



The United Nations Office for Disaster Risk Reduction

Office for Northeast Asia and Global Education and Training Institute (UNISDR ONEA-GETI)

with funding support



An Australian Government Initiative

WORKSHOP REPORT

Disaster Risk Reduction workshops for primary healthcare

North Queensland, Australia, 7-10 November 2016



I. Background and Rationale

Extreme weather-related disasters are becoming increasingly frequent, due largely to a sustained rise in intensity, severity and frequency of cyclones, floods and storms. For example, globally flooding accounted for 47% of all weather-related disasters from 1995 to 2015, affecting 2.3 billion people, with storms (less frequent) having the highest mortality.¹ In Australia, cyclones, floods and storms accounted for 75% of disasters and 80% of disaster-related economic costs.² During this period the exposure of the population and infrastructure to weather-related disasters in Australia and across the world increased faster than vulnerability decreased.^{3,4} This highlights the need to focus disaster risk reduction strategies and resources on the most vulnerable.

Traditionally, the health response activities post-disaster have focused on immediate trauma and communicable diseases.⁵ This focus remains despite the actual risk of post-disaster communicable disease outbreaks being low, particularly in developed countries.⁵ For people with chronic diseases and other ongoing medical problems this is a risk because the immediate interventions after a disaster can have a significant influence on the health consequences in the longer term.⁶ For example, one year after Hurricane Katrina (2005), there was a 47% increase in mortality and morbidity.⁷ The people at greatest risk after a disaster, particularly in developed countries, are those with: underlying cardiovascular and respiratory diseases; undergoing cancer treatment; unstable diabetes and mental health conditions; and renal diseases.⁸

To help address this challenge, the United Nations Office for Disaster Risk Reduction's Office for Northeast Asia and Global Education and Training Institute (UNISDR ONEA-GETI) and the Northern Queensland Primary Health Network partnered to deliver a series of workshops from 7-10 November 2016 in Cairns, Mackay and Townsville,

Australia. The training materials used by UNISDR ONEA-GETI for the private sector were tailored for the primary healthcare sector. The purpose was to facilitate integration of the primary healthcare sector into disaster management.

Venues:

There were six workshops held across northern Queensland, Australia. Two each in:

- Cairns – Monday 7 November 2016 at the Bolands Centre, 14 Spence Street, Cairns
- Townsville – Wednesday 9 November 2016 at the Mater Conference Centre, Mater Hospital, 21-37 Fulham Road, Pimlico
- Mackay – Thursday 10 November 2016 at the NQPHN Training Centre, Suite 3, Level 1, 67-69 Sydney Street, Mackay.

Organisers:

- UNISDR ONEA-GETI
- Northern Queensland Primary Health Network (NQPHN)

Targeted Audience:

General practitioners; pharmacists; nurses; allied health practitioners; practice managers and staff; other health industry representatives; local and district level government and non-government organisations; academic and disaster training institutions; and other stakeholders involved in disaster management.

Workshop Language:

English

Workshop facilitators:

- Mr. Sanjaya BHATIA (Head of UNISDR ONEA-GETI)
- Mr. Benjamin RYAN (Senior Advisor, Disaster Risk Reduction, NQPHN, Australia and Trainer UNISDR ONEA-GETI)
- Dr Penny BURNS (Royal Australian College of General Practitioners and World Association for Disaster and Emergency Medicine Member, Oceania Chapter Chair)

Complementary activities:

The workshops were complemented by a visit to the Cairns Local Disaster Coordination Centre, attendance at the Far North District Disaster Management Group meeting in Atherton, presentation to representatives from the Australian Government and a visit to the Australian Crisis Coordination Centre. The purpose was to engage key stakeholders about the importance of the primary healthcare sector in disaster risk reduction and discuss future directions. It also provided an opportunity to promote and explore the activities of UNISDR ONEA-GETI and NQPHN. The presentation was conducted on 11 November 2016 in Canberra at the Department of Health and attendees included representatives from the Attorney-General's Department, Defence Force and other government agencies. The feedback from all stakeholders on this initiative was very positive and they were keen to see ongoing interaction and engagement between the region and UNISDR ONEA-GETI.



