

Townsville – transfer arrangements for blood

Well, we have a lot of issues with transport conditions. There's not a lot of reliable transport services any more going up and down the coast or particularly going inland, so we don't have transport every day.

We tend to rely a lot on the buses and they usually leave early in the morning so we have to organize after hours packing, we have to organize couriers to take the eskis to and from depots and deliver them to the hospitals, so there's a lot of scheduling, there's a lot of quality control and cold chain management.

We make sure the recipients know when it's coming so if it gets over-carried or delayed, then they know to go looking for it so we don't discover things two days later and there's the usual receipting process to confirm it was received within transport specs.

We have a lot of problems with really poor weather, so we have seasonal cyclones and flooding pretty much every year, so depending on how severe it is and how much notice we get we will restock or overstock our outlying areas to make sure they can survive that period of flooding and then they will send it back when the crisis is over and we'll be able to recycle the product and not waste it.