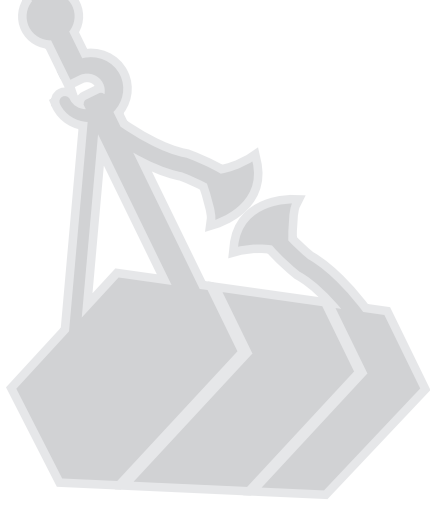


# Queensland Resupply Guidelines

*Disaster Management Act 2003*





## Queensland Resupply Guidelines

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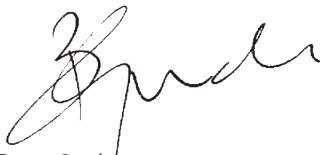
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Published September 2012

# Queensland Resupply Guidelines

## Authorisation

The Queensland Resupply Guidelines have been developed by Emergency Management Queensland, Department of Community Safety, in accordance with the *Disaster Management Act 2003*.

The Queensland Resupply Guidelines are hereby authorised by the Assistant Director-General, Emergency Management Queensland.



Bruce Grady  
Assistant Director-General  
Emergency Management Queensland

Date:

## Endorsement

The Queensland Resupply Guidelines have been developed to outline the governance and operational process relating to resupply operations of essential goods to communities within Queensland.

This document also provides guidance to disaster managers, organisations and communities on the conditions and procedures that will be applied during disaster operations when planning for and conducting resupply operations.

The Guidelines outline best practice process to ensure that essential goods can be provided to communities, rural properties or stranded persons isolated from their normal sources of food and basic commodities for extended periods of time.

The Queensland Resupply Guidelines are hereby endorsed by the State Disaster Management Group.



Chair  
State Disaster Management Group

Date:



## Aim

The aim of this guideline is to provide guidance to Local Disaster Coordinators, District Disaster Coordinators, disaster management groups, government departments, statutory organisations and communities on the conditions and procedures that should be applied by relevant agencies when planning and conducting resupply operations.

## Acknowledgements

The assistance and cooperation of officers of Emergency Management Queensland (EMQ), Queensland Police Service, State Disaster Coordination Group member agencies, and local government representatives who contributed to the development of these guidelines is appreciated.

## Amendments

Proposals for amendment or addition to the contents of these Guidelines are to be forwarded to:

Assistant Director-General  
Emergency Management Queensland  
Department of Community Safety  
Attn: Disaster Management Standards Branch

Postal Address:	GPO Box 1425 BRISBANE QLD 4001
Physical Address:	Emergency Services Complex 125 Kedron Park Rd KEDRON QLD 4031

Version control of these Guidelines is managed by the EMQ Disaster Management Standards Branch. Reissues of these Guidelines following amendment or review will be recorded in the table below and advice of reissue will be distributed throughout the disaster management network. Recipients should take all appropriate action to ensure they are in possession of the most recent version, and that previous versions in both hard copy and electronic forms are archived accordingly. Further information can be requested by contacting the EMQ Disaster Management Standards Branch.

Version	Amendment	SDMG Endorsement Date

## Review Date

The Assistant Director-General, EMQ, Department of Community Safety is to ensure that this guideline and its associated procedures are reviewed at least every three years, following significant events or as required.

# Queensland Resupply Guidelines

## Contents

<b>1</b>	<b>Resupply Guidelines</b>	<b>2</b>
1.1	Purpose	2
1.2	Types of Resupply	2
1.3	Application	2
1.4	Context	2
1.5	Financial arrangements	3
1.6	Individual and community preparedness	3
1.7	LDMG education and preparedness	4
1.8	Principles for operational procedures	4
1.9	Essential goods guidelines	5
1.10	Responsibility flow charts	6
<b>2</b>	<b>Resupply to Isolated Communities</b>	<b>9</b>
2.1	Aim 9	
2.2	Local Disaster Management Group responsibilities	10
2.3	District level responsibilities	11
2.4	District Disaster Coordination Centre responsibilities:	11
2.5	Assistant Director General, EMQ responsibilities	11
2.6	Process for the conduct of resupply to isolated communities	12
<b>3</b>	<b>Resupply to Isolated Properties</b>	<b>14</b>
3.1	Aim	14
3.2	Arrangements	14
3.3	Local Disaster Management Group responsibilities	14
3.4	District level responsibilities	15
3.5	State Disaster Coordination Centre responsibilities	16
3.6	Process for the conduct of resupply to isolated rural properties	16
<b>4</b>	<b>Resupply of Stranded Persons</b>	<b>18</b>
4.1	Aim 18	
4.2	Arrangements	18
4.3	Queensland Police Service responsibilities	18
4.4	Local Disaster Management Group responsibilities	18
4.5	District level responsibilities	19
4.6	Process for Resupply of Stranded Persons	19
	<b>Abbreviations</b>	<b>20</b>
	<b>Glossary</b>	<b>21</b>
	<b>Appendix 1A: Isolated Community Resupply Operational Tips</b>	<b>22</b>
	<b>Appendix 1B: Essential Goods Guidance</b>	<b>22</b>
	<b>Appendix 2A: Operational Checklist for Resupply to Isolated Communities</b>	<b>24</b>
	<b>Appendix 2B: Isolated Community Resupply Communication with Retailers</b>	<b>32</b>
	<b>Appendix 2C: Isolated Community Resupply Request Form</b>	<b>34</b>
	<b>Appendix 3A: Operational Checklist for Resupply to Isolated Rural Properties</b>	<b>36</b>
	<b>Appendix 3B: Isolated Property Resupply Information</b>	<b>38</b>
	<b>Appendix 3C: Property Contact Details</b>	<b>39</b>
	<b>Appendix 3D: Property Resupply Details Sheet</b>	<b>40</b>
	<b>Appendix 3E: Flight Manifest</b>	<b>41</b>

# 1. Resupply Guidelines

## 1.1 Purpose

The purpose of these Guidelines is to provide a consistent approach to resupply operations in Queensland. The principles are:

- » The Guidelines provide a fair and equitable system for support to isolated persons without compromising the fundamental responsibilities of individuals and communities for self-help and mutual assistance.
- » Resupply ensures isolated individuals and communities have essential goods for survival, and are not economically disadvantaged by additional transport costs in such circumstances.
- » The Government will pay the additional transport costs to deliver essential items to isolated individuals and communities.
- » Individuals and communities should not become reliant on resupply operations, and should make every effort to become self-sufficient in all their needs in case they become isolated.

## 1.2 Types of Resupply

The supply of essential goods to individuals will fit within three distinctly different categories:

- » **Isolated Community Resupply:** This type of resupply operation is used when the persons residing in that community have ready access to retail outlets, however, the retail outlet is unable to maintain the level of essential goods required due to normal transport routes being inoperable as a result of a natural event(s).
- » **Isolated Rural Properties Resupply:** For the purposes of these guidelines isolated rural properties are groups of individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event(s). This may include primary producers, outstations or small communities that have no retail facilities, and that require resupply.
- » **Resupply of Stranded Persons:** This type of resupply operation is undertaken to provide essential goods to individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event(s) and are not at their normal place of residence. This normally pertains to stranded travellers and campers.

## 1.3 Application

This guideline applies to all volunteers and any temporary, permanent and contract government employees operating under the Disaster Management Act 2003, including Local Disaster Coordinators (LDCs), District Disaster Coordinators (DDCs), and staff of EMQ. All individuals to whom this guideline applies are responsible for its application.

## 1.4 Context

The size and geographic diversity of Queensland, the dispersion of its communities and the nature of the hazards likely to affect those communities guarantee that, at some time, some communities will be temporarily isolated by the effects of one or more of those hazards. When this occurs, the hardships imposed upon the communities concerned may require a response from the Queensland Government.

# Queensland Resupply Guidelines

## 1.5 Financial arrangements

The Queensland Government has a number of financial mechanisms for alleviating hardship in such circumstances.

- » **State Disaster Relief Arrangements (SDRA)** allow the State to cover, amongst other measures, costs incurred under this guideline for all hazards. SDRA is triggered by the identification of one case of personal hardship by the Department of Communities, Child Safety and Disability Services.
- » **Natural Disaster Relief and Recovery Arrangements (NDRRA)** provide a cost sharing formula for the Commonwealth and State to cover, amongst other measures, costs incurred under this guideline for eligible disasters. NDRRA is triggered by overall expenditure exceeding the eligible disasters threshold.
- » **The Queensland Resupply Guidelines (this guideline)** – in the absence of conditions allowing the activation of SDRA or NDRRA, the ADG EMQ may seek whole-of-government funding for resupply operations, in exceptional circumstances, if requested by a DDC, through the SDMG.