II. Workshop Objectives and Outcomes

Objectives:

- Increased awareness of global trends and what disaster-resilient organisations are doing elsewhere in the world
- Stronger understanding of what your practice/organisation is doing well and what can be improved
- Identify strategies for maintaining services before, during and after a disaster
- Provide the opportunity for improved local partnerships
- Provide the tools required to develop a disaster plan.

Outcomes:

- Understand your organisations disaster risk
- Reflect on the past and look at current and future risk, compare your organisations experience with those elsewhere and begin to look at future action
- Address your organisations disaster risk
- Enhance your organisations ability to provide services before, during and after a disaster.

III. Workshop Sessions

The workshops were divided into six sessions:

- **Session 1:** Disaster risk reduction and the Sendai Framework
- **Session 2:** Impact of disasters on business and priorities for primary health
- **Session 3:** Current and future risk for your business
- **Session 4:** Resilient business in action (included exercise)
- **Session 5:** A disaster and climate risk plan for your business (included exercise)
- **Session 6:** Resilient business and primary health network



IV. Methodology and Description of Workshop Sessions

The following is a summary of outcomes for each session. The [workshop flyer](#) and [list of participants](#) are provided at [Attachment's 1 and 2](#).

Session 1: Disaster risk reduction and the Sendai Framework

Achieved Outcomes: During this session participants:

- Improved their understanding about the impact of disasters
- Were provided with an overview on the evolution of disaster risk reduction
- Increased their knowledge about the Sendai Framework
- Explored the role of primary healthcare in helping implement the Sendai Framework.



Session 2: Impact of disasters on business and priorities for primary health

Achieved Outcomes: During this session participants:

- Increased their understanding about disaster risks for business
- Explored the health consequences of disasters
- Worked through case studies that explored the impact of disasters on the private sector, including healthcare
- Identified considerations for their practice.

Session 3: Current and future risk for your business

Achieved Outcomes: During this session participants:

- Explored disaster risk for their business/organisation
- Conducted a self-assessment to understand where their business was with planning for disaster and climate risks
- Explored threats and opportunities for their business.



Session 4: Resilient business in action

Achieved Outcomes: During this session participants:

- Increased their knowledge of how to apply prevention, mitigation and preparedness strategies to their business
- Explored what other businesses have put in-place to prepare for disasters
- Identified and mapped how healthcare services could be maintained during and after a disaster
- Explored the significance of small to medium size enterprises in ensuring community wide preparedness, response and recovery.

Working Group Discussion/Exercise: Using the “Quick Disaster and Climate Risk Assessment” tool participants assessed their organisations readiness for disaster and climate risks.

Session 5: A disaster and climate risk plan for your business

Achieved Outcomes: During this session participants:

- Were able to understand that disasters have no borders and indirect losses can cripple economies, small business and jobs
- Increased their knowledge about why disaster risk reduction is not a cost but an investment
- Explored approaches and strategies for reducing the impact of a disaster on business.

Working Group Discussion/Exercise: Using the “Disaster and Climate Risk Management Plan” template participants mapped past hazards, threats and opportunities; selected a strategy (temporary, managerial, technical and strategic); and developed a plan for implementing the strategies selected.

Session 6: Resilient business and primary health network

Achieved Outcomes: During this session participants:

- Increased their knowledge about the Australian disaster management arrangements
- Explored the role of the NQPHN in disaster management
- Identified the role general practitioners, pharmacists, nurses and others in health can have in disaster management
- Explored how to prepare patients, practices and business for disasters.



V. Evaluation

There were 132 participants who attended the workshops in Cairns (n=53), Mackay (n=29) and Townsville (n=50). Nursing was the profession with the most representatives with 23%, which included 18% identifying as a Registered Nurse, 3% Enrolled Nurse and 2% Nurse (Figure 1). This was followed by 15% Practice Manager, 12% Disaster Management, 6% Allied Health, 5% Practice Administration, 4% General Practitioner (2% GP/Locum and 2% GP Register) and 2% Pharmacist. The category of other made up 30% of participants and included: elected officials; executives; managers; workplace health and safety officers; program leads; administration officers; and academics.

