

Metro North Health

Message from the Incident Controller

Dr Elizabeth Rushbrook



Dear colleagues

Ex-tropical cyclone Alfred is now situated over southern Queensland. This weather event continues to bring heavy to locally intense rainfall across SEQ, with an ongoing chance of isolated severe thunderstorms with locally heavy rainfall and damaging winds. It is expected to gradually weaken during today.

A major flood warning remains current for the Logan River, Bremer River and Warrill Creek. Several Minor to Moderate Flood Warnings have also been issued across southeast Queensland.

Full details are available on the [Bureau of Meteorology website](#).

Metro North Health facilities update

Although numbers are decreasing, some staff spent last night in our facilities. Thanks to those who did. We are grateful to you for making work a priority to ensure our patients can continue to receive the care they need.

Our facilities continue to operate, with some experiencing the effects of minor water ingress. Operations are also being affected by our workforce and patients experiencing flooding, debris and interruption of power – thank you for your hard work to manage these impacts but still return to full operations as quickly as possible.

The [facility factsheets](#) have been updated today to reflect updated information, including car parking and accommodation arrangements. Thanks to the facility teams for having these contingency arrangements in place.

Nursing and Midwifery work and ratios

Due to staffing issues, it may presently be difficult to maintain usual nursing and midwifery ratios in clinical areas. At all times, the safety of our patients and staff are paramount. To ensure safe patient care, please refer to the low priority task list in your service profiles.

It is critical we continue to provide essential care to our patients, including medication, oxygen administration, observations, IV management and using the critical judgement of clinical teams to prioritise care. Suggestions for managing patient numbers include Practice Partnership models of care, a team approach and regular rounding of team leaders to determine and assess workloads and using the best possible clinical judgement to manage them.

Please continue to escalate any ongoing issues per the usual processes.

Planned care this week

Planned care recommenced at our facilities today, across cross elective surgery, endoscopy, and outpatients. There is some reduction today due to patient and staff access impact which will start to be remediated over the coming days. We are contacting patients whose planned care needs to be rescheduled.

Community services

Some schools reopened today, with more becoming operational again from tomorrow. Please click [here](#) to learn about the status of schools in your area.

Some Translink services have resumed today, however a number of disruptions remain due to the severe weather. Please check Translink's [service updates webpage](#) for the latest information.

Community pharmacies

Many Community pharmacies have resumed operations to meet the needs of their communities and reduce pressure on our hospital pharmacies. Please check the websites of the pharmacies near your facility to assist patients.

Facility updates

Staff who are unable to travel home due to the weather conditions can stay at our facilities as needed. Please refer to your local [facility factsheet](#) for details.

Normal parking arrangements have resumed across our facilities from today, with some changes in place at the RBWH and STARS due to flooding. Staff at these facilities can learn more about current arrangements on their [facility factsheets](#), including links to useful apps and maps where there are changes to access.

There continues to be some disruption to onsite retail services due to impacts from the weather. Please bring your own food to work as we work through the reopening of our onsite food vendors.

Work arrangements for this week

Essential workers should attend work as rostered. If you become isolated from work, contact your supervisor to notify them of your situation. Your supervisor may make arrangements for you to attend another facility.

Please make every effort to get to work where it is safe to do so. Your attendance plays an important role in caring for our vulnerable patients and community.

Where it is safe to do so, non-frontline staff should now return to work in the office. Please work with your line manager on arrangements for your team to return safely to usual arrangements.

Leave arrangements

The safety and wellbeing of staff is our primary concern during this weather event. If the weather impacts your ability to attend work, you must inform your line manager immediately to discuss options including work from home or leave. You may be eligible for special flood, cyclone and storm leave, an updated factsheet on this is now available on the staff [intranet](#).

We understand that some staff may not be able to attend work due to property damage, school/daycare closures or the inability to get to work due to impacts of the cyclone. Please be

assured that staff will be paid where they are not able to attend work due to a situation related to TC Alfred.

Where can I stay up to date on information?

There is a wide range of helpful resources and links on our staff [Extranet page](#). I encourage you to visit this page regularly for updated information.

Thank you for your amazing work over the past week (it's hard to believe that it has only been a week!), stay safe and dry.

Regards,

Dr Elizabeth Rushbrook
Metro North Incident Controller



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Metro North Health acknowledges the traditional custodians of the land, and pays respect to Elders, past, present and future.



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