The procedural guidance in this document is aimed to ensure best practice and appropriate financial accountability for any measures taken. Some adaptation may be appropriate for individual circumstances, including gradual and long-lasting flooding where disaster coordination centres at various levels may not be activated or are lightly staffed.

## 1.6 Individual and community preparedness

Most events that isolate Queensland communities occur on a seasonal basis and their effects upon surface access routes can be predicted with reasonable accuracy. Communities which are likely to be affected by such events are expected to prepare well in advance for both the event and the expected period of isolation. These preparations include:

- » Stocking up on sufficient foods, medicines and other goods they would need to sustain themselves for the expected period of isolation;
- » Checking with their local Australia Post manager/contractor to ascertain arrangements for the delivery/collection of mail during isolation periods;
- » Arranging suitable access to tuition for school children and maintaining contact with neighbours and friends;
- » Relocating stock from threatened areas and preparing fodder stockpiles to last them through the expected period of isolation;
- » Making arrangements to extend lines of credit with local suppliers, or establishing lines of credit with other supply centres if local arrangements cannot be made, so that they can obtain sufficient goods to last them through the expected period of isolation;
- » Providing as much protection as possible for the stockpiled goods to prevent them either being damaged and rendered unusable by the impact of the hazard, or spoiling because of the length of storage time; and
- » Having sufficient fuel stocks for generators, machinery, vehicles and aircraft.
- » Communities / individuals should ensure that their Local Government is provided with accurate details of the location of their property and / or landing strip / helipad using Global Positioning System (GPS) latitude and longitude data to assist possible resupply operations. Communities / individuals should also include any potential hazards near likely landing areas, including power and phone lines, or tall objects.

### 1.7 LDMG education and preparedness

LDMGs are responsible for conducting community education programs prior to the impact of an event and coordinating activities with respect to such preparation. These could include:

- » Ensuring officers in the relevant sections of local government are aware of the contents of this document and are able to answer questions from their communities with respect to it;
- » Using appropriate community information networks to ensure their communities know of the existence and contents of this document, in sufficient time to prepare for the possible resupply. Some of these may be:
  - » Including information about the existence of this guideline with rates notices;
  - » Placing notices in local newspapers and in community information programs of local radio and television stations informing communities about this guideline;
  - » Sponsoring meetings of at risk communities to explain how the system will be implemented if necessary;
  - » Encouraging retailers to make arrangements with their wholesale suppliers to extend credit if necessary and are ready (when such operations are conducted) to collect their supplies when they are delivered to the landing point; and
  - » Inviting their local Australia Post manager/contractor to the committee responsible for developing and implementing their plans for resupply operations in their area.

A reference to this guideline is to be included in all local government disaster management plans where a possibility of isolation exists.

Where there is a high likelihood that resupply operations will be required due to isolation the LDMG should develop a resupply procedure that details the conduct of resupply for the community and for isolated rural properties. This procedure is to be submitted to the appropriate DDMG for endorsement prior to its implementation. Any local resupply procedure cannot contradict the contents of these guidelines but should detail arrangements at a local level.

Preparations and planning by LDMG should also consider the possibility that evacuation of townships and local government premises may impact on where and how they are able to conduct resupply operations.

### 1.8 Principles for operational procedures

The following general principles will apply to the conduct of resupply operations:

- a. Resupply operations will normally be conducted using either fixed wing or rotary wing aircraft. There may be occasions, however, when it is both safe and feasible to use watercraft to transport supplies to communities;
- b. Wherever possible, the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets;
- c. Wherever practicable, only one resupply operation will be undertaken for each affected area. Bulk orders, therefore, should be sufficient to last affected communities until normal road/rail services can be restored, dependent on retail storage available within the community and the duration of ongoing disruption;
- d. Retailers will be responsible for placing their orders with their normal wholesale suppliers once these orders have been approved;
- e. Wholesalers are to be responsible for delivering orders to the nominated dispatch point;
- f. Orders are to be:



## Queensland Resupply Guidelines

- Properly prepared for transport by the nominated means;
  - Clearly marked with volume, mass and details of recipient to ensure correct delivery; and
  - Fully comply with regulations covering the transportation of Dangerous Goods.
- g. Transport costs incurred during State approved resupply operations must conform to the Department of Community Safety's Financial Practices Manual, which requires that three written competitive quotes be obtained where practicable. When resupply operations are conducted at a Local or District level without State approval, the procurement should be in accordance with the relevant Local or District arrangements.

### 1.9 Essential goods guidelines

Those items currently regarded as 'essential goods' are defined in Appendix 1B attached. The list provides a guide to the types of items that will be provided to an isolated community. **No variations to the list of items will be made without the approval of the ADG EMQ.**

#### 1.9.1 Frozen or chilled goods

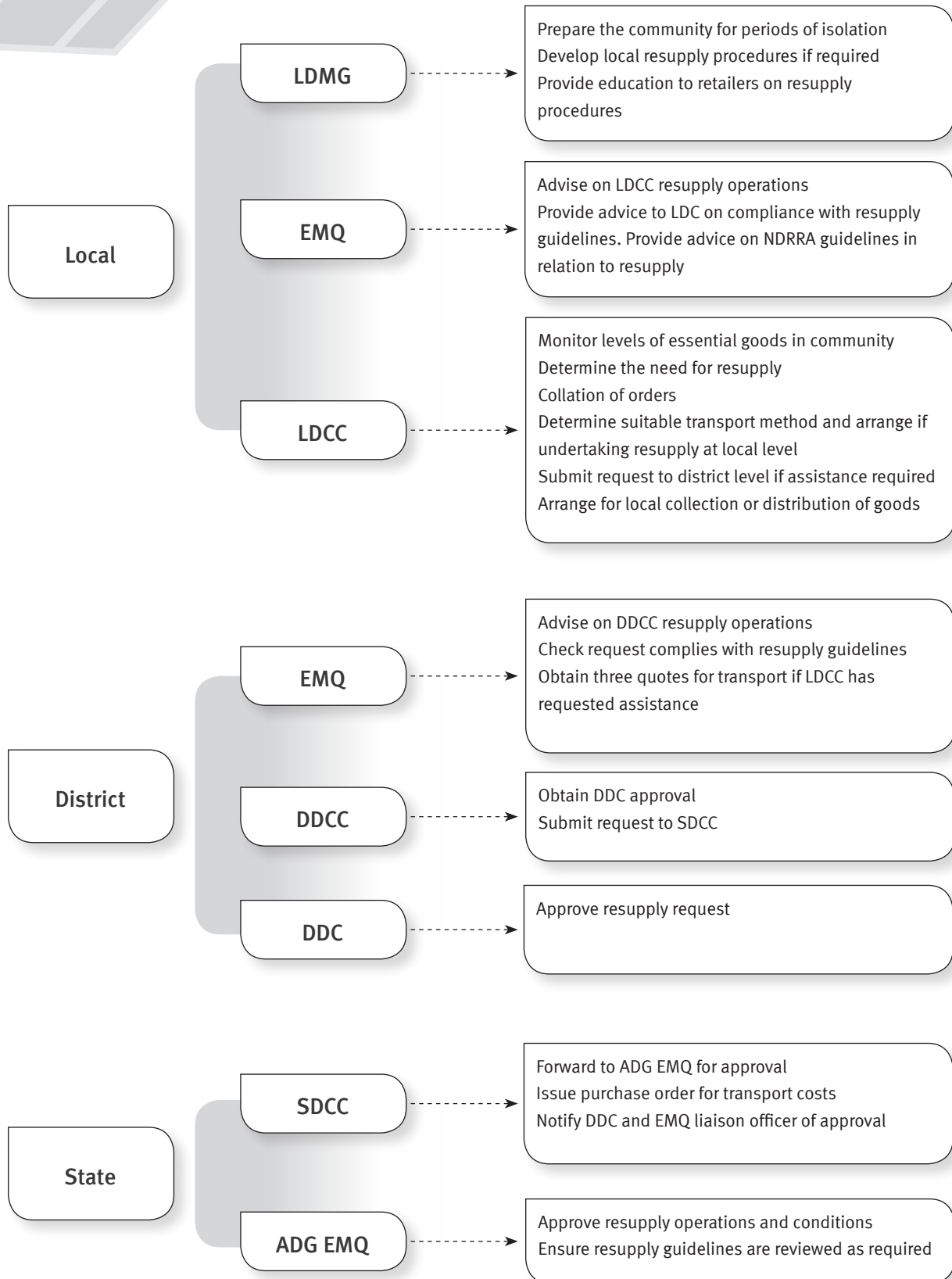
- a. Resupply operations conducted under the terms of this guideline may not have access to aircraft or watercraft equipped with suitable units to carry refrigerated or frozen goods. It is recommended where possible, that alternative products are considered (e.g. UHT or powdered milk instead of fresh milk).
- b. However, if the ADG EMQ deems frozen and/or chilled goods to be 'essential', or alternative products are unavailable or unsuitable, then the ADG EMQ may approve a resupply request containing chilled/frozen goods. In these cases arrangements should be made by the supplier to keep the goods at the appropriate temperature from the time they are delivered to the dispatch point until the time they are delivered to the receiving point. Where possible, insulated containers and freezer packs should be used. Accurate coordination is required to ensure foodstuffs reach their destination without spoiling, as small boats or light aircraft may not have suitable refrigeration. It is critical that goods are delivered to the departure point and collected at the destination point in a timely manner to minimise the period without refrigeration.
- c. Transportation of frozen/chilled goods will be undertaken on the understanding that there is a risk of deterioration due to delays in projected delivery times. It is the responsibility of recipients of frozen or chilled goods to take extra care to check their suitability for consumption.

