

Governance Document development during an Emergency Response

V.1
August 2020

LEGEND:

Governance Document – Policy/procedure/
guideline/work unit instruction
Metro North Policy (MNPoly)
metronorthpolicy@health.qld.gov.au
Metro North Emergency Operations Centre (HEOC)
EOC-Metro North@health.qld.gov.au
Metro North Online (MNOnline)
MetroNorth-Online@health.qld.gov.au
EOC – Emergency Operations Centre
S&Q – Safety & Quality

Need identified for document &
communicated to local EOC

Escalate to HEOC

HEOC for decision/action

*All Documents (e.g. procedures, guidelines,
patient information, posters etc) created as
part of the current emergency response
require escalation and review at facility/
stream EOC.

Decision/action made
within 1 business day

Review of an existing Metro
North document required

New Metro North document
required

Directorate specific document
(follow local process)

HEOC Contact
MNPoly

HEOC to notify MNPoly:

- Document name & purpose
- Name of custodian & author who will develop/make changes

MNPoly:

- Update Oracle, provide document number
- Document template sent to author (cc HEOC)

Within 2 business days

Author – develop/review document

- Consult key stakeholders, subject matter experts & custodian
- Consult directorate EOCs & relevant HEOC Functional team (i.e. Logistics/Operations)
- Email working draft to MNPoly (cc HEOC)

MNPoly to facilitate:

- Quality check
- Condensed broad consultation (CBC) from S&Q at each directorate
- CBC feedback returned to author (cc HEOC)

Within 2 business days

Author:

- Feedback considered & incorporated as appropriate & respond to feedback that is not incorporated
- After content approval by Incident controller, email final draft for quality check

MNPoly:

- Complete final formatting check & update version & document history (if required)
- Email final version for signing to custodian through HEOC (cc author)

Within 2 business
hours

HEOC:

- Coordinate appropriate authorisation/signing
- Email signed copy & final word document to MNPoly (cc author)

Within 1 business day

MNPoly

- PDF and bookmark final version
- Progress for Online publishing (cc HEOC)

Within 1 business day

MNOnline to publish document
Send email once completed to MNPoly & HEOC

Within 1 business day

HEOC obligations:

- Coordinate necessary communication: Metro North Broadcast, Directorate EOCs, Subject matter experts

MNPoly obligations:

- Add to Metro North end of month PPP staff update