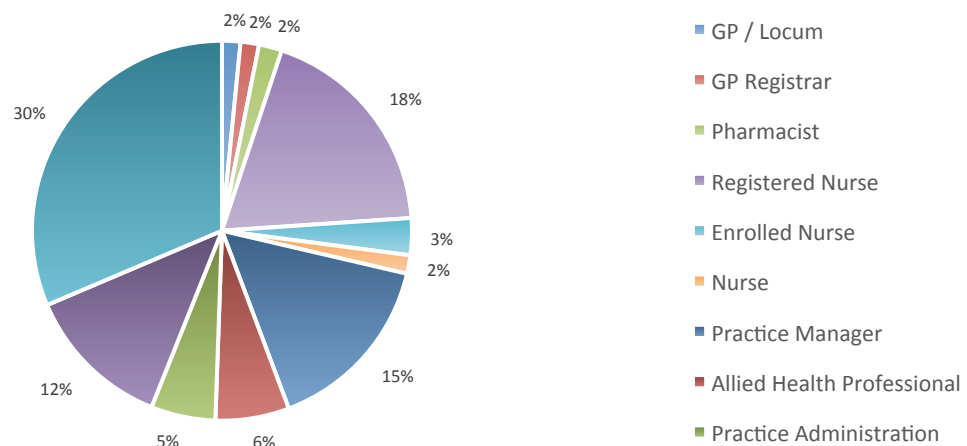


Figure 1. Participants by profession

The workshops were evaluated using a survey with a mixture of open and closed questions. The survey was circulated after the workshops via e-mail and was completed by 52 participants. Descriptive statistics were used to analyse the data. The results are provided in the following.

Knowledge about disaster risk reduction and the role of primary healthcare

The workshops were effective in increasing the participant’s knowledge about disaster risk reduction and the role of primary healthcare (Table 1). The workshops resulted in a 128% increase in the number of participants rating knowledge about the topic as either excellent or good. Before the workshops no participants rated their knowledge about the topic as excellent and 42% had a good level, 40% adequate and 17% poor. In comparison, after the workshops 96% of participants rated their knowledge as either excellent (29%) or good (67%) and the remaining 4% had an adequate level of understanding.

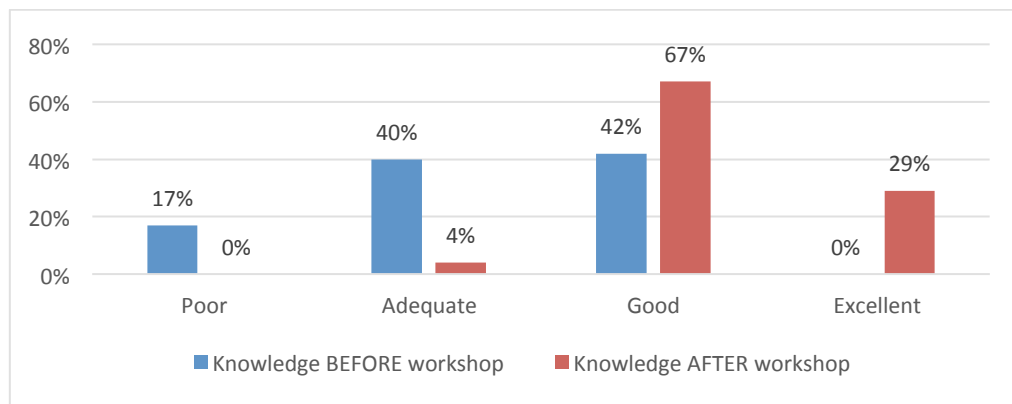


Table 1. Knowledge about disaster risk reduction and the role of primary health

Confidence in topic before and after workshops

The workshops increased the participant’s confidence in disaster risk reduction and understanding the role of primary healthcare (Table 2). The workshops resulted in a 100% increase in the number of participants rating their confidence about the topic as either excellent or good. Before the workshops 4% of participants rated their confidence as being excellent and 40% good, 35% adequate and 21% poor. In comparison, after the workshops 88% of participants rated their confidence as either excellent (23%) or good (65%) and the remaining 12% adequate.