#### 1.9.2 Transporting/back-loading of goods from an isolated community

In special cases, consideration will be given to transporting/back-loading personnel or stores from the isolated community via aircraft/watercraft used in resupply operations. The community needs to demonstrate that they will be isolated for an extended period of time and the transportation would be beneficial. No back-loading is to be undertaken without the approval of the ADG EMQ. If the ADG EMQ approves the back loading, the SDCC will advise the administrative arrangements.

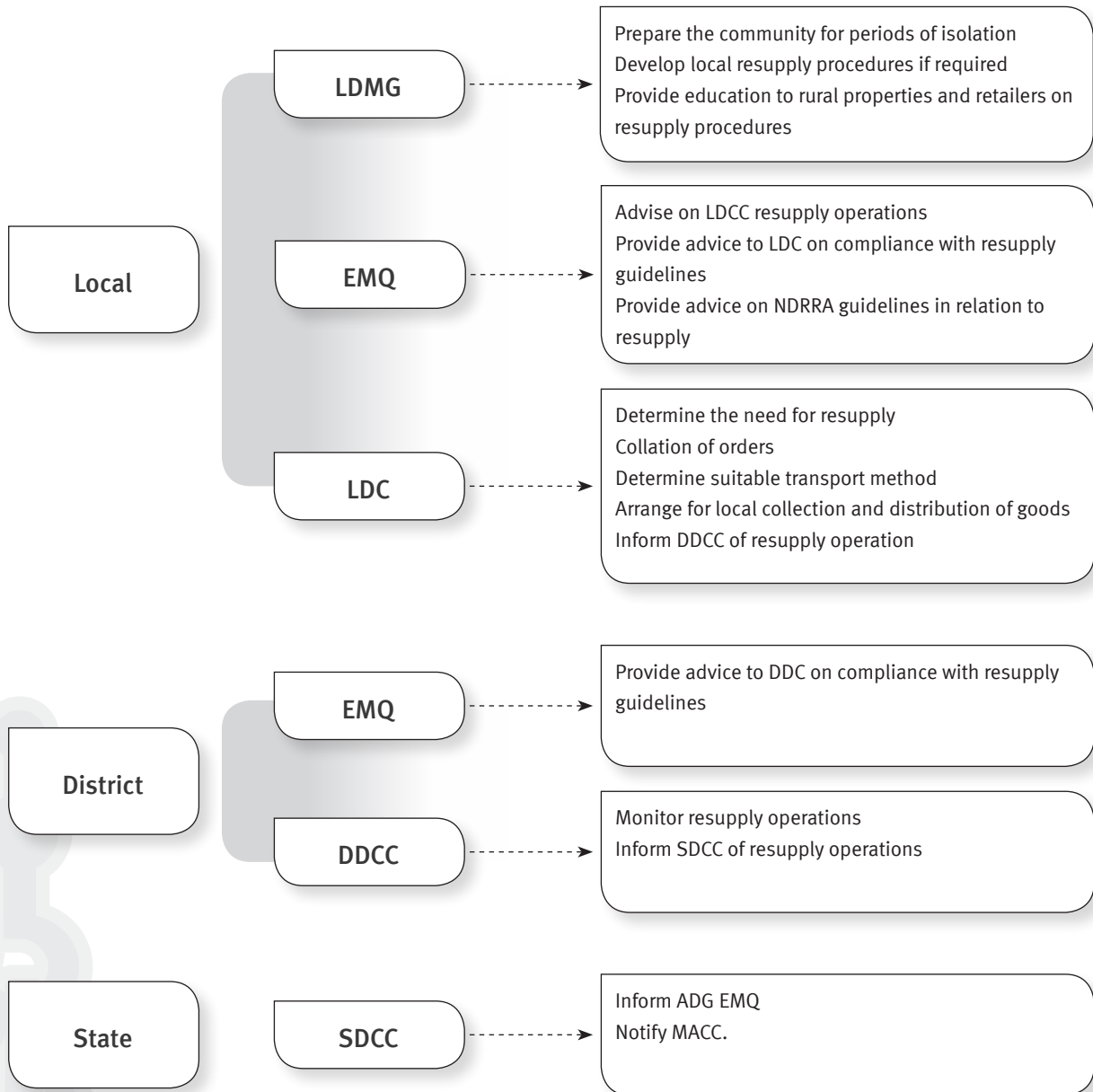
# 1.10 Responsibility flow charts

## 1.10.1 Isolated Community Resupply

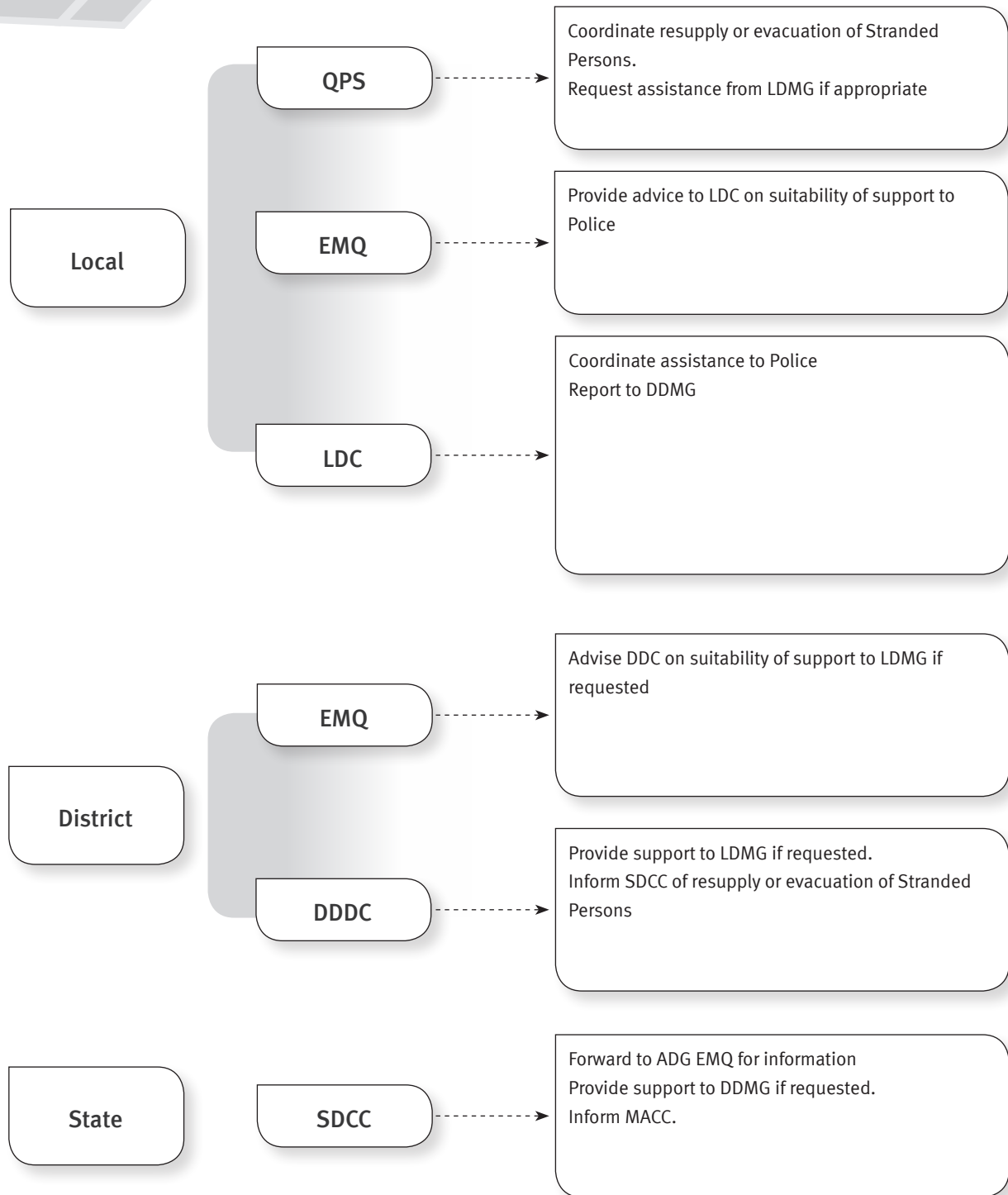


# Queensland Resupply Guidelines

## 1.10.2 Isolated Rural Property Resupply



## 1.10.3 Resupply of Stranded Persons



# 2 Resupply to Isolated Communities

## 2.1 Aim

The aim of resupply to isolated communities is to ensure that essential goods are available to the community through the normal retail facilities within that community. In times of isolation the normal method of transporting goods from the wholesaler to the retailer is no longer available and utilising alternate methods of transport would greatly increase the cost of essential goods to the consumer.

