disaster Preparedness and Recovery Leader

**City of Gold Coast**





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# Panel – Ex-cyclone Alfred Debrief & Lessons Learnt from Impacted RACHs

**Moderator - Michele McLaughlin**

Director, Queensland Local Network | **Department of Health, Disability and Ageing**

**Jharmane Kelly**

Clinical Director | **Lions Haven for the Aged**

**Rishabh Sharma**

Facility Manager | **TriCare Labrador**

**Genevieve Verhoff**

Service Manager | **Beaumont Care – Roslyn Lodge**



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# Continuity of Clinical Needs

**Lois McCreddan**

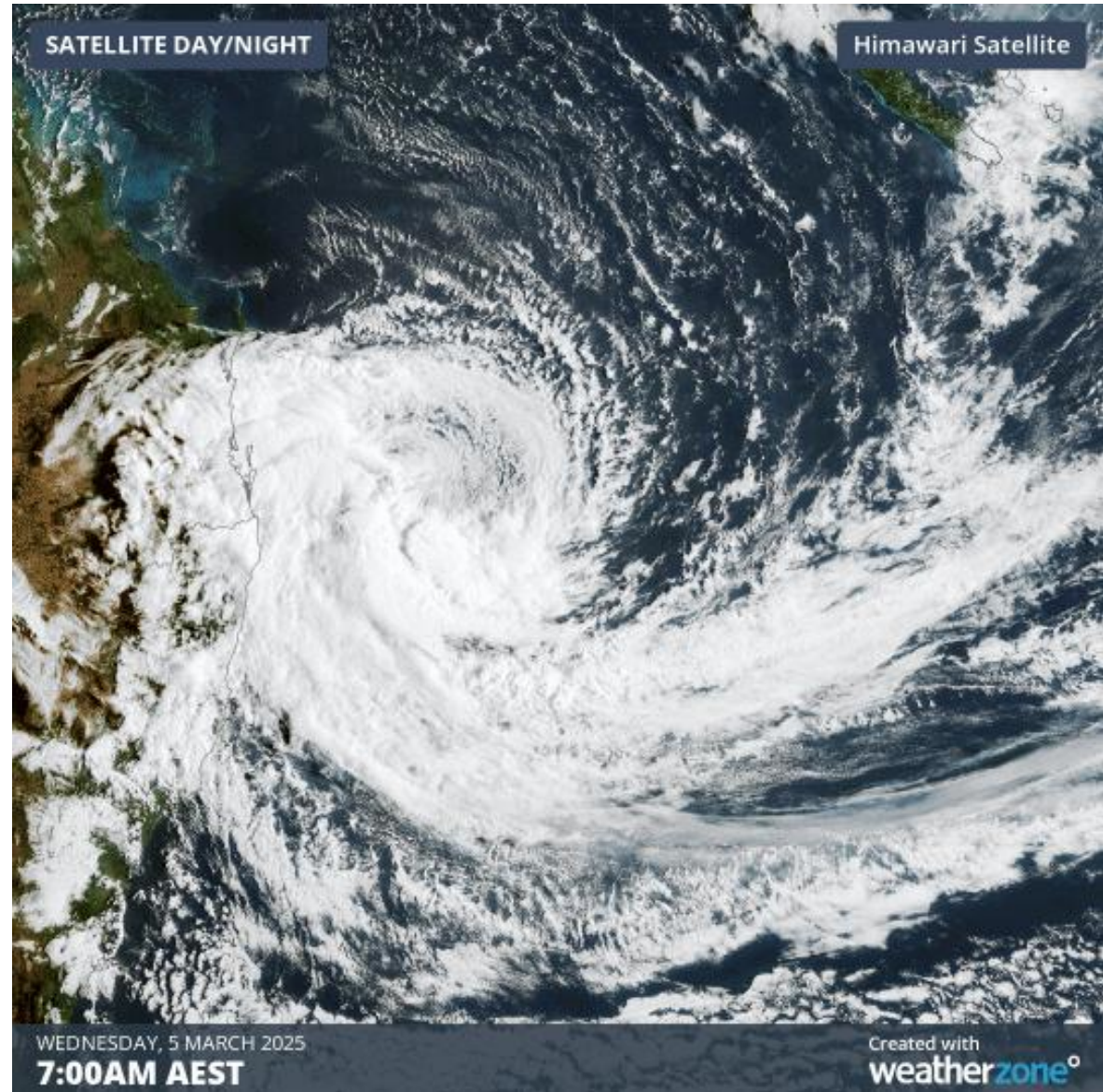
Director, Disaster, Emergency and Business Continuity  
Management

**Gold Coast Hospital and Health Service**



# TC Alfred Experiences & Lessons

## Gold Coast Hospital & Health Service





Jingeri.

We acknowledge the Traditional Custodians of the land in which we work, live and grow, the Kombumerri, Wangerriburra, Bullongin, Minjungbal and Birinburra peoples, of the Yugambeh Language speaking nation. We also pay our respects to Elders past, present and emerging. We also acknowledge other Aboriginal and Torres Strait Islander people present today.