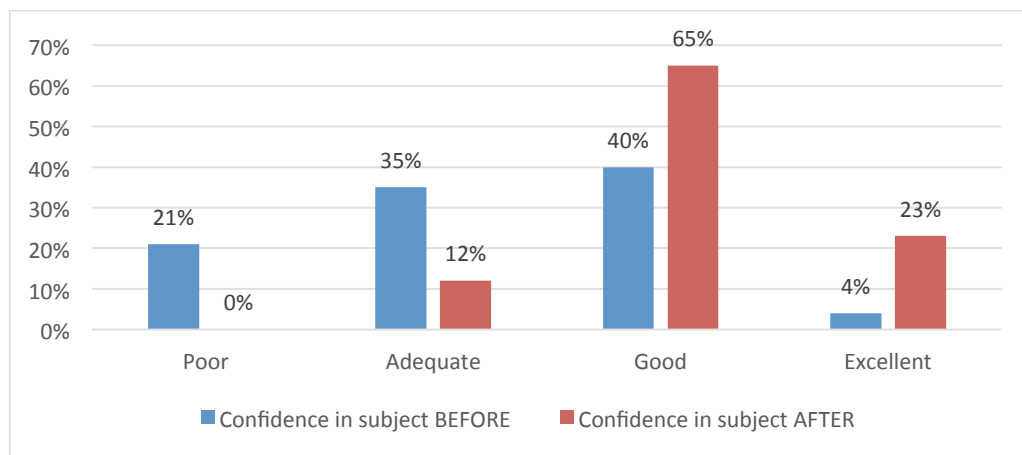


Table 2. Confidence in topic

Workshop delivery and organisation

The workshop delivery and organisation was found to be effective. Of the participants who completed the survey, 80% indicated they had an opportunity to discuss disaster challenges and trends, 79% gained new ideas on how to develop and mainstream disaster planning and 75% established new contacts and ideas. The time allowed for the workshops was reported by 85% of survey participants as being either excellent (29%) or good (56%) and 13% adequate. The venues were rated by 92% of participants as either excellent (54%) or good (38%) and 8% adequate.

Strengths and weakness of workshops

The survey participants reported a number of strengths, these included: integration of global lessons, quality of information provided, focus on primary health care, diversity of examples, interaction between speakers and participants, application of international expertise in local context and the overview of prevention strategies. The weakness was the amount of content covered, making it difficult to explore in detail local application of the learnings.

Changes participants will make based on lessons from workshop

The workshops highlighted the need to have plans to maintain services before, during and after disaster. This includes: understanding treatment and care needs of patients (particularly people with chronic diseases), purchasing generators, having back-up information technology systems and ensuring close liaison with hospitals, emergency departments and other practices. Participants also indicated it was important to have up to date contact lists, staff need to be aware of disaster procedures and the response needs to be coordinated.

General feedback

The participants were very complementary of the initiative to deliver workshops for the primary health care sector. A common theme was the need for follow-up workshops and activities.

VI. References

1. Wahlstrom M, Guha-Sapir D. The Human Cost of Weather-Related Disasters 1995-2015. In. Geneva, Switzerland: UNISDR, CRED; 2015.
2. PreventionWeb. Australia – Basic Country Statistics and Indicators (2014). 24 October 2015. <http://www.preventionweb.net/countries/aus/data/>.
3. UNISDR. Sendai Framework for Disaster Risk Reduction 2015-2030. In. Sendai, Japan; 2015.
4. Aitsi-Selmi A, Blanchard K, Al-Khudhairy D, Ammann W, Basabe P, Johnston D, et al. UNISDR STAG 2015 Report: Science is used for disaster risk reduction. In; 2015.
5. Ryan BJ, Franklin RC, Burkle FM, Watt K, Aitken P, Smith EC, et al. Analyzing the impact of severe tropical Cyclone Yasi on public health infrastructure and the management of noncommunicable diseases. *Prehospital and disaster medicine* 2015:1-10.
6. Health Council of the Netherlands. The medium and long-term health impact of disasters (Vol. 18E). Hague: Health Council of the Netherlands; 2006.
7. Burkle F. Complex Public Health Emergencies. In Koenig KL, Schultz CH (eds): *Disaster Medicine: Comprehensive Principles and Practices* 2010.
8. Ryan BJ, Franklin RC, Burkle FM, Watt K, Aitken P, Smith EC, et al. Identifying and Describing the Impact of Cyclone, Storm and Flood Related Disasters on Treatment Management, Care and Exacerbations of Non-communicable Diseases and the Implications for Public Health. *PLOS Currents: Disasters* 2015(1).