The purpose of resupply for isolated communities is to ensure that members of the community can access essential goods required to maintain the safety and wellbeing of humans and domestic animals during periods of isolation. This is achieved by the State government contributing to the cost of transporting goods by alternate methods.

## 2.2 Local Disaster Management Group responsibilities

- a. When determining the need for resupply the LDC and the LDMG must take into account the level of goods available in the entire community rather than acting on requests from individual retailers. The purpose of resupply is not to maintain the normal trading levels of retailers during isolation.
- b. As well as retailers, the LDMG must consider organisations other than retailers, this may include:
  - Hospitals and clinics;
  - Charity organisations (meals on wheels, school based feeding programs);
  - Postal contractors;
  - Fuel suppliers (aviation fuel, essential fuel supplies only);
  - Vets;
  - Ambulance;
  - Aged care facilities; and
  - Any other local organisation that supplies essential goods or services.
- c. Resupply of isolated communities may be undertaken by local governments solely through their LDCC, with notification of district and State levels, or they may pass a request for resupply to the DDCC for district or State assistance in arranging transport.
- d. If an LDCC organises a resupply operation from within local resources without district level approval they should ensure that suitable measures have been activated under SDRA or NDRRA to enable cost recovery. If such measures are NOT activated, then they should seek district or State level approval under this guideline to ensure financial cover is available.
- e. Regardless of whether resupply is arranged at a local or district level, LDCCs will be the focal point for processing any request for resupply by any community in their area of responsibility.
- f. The LDCC is also responsible for:
  - Coordinating the activities of the retailers, fuel suppliers and hospitals in preparing and placing bulk orders, and ensuring their compliance with guidelines issued with respect to those goods which will be considered essential to the needs of the isolated communities;
  - Collecting copies of retailers' orders for use in checking supplies delivered to ensure no unauthorised variations are made by retailers with wholesalers after providing copies of their orders to the LDCC;
  - Collating all orders, to provide details of volume and mass of the consolidated orders, so that

calculations with respect to the number and type of aircraft/watercraft required to uplift the supplies can be provided to the LDCC or DDCC contact for arranging transport quotes;

- **NOTE:** As the volume and mass details provided are used to obtain quotes for carriage of the orders, any increases to volume and/or weights of orders when they are delivered to the dispatch point and measured by the selected company prior to loading may force a recalling of quotes. This could cause delays in the delivery of the supplies or result in supplies being left behind.
- Ensuring retailers arrange for the collection of their supplies from the delivery point or organising local delivery;
- Checking the manifests of supplies delivered against the copies of the retailers' orders provided;
- Certifying to the appropriate LDCC or DDCC contact that all supplies have been delivered and that delivery manifests are correct.
- **NOTE:** LDCCs are advised to consider the appointment of an independent liaison officer for the collation of local orders. This appointment may prevent claims of bias against elected officials. Where possible, the appointed officer should not be involved in food retail outlets or fuel suppliers.

### 2.2.1 Local resupply operations

- a. Wherever practicable, LDCCs should satisfy requests for resupply operations to isolated communities by using resources available to them, and notify the DDCC of those operations. This will involve the LDCC arranging transport for resupply themselves, instead of requesting district support to arrange transport. All practical local options should be ruled out before a request for resupply is passed to the DDCC.
- b. Where resupply operations are conducted without NDRRA activation, the EMQ member can provide advice to the LDCC on the available options for conducting resupply and their financial implications.

### 2.2.2 District and State assisted resupply operations

- a. Where LDCCs require district or State assistance for resupply operations, they are to certify by an Isolated Community Resupply Request Form (Appendix 2C) to the DDC that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected communities.
- b. Requests for resupply should be examined and checked by the EMQ member on the LDMG before being passed to the relevant DDCC.

### 2.3 District level responsibilities

- a. DDCs are responsible for ensuring that any request for resupply from any LDCC in their Disaster District is in accordance with the resupply guidelines and is approved. No requests from LDCCs for resupply operations are to be referred to the State Disaster Coordination Centre (SDCC) until they have been endorsed by the DDC.
- b. DDCs should be aware they are requesting operations that are not budgeted for and that may not be claimable under NDRRA. They are accountable for their decision in committing State Government funds and should not support the resupply if it does not meet the requirements of this guideline. Such requests should be clearly identified to the ADG EMQ when the request is sent to the SDCC.
- c. DDCs will also be responsible for:
  - Wherever practicable, satisfying requests for resupply operations to isolated communities by using resources available to them, in accordance with instructions issued by the ADG EMQ; and
  - Monitoring resupply operations in their Disaster District to ensure the most efficient use of resources.
- d. EMQ member will ensure the DDCC resupply operations are established, provide advice and key checks where appropriate to assist the resupply process, and ensure three local competitive quotes for the transportation of the resupply goods are obtained and forwarded to the SDCC. The EMQ member is also responsible for ensuring appropriate arrangements are in place for resupply operations in events where the DDCC is not activated.

# Queensland Resupply Guidelines

## 2.4 District Disaster Coordination Centre responsibilities:

- a. Where it has been determined that the SDCC will be making arrangements for satisfying requests for resupply operations, the DDCC will collate all requests from LDCCs, seek DDC approval and pass them to the SDCC in accordance with directions from the SDCC;
- b. The DDCC will check LDCC requests for resupply, in association with the EMQ member, to ensure they comply with the guidelines before processing them any further. Where any apparent discrepancies arise, that cannot be resolved with the LDCC, they are to be referred to the DDC for resolution;
- c. Where variations to the 'essential goods' guidance are being sought by a LDCC, examining those requests and making recommendations on them to the DDC;
- d. Liaising with major mail centres to ensure delivery of essential mail; and
- e. Liaising as necessary with all stakeholders including local governments, district and state coordination centres, retailers, suppliers, and transporters to ensure the agreed goods are procured, delivered, loaded, stored, despatched, collected and distributed to their intended recipients in a timely manner and for an appropriate cost.

NOTE: If suitable resources are available to a DDCC within the Disaster District, the ADG EMQ may authorise the DDC to contract those resources for the task(s) – in these cases, the SDCC will raise a purchase order and be responsible for payment of the resource. A report on the progress of each operation is to be included in the DDC's daily Situation Report (SITREP) to the SDCC.

## 2.5 District resupply operation

- a. If a DDC organises a resupply operation from within District resources without State approval they should ensure that suitable measures have been activated under SDRA or NDRRA to enable cost recovery. If such measures are NOT activated, then they should seek State approval under this guideline to ensure financial cover is available.
- b. The DDCC should ensure that provision is made for the carriage of mail when applicable.

## 2.6 Assistant Director General, EMQ responsibilities

- a. The ADG EMQ is to examine each request forwarded by a DDC, approve or not approve the request and advise accordingly. If suitable transportation resources are not available at district level for the task, the SDCC will arrange for suitable resources to be made available.
- b. The ADG EMQ will also be responsible for:
  - Making decisions with respect to any recommendations forwarded by DDC on requests for variation to current 'essential goods' (see Appendix 1B);
  - Issuing instructions to a DDC with respect to the method of satisfying requests in their district for resupply operations;
  - Managing the provision of transport resources through the SDCC to satisfy Disaster District requirements when State level assistance for such operations is requested;
  - Checking and certifying accounts rendered by organisations or individuals performing State level resupply operations are in accordance with orders placed by either DDCs or the SDCC, prior to those accounts being paid; and
  - Ensuring that attention is given to the regular carriage of mail on the provision that Australia Post has made all necessary arrangements.

### 2.6 Process for the conduct of resupply to isolated communities

The following flowchart details the processes involved in the request and approval process that is required to conduct resupply operations to isolated communities.

Appendices 2A to 2C provide more detailed information in the form of operational guidelines on the conduct of resupply of isolated communities and information that may be provided to retailers in relation to resupply operations.