# GCHHS Experiences

## Preparation

- Monitored weather reports
- Activated our Code Brown
- Stood up an IMT
- Considered staffing
- Considered services
- Considered resources
- Prepared infrastructure
- Communicated with staff
- Planned for potential impacts
- Rosters





# GCHHS Experiences

## Response

- GCUH on generator power 3 days
- Car park/s flooded
- Staff staying over
- Staff unable to get to work
- Infrastructure damage
- Impacts to radio network
- Mobile phone service
- Electricity
- Closure or modification of services
- Increase IMT



# GCHHS Experiences – increased presentations

Vulnerable  
accommodation

Requests for  
support

Pharmacy  
closures

GP closures

Cyclone related

# RACH Opportunities



Determine ways to improve  
resilience / self reliance



Consider what is required  
for safety of residents and  
staff pre incident



Plan for 72 hours



# Opportunities

Shelter

Food

Water

Electricity

Communications

Clinical care

Medical gases

Medication

Consumables

IMT

# Opportunities & way forward

- No incident is managed perfectly
- Take the opportunity to learn & improve for the next time
- GCHHS 14 recommendations to implement
- Really consider the Aged Care Standards update as an opportunity to invest in understanding your risks
- Utilise resources for assistance to write & test





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# Preparing Your Emergency Plan

**Kellie Trigger**

Director Health Intelligence Planning and Engagement

**Gold Coast Primary Health Network**



# Resources



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Commonwealth Resources		Queensland Resources	
ACQSC Strengthened Standards – Emergency and disaster management legislation and guidance	<a href="#">Emergency and disaster management   Aged Care Quality and Safety Commission</a>	Residential Aged Care – Planning Resource Business Continuity and Disaster/Emergency Management – July 2023	<a href="#">Residential Aged Care – Planning Resource</a>
LDHDA Service continuity and emergency events in aged care	<a href="#">Service continuity and emergency events in aged care   Australian Government Department of Health, Disability and Ageing</a>	Queensland Government RACF Planning and Response Checklist Business Continuity or Disaster / Emergency Events – July 2023	<a href="#">RACF Planning and Response Checklist</a>
Preparing for an emergency event checklist – Residential aged Care	<a href="#">Preparing for an emergency event – Residential aged care   Australian Government Department of Health, Disability and Ageing</a>	Queensland Government, Local Government Disaster Dashboards	<a href="#">Local government disaster dashboards   Community support   Queensland Government</a>

# Training and Events



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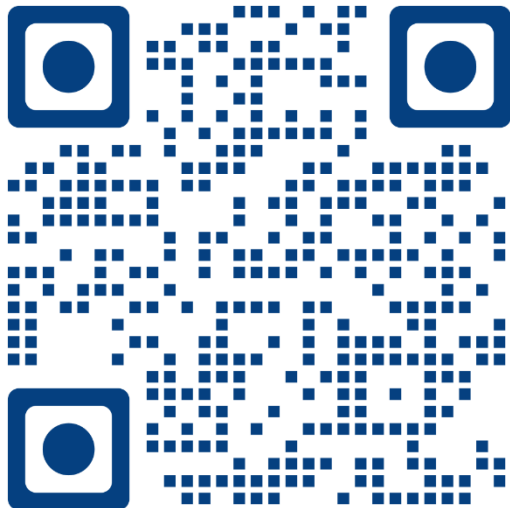


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## NeuroResilience: Cognitive tools in disaster recovery and times of crisis

- Friday 19 September | 9am – 12pm | Mudgeeraba Community Centre

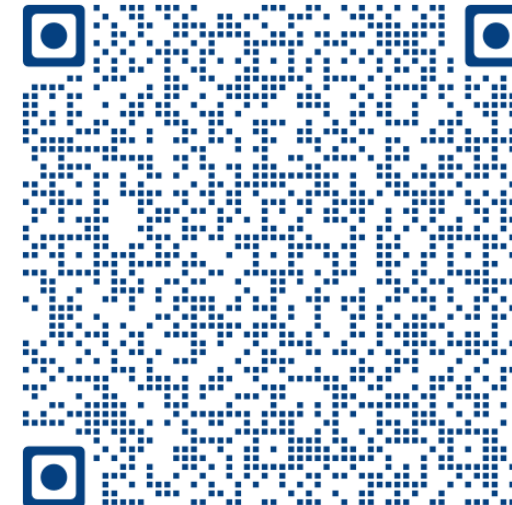
SCAN HERE for more information or to view the GCPHN Event Calendar



## Disaster Ready Training for RACHS and General Practice

- 4 Online Self-Paced Training Modules

SCAN HERE for more information





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# Post Event Evaluation



<https://gcphn.snapforms.com.au/form/gcphn-event-evaluation-survey-rach-emergency-preparedness-workshop-25-august-2025>



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***‘Building one world class health service for the Gold Coast***

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[www.gcphn.org.au](http://www.gcphn.org.au)

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