Attachment 1: Workshop flyer



Disaster Risk Reduction Workshop for Primary Healthcare

Sessions

1. Disaster risk reduction and the Sendai Framework
2. Impact of disasters on your business and priorities for primary health
3. Current and future risk for your business
4. Resilient business in action

Break

5. Exercise – A disaster and climate risk plan for your business
6. Resilient business and primary health network

Expected outcomes

- Understand your organisation's disaster risk.
- Reflect on the past and look at current and future risk, compare your organisation's experience with those elsewhere and begin to look at future action.
- Address your organisation's disaster risk.
- Enhance your organisations ability to provide services before, during and after a disaster.

Facilitators

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Dr. Penny Burns
Chair, RACGP representative GP Round Table; World Association for Disaster and Emergency Medicine Member, Oceania Chapter Chair
Email: penny@sandyburns.com.au

Attachment 2: List of participants

Cairns participants

	First Name	Last Name	Organisation	What is your profession?	Other
Day session					
1	Charmaine	Alderson	Administration team	Practice Administration	
2	Sian	Ashton	Queensland Health	Other (please specify)	Public health specialist Administration- Tropical Public Health Service
3	Paul	Beckett	QLD Health	Other (please specify)	Chief Executive Officer
4	Hurriyet	Babacan	Tablelands Regional Council	Other (please specify)	Registered Nurse
5	Ruth	Bullen	Royal Flying Dr Service	Registered Nurse	
6	Samantha	Banks	Tablelands Regional Council	Other (please specify) Allied Health	Councillor
7	Tim	Hayden	Disaster Speak	Professional	Partner
8	Aileen	Corrie	Tropical Public Health	Practice Administration	
9	Joe	Paronella	Tablelands Regional Council	Other (please specify)	Mayor
10	Brenda	Reardon	Queensland Health	Other (please specify)	Project officer
11	Andrew	D'Addona	Cairns and Hinterland Hospital and Health Service	Other (please specify)	Health Disaster Co-Ordinator
12	James	Williams	Disaster Speak	Other (please specify)	Partner
13	Greg	Thiedecke	QAS	Other (please specify)	Executive Manager
14	Helen	Reed	Torres & Cape Hospital and health service	Other (please specify)	Disaster coordinator
15	Nancy	Goncalves	Queensland Health, Tropical Public Services Cairns	Registered Nurse	District Disaster Management Group
16	Owen	Kennedy	Queensland Police Service	Other (please specify)	
17	Andrea	Grimes	James Cook University	Registered Nurse	
18	Daryl	Hanger	Red Cross	Other (please specify)	Emergency Services Coordinator
19	Sonia	Hirle	Qld health	Enrolled Nurse	
20	Katherine	Isbister	RFDS	Registered Nurse	District Disaster Management Group
21	Bill	Stanley	Queensland Police Service	Other (please specify)	District Disaster Management Group
22	Scott	Hayes	Queensland Police Service	Other (please specify)	
23	Emelia	Mackay	Queensland Health	Practice Administration	
24	Adam	Maher	Omega Health Medical Centre	Other (please specify)	Medical Manager
25	Kevin	Mather	RADCARE	Other (please specify)	WPHS and Respite Team Leader
26	Roxanne	McManus	Queensland Health	Practice Administration	
27	Eugene	Orwell	Jumbun Limited	Other (please specify)	Housing Manager
28	Susanne	Raistrick	Woree Family Medical Centre	Practice Administration	
29	Sally	Rubenach	Tropical Public Health Service	Other (please specify)	Epidemiologist
30	Rowan	Sanderson	Qld Xray	Practice Administration	
31	Angela	Shailer	Qld health emergency dept	Enrolled Nurse	
32	Annette	Slater	McLeod Street Medical	Practice Manager	
33	Anna	Stuy	Balance! Edmonton Family Practice	Practice Manager	
34	Carlie	Thirlwell	TPHU (Cairns)	Registered Nurse	
35	Bernie	Triggs	NQPHN	Other (please specify)	Administration – mental health
36	Kim	Veiwasanavanua	Queensland Health	Other (please specify)	Facility Manager
Evening Session					
1	Julie	Bulst	Mulungu PHC Service	Registered Nurse	
2	Wendy	Csukardy	Innisfail Medical Centre	Registered Nurse	