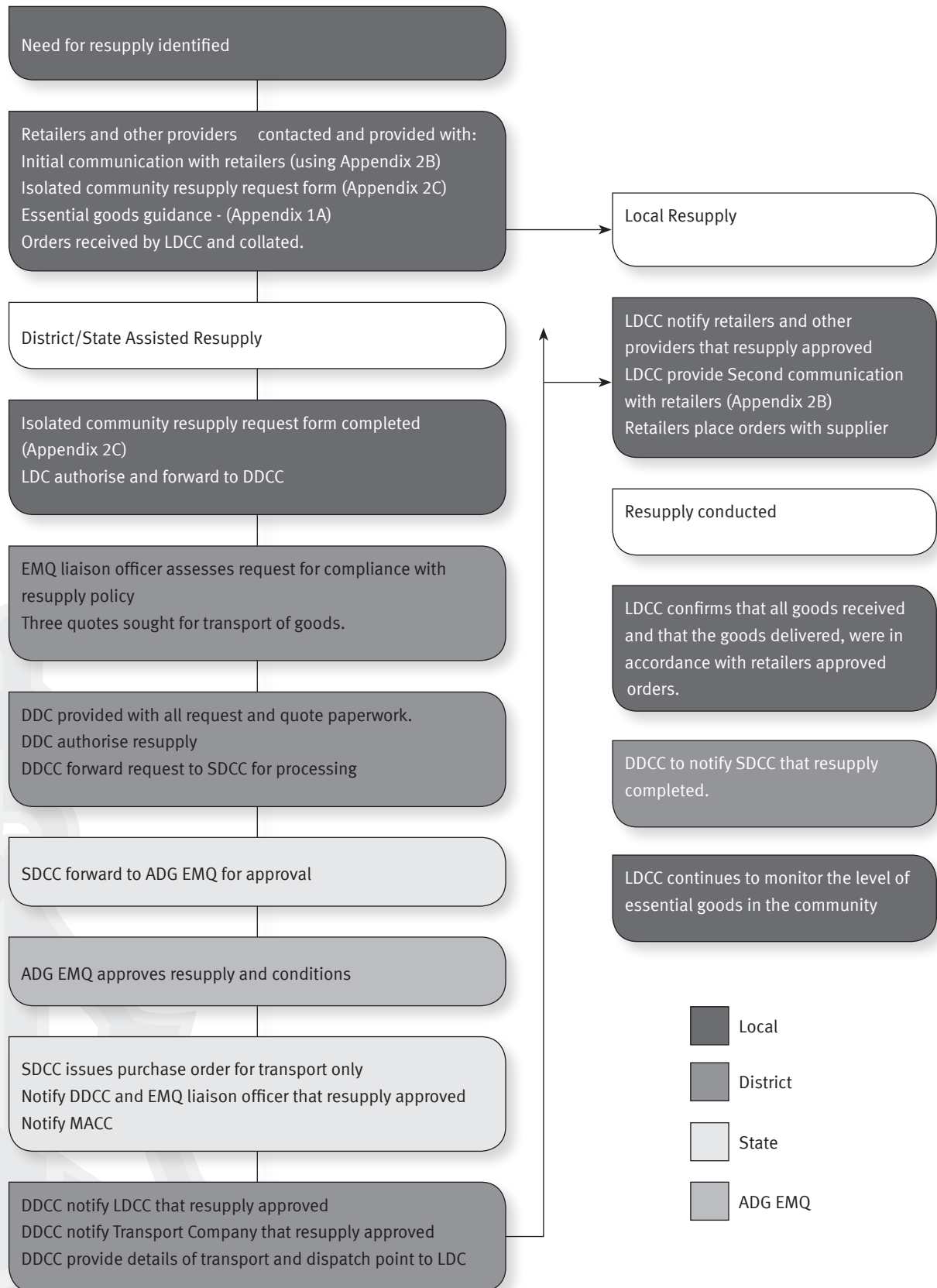
No two resupply operations are identical; it is therefore recommended that the LDMG adapt these processes to suit the requirements of the community and the logistical considerations in conducting resupply operations for the local government area.

A copy of any local operational resupply procedure must be included in the local disaster management plan and a copy provided to the district group.



# Queensland Resupply Guidelines

## 2.6.1 Process for the conduct of resupply to isolated communities



## 3 Resupply to Isolated Rural Properties

### 3.1 Aim

The aim of resupply operations to isolated rural properties is to maintain access to essential goods.

The definition of rural properties for the purpose of these guidelines is:

‘Primary producers and smaller towns or outstations within the local governments’ area of responsibility that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods’.

### 3.2 Arrangements

It is the responsibility of the isolated rural property to place their orders with the retailer and pay for goods; the LDCC and DDCC will facilitate and meet the cost of transport only.

Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required. In addition to essential goods, isolated rural properties may require additional goods such as medications to be delivered as part of the resupply.

LDMGs whose area of responsibility contains rural properties that are subject to isolation should ensure that all rural properties are aware of the resupply process and who to contact should resupply be required.

The LDMG should maintain a list of rural properties in the local government area and include:

- a. Contact details (Phone, fax, email);
- b. Number of residents (and ages);
- c. Airstrip capacity;
- d. GPS location (latitude, longitude) of the houses;
- e. Landing area (rotary wing) and hazards;
- f. UHF channel monitored; and
- g. Other details that may assist in the provision of resupply or assistance during events.

Resupply to isolated rural properties is conducted at a local level with the approval of the LDC and advice of these operational activities to the DDC through the LDCC sitreps.

When the need for resupply is identified the LDCC should ensure that there are sufficient supplies in the community in order to supply rural properties. It may be necessary to conduct a resupply to isolated communities prior to conducting resupply to isolated rural properties.

### 3.3 Local Disaster Management Group responsibilities

- a. The LDCCs are encouraged to make contact with isolated rural properties (and small communities) to ascertain their level of safety and wellbeing and assess the requirement for resupply operations to maintain the physical and/or psychological welfare of the inhabitants of the affected properties. Canvassing properties in the area, to the extent that circumstances allow, can assist the most effective and efficient use to be made of transport resources.
- b. LDCCs are to advise the DDCC where resupply operations are being conducted.

## Queensland Resupply Guidelines

- c. LDCCs will be the focal point for processing any request for resupply by any rural property in their area of responsibility.
- d. LDCCs will also be responsible for:
  - Coordinating the activities of the rural properties in preparing and placing orders, and ensuring their compliance with guidelines issued with respect to those goods which will be considered essential to the needs of the isolated persons;
  - Collecting copies of rural properties' orders for use in checking supplies delivered to ensure no unauthorised variations are made by rural properties with retailers after providing copies of their orders to the council;
  - Collating all orders to provide details of volume and mass of the consolidated orders, so that calculations with respect to the number and type of aircraft/watercraft required to uplift the supplies are accurate;
  - NOTE: As the volume and mass details provided are used to obtain quotes for carriage of the orders, any increases to volume and/or weights of orders when they are delivered to the dispatch point and measured by the selected company prior to loading may force a recalling of quotes. This could cause delays in the delivery of the supplies or result in supplies being left behind.
  - Ensuring goods are delivered from the retailer to the transport departure point;
  - Checking the manifests of supplies delivered against the copies of the orders provided to them;
  - Certifying to the LDC that all supplies have been delivered and that delivery manifests are correct; and
  - Collection of mail and medications that are to be transported.
- a. The local government is responsible for the payment of transport costs. The use of rotary wing aircraft may amount to significant expenditure therefore the LDC must ensure that engagement of transport providers is in accordance with the local government's procurement policy.
- b. The LDCC is to maintain regular contact with isolated rural properties throughout the period of isolation. A record of all contact should also be implemented & maintained by the LDCC for operational records.
- c. Following the determination that resupply operations are required, the LDCC is to engage the transport provider and coordinate the logistics of conducting resupply to isolated rural properties.
- d. The LDCC should be aware they are requesting operations that may not be budgeted for and may not be reimbursable under the SDRA or NDRRA. They are accountable for their decision in committing council funds and should not undertake resupply if it does not meet the requirements of this guideline.
- e. The LDCC is to provide details of resupply operations undertaken to the DDCC via sitreps. The LDCC is to provide details including number of persons receiving supply, quantity of goods and notify the DDCC on completion of operations.

### District level responsibilities

- a. The DDC and EMQ member on the DDMG should consider other resupply to isolated rural properties in adjoining local government areas, and ensure that LDCCs/LDCs are liaising with one another in an effort to ensure that all isolated properties are being contacted and monitored and to also encourage the most efficient usage of resupply transport.
- b. The DDCC should consider the type of transport method, the proposed hours of engagement and any additional tasking that the aircraft/transport may be utilised for.
- a. The DDCC is to inform the SDCC of the resupply operations undertaken via sitreps, including number of persons receiving resupply, quantity of goods and notify the SDCC upon completion of the operation.

