

Metro North Health

Message from the Incident Controller

Dr Elizabeth Rushbrook



Dear colleagues,

Weather conditions across the Metro North catchment continue to improve and flood waters will subside over the next 48 hours. In our region we expect lingering light showers clearing toward the end of the week. The flood risk is easing around the Pine and Caboolture Rivers, however we recommend staff who live in this area continue to remain vigilant to changing conditions and keep a close eye on the [Bureau of Meteorology website](#).

From 5pm today, the Metro North Emergency Operations Centre will be officially moving to STAND DOWN status. Today's IC update will be the last of the daily Incident Controller updates to all staff, however as we will move to recovery operations and undertake debriefs and collate learnings we will continue to closely monitor the situation and will communicate with staff if there are any urgent updates.

I am incredibly humbled by and grateful to my colleagues in the HEOC and respective EOCs for their tireless work to prepare Metro North's severe weather response. But none of this could happen without the amazing clinical and support teams that really did the bulk of the work. Whether we are responding to a local weather event or a worldwide pandemic, our amazing teams continue to impress me with their high performance, hard work and quick thinking to ensure our health service can continue to do what we do best.

Metro North Health facilities update

Our facilities across Metro North have also moved to STAND DOWN for our Emergency Operations Centres. Most facilities are in the process of returning to business as usual, with some experiencing a slight reduction in ED presentations which is likely to return to normal in the coming days.

Numbers of staff requiring accommodation and meals at our facilities continue to decrease, with only a very small number staying overnight due to flood waters impacting their route home. Most of our facilities have now closed their accommodation for staff, or have moved to an on call arrangement.

Some facilities continue to manage the impacts of power and water outages, however these have predominantly been resolved. Thank you to the facility teams for their ongoing work to manage these issues. Staffing is still impacted at all facilities, but we anticipate this will resolve in the coming days.

Normal parking arrangements have resumed across our facilities from today. Some car parks on the Herston campus are particularly busy and we ask staff to remain patient and courteous with car parking staff and other drivers.

Please refer to the [facility factsheets](#) for the most up-to-date information on car parking and

accommodation arrangements.

Planned care arrangements

Most Metro North facilities have now recommenced planned care across all service lines.

Community Services

Some schools in heavily impacted areas remain closed, but many have reopened today. Please click [here](#) to learn about the status of schools in your area.

Brisbane City Council has confirmed normal weekday bus services will resume from tomorrow morning, as well as normal waste services.

It has been confirmed that 95% of houses and businesses in South East Queensland who remain without power will have this resolved by this Friday, with the remaining homes supported by alternate power arrangements – these are predominately in the Gold Coast hinterland areas.

Leave arrangements

If the weather event has impacted your ability to attend work, you may be eligible for special flood, cyclone and storm leave. Please speak with your line manager and view the updated factsheet on the staff [intranet](#).

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 to all staff

Finally, as we stand down the Metro North EOC, I would like to again say a heartfelt thank you to all staff for your dedication to our health service over the past week. Metro North staff are experts at standing up and making things happen when we're needed by our community, and our response to Ex Tropical Cyclone Alfred has been no different. I am so grateful to each and every one of you for the role you played, whether big or small. You should all be very proud.

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.



Produced by the Metro North Communication Directorate

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