3	Yolly	Cuda	Cairns Central Medical Centre	Practice Manager	
4	Wendy	Dobell	Queensland Health	Enrolled Nurse	
5	Clayton	Doye	Tropical Public Health Unit	Other (please specify)	Environmental health
6	Ian	Fell	Cairns Regional Council	Other (please specify)	Local disaster coordinator
7	Shaun	Francis		Nurse	
8	Jessica	Friend	Cairns Family Medical Centre	Practice Administration	
9	Annette	Gray	Cairns family medical centre	Practice Manager	
10	Carmel	Hickey	Eacham Medical Centre	GP / Locum	
11	Phoebe	Holdenson Kimura	GMT and JCU	GP Registrar	
12	Mark	McCombie	Alive Pharmacy Abbott St	Pharmacist	
13	Anna	Mueller	Queensland Health	Registered Nurse	
14	Meredith	Schuster	Eacham Medical Centre	Registered Nurse	
15	Patricia	Shinn	Innisfail Medical Centre	Practice Manager	
16	Julie	Smith	Weipa IHS- TCHHS	Practice Manager	
17	Judith	Sullivan	Atherton Family Medical Centre	Practice Manager	

Mackay participants

	First Name	Last Name	Organisation	What is your profession?	Other
1	Karin	Barron	NQPHN Dept Communities, Child Safety and Disability Services	Other (please specify)	Mackay regional manager
2	Janice	Buchbach		Other (please specify)	Community recovery
3	Natalie	Crundall	Caneland Medical Centre	Registered Nurse	
4	Sue-Ellen	Dalglish	Northview Aged Care centre	Registered Nurse	
5	David	Lamborn	Horizon Clubhouse - MIFNQ Inc.	Other (please specify)	Rehabilitation Worker
6	Linda	Lollback	Sarina	Practice Manager	
7	Annita	Mckinnon	NQPHN Dept Communities, Child Safety and Disability Services	Other (please specify)	Administration officer
8	Michelle	McNamara		Other (please specify)	Community recovery
9	Christina	Morice	Mackay Family Medical Practice	Registered Nurse	
10	Cathy	Parkinson	NQPHN Dept Communities, Child Safety and Disability Services	Other (please specify)	Telehealth program coordinator
11	Lucinda	Reck		Other (please specify)	Community recovery
12	Lorelle	Rounsefell	NQPHN	Other (please specify)	Workforce program coordinator
13	Linda	Spring	Queensland Health	Allied Health Professional	
14	Margi	Towers	MYGP Mackay	Enrolled Nurse	
15	Lauriann	Trevy	NQPHN	Other (please specify)	Aged care program lead
16	Katrina	Wilson	Community Health	Registered Nurse	
Evening Session					
1	Christina	Brady	Paul Hopkins Medical Clinic	Registered Nurse	
2	Christine	Bond	River City Psychology Centre	Allied Health Professional	
3	Charmaine	Dalton	Aspen Medical/QFES	Registered Nurse	
4	Dipa	Dhanu	One Stop Medical	Registered Nurse	
5	Helen	Exker	Mackay GP Superclinic Group	Business Development	
6	Norm	Feeney	Self employed	GP Registrar	
7	Elizabeth	McIntosh	Mackay GPSuperclinic Group	Practice Manager	
8	Marjolein	Meyer	Plaza Medical Mackay	Registered Nurse	
9	Vicki	Newman	Connectology	Allied Health Professional	
10	Louisa	Poon	Healthpoint Northside Chemist	GP / Locum	
11	Annette	Swann	Mackay GPSuperclinic Group	Practice Manager	
12	Catherine	Weiske	Paul Hopkins Medical Clinic	Registered Nurse	
13	Paul	Welford	Mackay Hospital and Health Service	Other (please specify)	Executive Director Operations