### 3.5 State Disaster Coordination Centre responsibilities

The SDCC is to inform the ADG EMQ and Department of Community Safety Media and Corporate Communications (MACC) of the resupply operations being conducted, including the number of rural properties resupplied, the number of persons receiving resupply and the quantity of goods delivered.

### 3.6 Process for the conduct of resupply to isolated rural properties

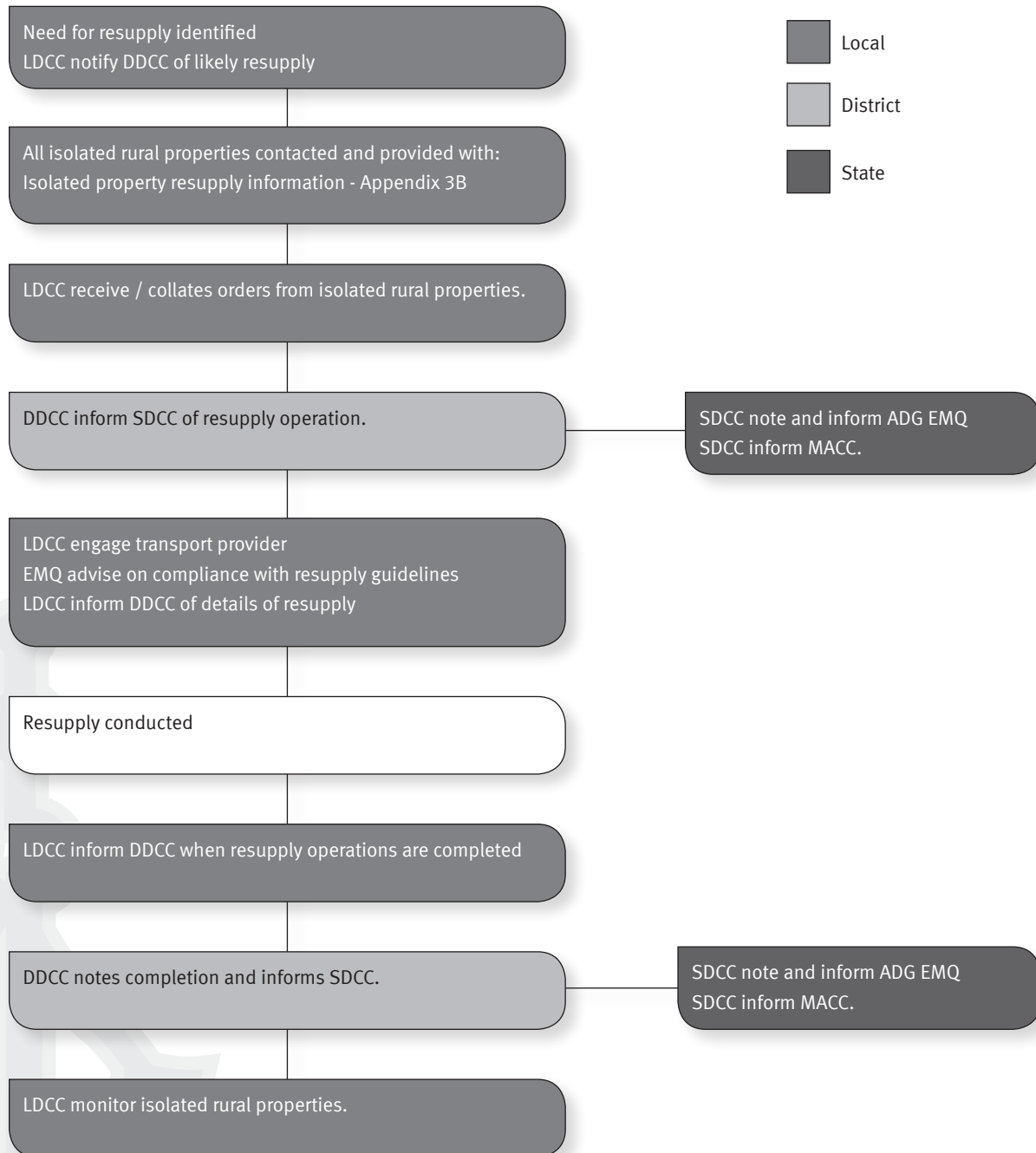
The following flowchart details the processes involved in the request and approvals that are required to conduct resupply operations to isolated rural properties.

Appendices 3A to 3E provide more detailed information in the form of operational guidelines on the conduct of resupply of isolated rural properties, and include information that may be provided to properties in relation to resupply operations.

No two resupply operations are identical; it is therefore recommended that the LDMG adapt this process where needed to suit the requirements of the community and the logistical considerations in conducting resupply operations for the local government area. A copy of any local operational procedures must be included in the local disaster management plan and a copy provided to the district group.

# Queensland Resupply Guidelines

## Process for the conduct of resupply to isolated rural properties



## 4 Resupply of Stranded Persons

### 4.1 Aim

The aim of resupply of stranded persons is to ensure that persons that become stranded away from retail facilities and away from their residence can access essential goods.

### 4.2 Arrangements

The resupply or evacuation of stranded persons is coordinated by the Queensland Police Service (QPS). QPS may utilise the resources of the LDCC, if it is activated, in response to an event in the local government area.

If the LDCC is not activated QPS will conduct resupply or evacuation of stranded individuals and report through the normal police reporting system.

If the local disaster management arrangements are activated in response to an event in the local government area, QPS will coordinate the resupply or evacuation of stranded persons and report through the disaster management reporting system as well as the normal QPS reporting system. QPS, as a key member of the LDMG, may request access to the resources of the group when the group is active.

### 4.3 Queensland Police Service responsibilities

- a. QPS will determine the most appropriate course of action in response to reports of a stranded individual, or group of individuals. QPS will make the decision to resupply stranded individuals or to evacuate them to a safer environment.
- b. In the event that there is no activation of the LDCC, QPS will coordinate the conduct of resupply or evacuation of stranded individuals through the normal QPS reporting and command structure.
- c. Should the LDCC be active in response to an event in the local government area, QPS may request to utilise the resources of the local group in order to conduct resupply or evacuation of stranded individuals.
- d. QPS remain responsible for the safety and welfare of stranded individuals regardless of the involvement of the LDCC.

### Local Disaster Management Group responsibilities

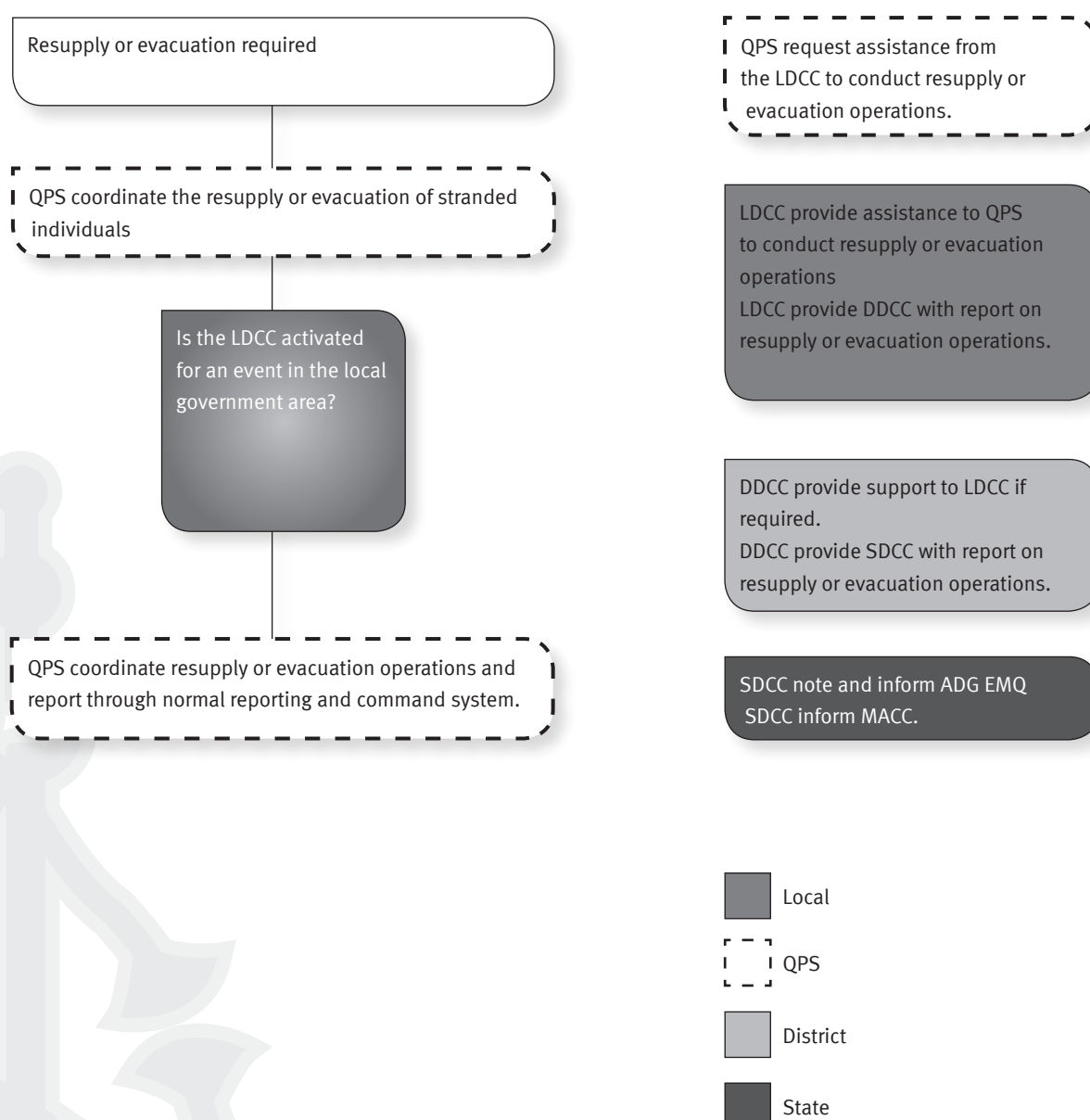
- a. The LDCC, if activated, is to provide assistance to the QPS to conduct resupply or evacuation operations for stranded individuals, or groups of individuals.
- b. The LDCC and DDCC should maintain good communications and contact and inform each other of any resupply or evacuation operations including:
  - Number of persons resupplied or evacuated (including age and gender);
  - Location evacuated from;
  - Location evacuated to; and
  - The circumstances of the operation.
- c. The LDCC may be requested to organise food and essential goods or accommodation for stranded individuals. The LDCC is to discuss the suitability of this request with the EMQ member of the LDMG.

# Queensland Resupply Guidelines

## 4.5 District level responsibilities

- a. Provide information to the SDCC in relation to the resupply or evacuation of stranded individuals.
- b. Provide resources to LDCC to support resupply or evacuation of stranded individuals if requested. DDC to discuss suitability of support to local group with EMQ member of DDMG.

## 4.6 Process for Resupply of Stranded Persons



## Abbreviations

ADG EMQ	Assistant Director General, Emergency Management Queensland
CDO	Counter Disaster Operations
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
EMQ	Emergency Management Queensland
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
MACC	Department of Community Safety Media and Corporate Communications
NDRRA	Natural Disaster Relief and Recovery Arrangements
QPS	Queensland Police Service
SDCC	State Disaster Coordination Centre
SDC	State Disaster Coordinator
SDCG	State Disaster Coordination Group
SDMG	State Disaster Management Group
SDRA	State Disaster Relief Arrangements
XO	Executive Officer



## Queensland Resupply Guidelines

### Glossary

Community	The term community for the purposes of these guidelines refers to a populated location, normally a town that includes retail facilities for essential goods.
Counter Disaster Operations (CDO)	Counter Disaster Operations is an NDRRA relief measure which can be activated by the Queensland Government for Personal Hardship and Distress Assistance.
Essential Goods	Goods considered essential to maintaining human and domestic animal life and or health until normal supply can recommence - see listing Appendix 1B.
Franchise Arrangements	These guidelines do not extend to local and/or State franchise arrangements.
Isolated	For the purpose of these guidelines, a community, rural properties or individuals are defined as being isolated when they cannot be accessed by any road, or rail route, or in the case of island communities and communities on the coast who are normally accessed by sea, by vessels that would normally service those communities. Distance is not considered an isolating factor if such communities, rural properties or individuals are accessible by road, rail or water transport.
Local Disaster Coordination Centre (LDCC)	The centres support disaster management groups in coordinating information, resources and services necessary for disaster operations in the local government area. For the purpose of these guidelines, the term LDCC is generally used when referring to activities during disaster events, and LDMG when referring to activities outside of disaster events.
Local Disaster Management Group (LDMG)	A committee chaired by a Mayor or elected member of a local government. For the purpose of these guidelines, the term LDCC is generally used when referring to activities during disaster events, and LDMG is used when referring to activities outside of disaster events.
Local Suppliers	For the purpose of these guidelines, the term means and includes any business or organisation that supplies essential goods or services to the public. These may include commercial organisations, government services or charities.
Natural Disaster Relief and Recovery Arrangements (NDRRA)	The prime mechanism utilised by the Queensland Government for providing financial assistance to communities affected by natural disaster events. These longstanding arrangements provide a cost sharing formula (between the Queensland and Commonwealth Government) as well as a range of pre-agreed relief measures which may be activated by the Queensland Government immediately following an eligible disaster event, once a need has been established.
Normal Retail Outlets	Includes local suppliers, but does not include private individual arrangements where supplies are purchased outside local retail outlets and normally transported at private costs.
Rural Property	Includes primary producers, outstations and small towns with no retail facilities.
Stranded persons	Small groups or individuals that are unable to access essential goods due to isolation and are away from their normal residence.

## Appendix 1A - Isolated Community Resupply Operational Tips

Most appropriate aircraft are those which have the ability to be reconfigured with the removal of seating to freight carrying capacity/capability, (e.g. in the recent Thargomindah resupply operation this was a Dash 8 aircraft which has a payload of 3700 kg or a maximum of (6) Pallets).

Configuration / specifications for “pallets” is as follows, NO higher than 1.2 metres, total weight of 600 kgs/pallet, weight of the boxes/packaging to be noted on the side of each item.

All goods – (even frozen/dairy/bread goods) to be placed on pallets and total weight to be marked on the pallets. \* Note: All perishable items will only be carried at the discretion of the pilot and at the risk of the consignee.

All pallets should be inspected to ensure that they DO NOT contain any dangerous goods items, e.g. Aerosol Cans. (Other associated items such as batteries, cleaning agents, corrosive products, etc will only be included if subject to clearance by the carrying agency, (for further information please refer to *Essential Goods List*).

The use of a forklift (with weight scales) is encouraged to assist with and expedite loading / unloading of the aircraft, when and where possible. (Note: all pallets should still be pre-weighed and marked as detailed above).

If/when possible a detailed goods manifest should be obtained from the retailers/wholesalers and be forwarded to the LDCC/DDCC for inclusion with the resupply supporting documentation to assist the carrying agent with identifying contents and weights of cargo.

Where possible all LDCCs should source suitable personnel and brief them on basic aircraft safety procedures to assist with the loading/unloading of the resupply goods.

LDCCs should also provide advice on Airstrip specifications (unsealed/sealed surface, lighting, length and direction of strip, etc), and also whether they have sufficient stocks of aircraft fuel (Jet A1 or AvGas) which might be utilised to assist with refuelling the resupply aircraft.

## Appendix 1B – Essential Goods Guidance

The following guidance is to be used to determine if goods are considered ‘essential’ to maintaining human life and/or health until normal resupply operations can recommence.

### Essential Goods

- a. Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last ‘on the shelf’ without special storage requirements by the isolated communities;
- b. Basic cleaners, disinfectants and the like to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency);
- c. Baby foods, formula feeds for babies and nappies (the use of cloth nappies instead of ‘packaged’ nappies should be encouraged wherever possible)
- d. Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority);
  - Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);

## Queensland Resupply Guidelines

- Dried pet foods (tinned pet food should be obtained prior to isolation);
- Fuels (subject to clearance by the carrying agency) for essential motor transport, to keep electrical generators running to provide power for cooking, heating, lighting, refrigeration, water pumps and similar electrically powered appliances used to prepare or preserve food, maintain life, or provide purified water;
- Aviation fuel (subject to it being used for reconnaissance or to resupply local homesteads);
- Batteries (subject to clearance by the carrying agency) for powering transistor radios, or hand held/portable radio transmitters/receivers;
- Other goods which, in the opinion of the ADG EMQ (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.

### The following are not considered as ‘essential goods’

- a. Any alcoholic drinks and canned or bottled soft drinks (except on the advice of appropriate health authorities);
- b. Any tobacco products;
- c. Entertainment equipment and electrical goods of any description (other than those to replace unserviceable household food preparation and similar goods); and
- d. Any merchandise to allow retailers to trade in anything other than those items considered essential to maintain human/animal health.



## Appendix 2A - Operational Checklist for Resupply to Isolated Communities

This checklist is provided for use in the resupply of isolated communities within your local government area. For resupply of isolated rural properties please refer to the operational checklist for Resupply of Isolated Rural Properties.