Townsville participants

	First Name	Last Name	Organisation	What is your profession?	Other
1	Huda	Ammar	Everglow Community Care	Allied Health Professional	
2	Melissa	Anderson	NQPHN	Other (please specify)	Aged care coordinator
3	Ellie	Beattie	Townsville hospital	Registered Nurse	
4	Steven	Brooke	headspace School Support	Allied Health Professional	
5	Patricia	Buck	Northern Beaches GP Superclinic	Registered Nurse	
6	Debra	Cochran	Burdekin Community Assoc. Inc.	Other (please specify)	Chief Executive Officer
7	Kathryn	Cunneen	Australian Red Cross	Other (please specify)	Regional Manager- Northern QLD
8	Sue	Devine	James Cook University	Other (please specify)	Academic
9	Elyse	Donoghue	NQPHN	Practice Manager	Aged care coordinator Director of Nursing / Registered Nurse
10	Nadine	Fearnley	The Good Shepherd Home	Other (please specify)	
11	Nerida	Firth	Qld Health	Pharmacist	
12	Richard	Franklin	James Cook University	Other (please specify)	Academic
13	Nathan	George	ADF Medical Corps	Other (please specify)	Combat Health Officer
14	Robert	Gillespie	Healthlink Family Medical Centre	Practice Manager	
15	Barry	Gregory	The Good Shepherd Home	Other (please specify)	Manager Assets and Facility
16	Marlene	Griffiths	Health & Wellbeing North Ward	Practice Manager	
17	Keith	Jennings	House Call Doctor	Other (please specify)	Regional Manager
18	Keith	Jennings	House Call Doctor	Other (please specify)	Regional Manager
19	Charmaine	Knox	NQPHN	Allied Health Professional	
20	Nicole	McCarroll	Act for kids	Other (please specify)	Administration
21	Serge	Navicet	The Good Shepherd Home	Other (please specify)	Catering Manager
22	Eileen	Newman	Life Giving Psychology Resolutions	Practice Manager	
23	Simone	Parker	Northern Beaches GP Superclinic	Registered Nurse	
24	Lisa	Pemmelaar	United Medical Centre	Practice Manager	
25	Libby	Preedy	Qld Fire & Emergency Services	Other (please specify)	Emergency Management Officer
26	Sylvia	Price	NQPHN	Other (please specify)	Health action coordinator
27	Norman	Renew	The Good Shepherd Home	Other (please specify)	Manager Environmental Services
28	Amy	Reynolds	CQUniversity Australia	Other (please specify)	Researcher
29	Lee	Sankey	Defence	Other (please specify)	
30	Judith	Satish	Bundock St Clinic	Other (please specify)	Podiatrist
31	Gail	Sherack	Strive Health & Physio	Practice Manager	
32	Kate	Smith	Townsville Family Medical	Practice Administration	
33	Philip	Strom	Dept of Education and Training	Other (please specify)	Regional Infrastructure Manager
34	Cary	Suckling	The Good Shepherd Home	Other (please specify)	WHS / Fire Safety Advisor
35	Michelle	Taylor	Independent	Other (please specify)	Community support
36	Michelle	Tipping	Belgian Gardens Medical Centre	Nurse	
37	Sorana	Walker Healy	Townsville Family Medical	Practice Manager	
38	Lee	White	Bushland Beach Medical Centre	Practice Manager	
39	Paul	Willis	Cate's Chemist	Practice Manager	
Evening Session					
1	Hanna	Dixon	The Diabetic GP Clinic	Other (please specify)	Medical Receptionist
2	Joanna	Luxford	JCU Health General Practice	Registered Nurse	
3	Pauline	Mason	Northtown Medical Centre	Practice Manager	
4	Meredyth	Morris	JCU Health General Practice	Practice Manager	

5	Vanessa	Pearson	The Diabetic GP Clinic	Practice Manager	
6	Wayne	Preedy	QFES EM	Other (please specify)	Emergency Management Coordinator
7	Dianne	Sainty	GHG Medical	Practice Manager	
8	Andrea	van Grinsven	Alliance Rehabilitation	Allied Health Professional	
9	Robin	Warren	James Cook University	Pharmacist	
10	Brenton	Web	Queensland Police Service	District Disaster Management Group	
11	Gwenneth	Williams	Queensland health	Registered Nurse	