Item	Responsibility	Actions	Note	Completed	Comments
1	LDCC	<p>Advise the DDCC that a resupply will be required and determine the date required based on current holdings. Generally allow 7 days from request to delivery.</p> <p>If district support is likely to be needed, check with DDCC as to the ability to transport fresh, frozen and dairy products.</p>	<p>This is only a warning, at this stage and quantities are not required. The DDCC will make the decision to allow or disallow fresh, frozen and dairy products. The DDCC will make this decision in consultation with the LDC based on the community need and logistics.</p>	<p>By:</p> <p>Date:</p>	
2	LDCC	<p>Initial communication to retailers-Appendix 2B and attachments sent to retailers, businesses and services. Allocate a single point of contact for the resupply (not the Chair or LDC). Ensure all businesses and services are included.</p> <p>Attach a copy of information brochure for retailers (in concept of operations documents)</p>	<p>If possible and practical meet with retailers to explain the process.</p> <p>Include:</p> <p>Chamber of commerce (if present)</p> <p>Retailers,</p> <p>Clinic/Hospital,</p> <p>Post master,</p> <p>Aged care facility</p> <p>Fuel suppliers (essential fuels only)</p> <p>Aviation fuel suppliers.</p>	<p>By:</p> <p>Date:</p>	

## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
3	LDCC	Copies of orders and Isolated Communities-Resupply Order Form (as attached to the initial letter) received by LDCC	Check against list of letters sent. If no response received follow up with a phone call.	By: Date:	
4	LDCC	Orders checked by LDC, the items ordered must be essential as per the policy (Appendix 1B).	Apply the same rule to all. If the Chair/LDC is not in a position to make a decision about allowing or disallowing a certain item/s (this may be due to a perceived bias or may create undue friction) pass this to the DDC.  The EMQ LDMG member can advise on compliance with resupply and NDRRA guidelines.	By: Date:	
6	LDCC	District/State Resupply  Orders collated onto Isolated Community Resupply Request Form (Appendix 2C). Forward this and copies of orders to the DDCC.	Kg for aircraft or M3 for barge.	By: Date:	
		Local Resupply  Orders collated.			

Item	Responsibility	Actions	Note	Completed	Comments
7	LDCC/DDCC	<p>District/State Resupply</p> <p>Teleconference between DDCC/LDCC to discuss the best way to deliver the resupply. Also discuss if there is a requirement to backload goods.</p>	<p>Consider the opportunity to minimise the unrefrigerated transit time of goods by road transport to the nearest airport.</p> <p>The delivery method must get the goods there on time, in good condition and be cost effective.</p>	<p>By:</p> <p>Date</p>	
8	DDCC/LDCC	<p>District/State Resupply</p> <p>DDCC check request complies with resupply policy.</p> <p>EMQ member ensure quotes obtained.</p> <p>Complete DDC section of Local Government Request For Resupply.</p> <p>Pass this to the SDCC (Disaster Operations).</p>	<p>Include road and air transport quotes.</p> <p>Consider the use of a broker for larger lifts.</p> <p>Stipulate if this is to include the loading of the aircraft.</p> <p>When asking for quotes stipulate a date/time they are to be submitted. At district level if companies fail to quote pass this information on to the SDCC.</p>	<p>By:</p> <p>Date</p>	

## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
8 Cont			<p>If recommending that the LDCC or SDCC accept the quote that is not the cheapest include justification (cheapest quote may be for 6 lifts where a dearer company may be able to do it in 2 lifts)</p> <p>Stipulate the date of delivery and if fuel is available at the other end, this will change the quote and number of lifts</p>		
9	SDCC/LDCC	<p>District/State Resupply</p> <p>For ADG EMQ approval and Purchase order.</p>		<p>By:</p> <p>Date</p>	
		<p>Local Resupply</p> <p>Approval as per local government's procurement policies</p>			

## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
10	DDCC	<p>District/State Resupply</p> <p>On receipt of approval from the ADG EMQ advise the LDCC.</p>	<p>Local Resupply</p> <p>N/A</p> <p>Advice needs to include the following:</p> <p>Confirmation of dates and times.</p> <p>Delivery location and times</p> <p>Packaging instructions.</p> <p>Transit times</p> <p>Type of aircraft</p> <p>Unloading instructions (hand or forklift)</p> <p>Load size (per lift)</p> <p>Will fuel be required.</p>	<p>By:</p> <p>Date</p>	
11	LDCC	<p>Retailers advised of the resupply times and dates. Send out information from second communication with retailers (Appendix 2B).</p> <p>Retailers advised to submit their orders to their suppliers(as per the communication)</p>	<p>If you have access to a local logistics company consider engaging them to do the unloading of the aircraft and local deliveries.</p> <p>If no company exists use retailers or the SES, council may need to provide lifting and transport equipment if not available commercially.</p>	<p>By:</p> <p>Date</p>	



## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
12	DDCC/LDCC	<p>District/State Resupply</p> <p>DDCC organise loading of the aircraft if this is required.</p>	<p>This may involve the SES for smaller lifts or if there is going to be mixed transport.</p> <p>For larger resupplies consider the use of a logistics company at the loading end. This will reduce the chance of extra good being loaded. This also allows the logistics company and the air transport company to organise their times and loads efficiently.</p>	<p>By:</p> <p>Date</p>	

## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
13	DDCC/LDCC	Resupply commences	<p>DDCC or LDCC to liaise heavily with transport company and LDCC to ensure times and loads are adhered to and the LDCC is aware of the arrival times and loads of each flight.</p> <p>Often it is advisable to give the pilot a number to call at the LDCC as the aircraft is ready to depart.</p>	<p>By:</p> <p>Date</p>	
14	LDCC	<p>LDCC organise and/or monitor the progress of the resupply to the community. Speak with retailers to ensure they have received what they ordered.</p> <p>If district/State organised resupply, LDCC report any issues during the operation to the DDCC.</p>	<p>This may include mix ups in loads or delays in aircraft.</p>	<p>By:</p> <p>Date</p>	

## Queensland Resupply Guidelines

Item	Responsibility	Actions	Note	Completed	Comments
15	LDCC	Resupply complete.  If district/State organised resupply, LDCC advise the DDCC that the resupply is complete.		By:  Date	
16	LDCC/DDCC	Once the resupply is complete advise the DDCC/SDCC with complete figures on number of lifts, type of goods transported and total weight of goods.	The LDCC and DDCC should keep a separate running sheet of local and community resupply that is undertaken. This data is often requested by media at short notice. Ensure that the SDCC has an up to date copy of this so that information is the same.	By:  Date	
17	DDCC/LDCC	Post resupply review	Look at areas for improvement.  Examine stock levels and usage rates, if the isolation is expected to be protracted there may be a need to commence planning for the next resupply.	By:  Date	

## Appendix 2B - Isolated Community Resupply Communication with Retailers

### Initial communication with retailers - discussion points

Local Disaster Management Groups can use the information and template below to inform retailers of resupply operations, and gather necessary information from them. This information can be provided to isolated properties by phone, fax or email as appropriate.

- a. The Local Disaster Management Group has requested a resupply of essential goods on or around the *<insert date>*, as a result of isolation and decreasing levels of essential goods.
- b. The resupply shipment will depart from *<insert location>* for delivery to *<insert location>* by aircraft then goods will be transported to *<insert location>* by *<insert transport type>*. Retailers and their suppliers are responsible for transporting goods to the departure point of the resupply transport.
- c. For effective resupply and maximum benefit to the community only essential goods should be ordered. Fresh produce and dairy products *<are/are not>* acceptable. Luxury items or items that the Local Disaster Management Group considers unnecessary will be removed from your order.
- d. When considering the quantities of goods required, retailers should plan for 14 days worth of goods.
- e. Due to the transport method some items (e.g. wet batteries and some chemicals) will not be transported due to safety reasons. Whilst all care will be taken with the transport of goods any loss through perishing or damage to stock will not be compensated.
- f. Retailers are required to buy the goods as per normal arrangements with suppliers. However, the goods ordered will be transported at no cost to the retailer, the cost of transport will be met by the State Government.
- g. As the resupply shipment will be departing from *<insert location>* retailers must arrange with their suppliers to deliver the ordered goods there for shipment.
- h. Unfortunately in the past some retailers have inflated the shelf price of items during periods of isolation. The Local Disaster Coordination Centre will monitor the shelf price of items and will report any suspected profiteering to the appropriate authorities.
- i. In order for the resupply to occur businesses must complete the following actions:
  - Compile an order for suppliers, this list must detail what they are ordering including weights (in kg) and the name and location of the supplier. **Retailers should not submit this order to their supplier yet.** The order is used for planning purposes and a member of the Local Disaster Coordination Centre will advise when they should submit the order.
  - Complete a Resupply Order Form. This is a summary of the goods the retailer requires, and will assist in determining the best method of transporting the goods.
  - Both the completed Resupply Order Form and any other necessary information need to be returned to *<insert name, fax and email>* by the *<insert date>*.
- a. Once all of the orders have been received retailers will be contacted to inform them of the time, location and any packaging instructions that need to be passed to their supplier when placing their order.
- b. Provide Retailers with contact details for any follow up questions they may have.

## Queensland Resupply Guidelines

### Second communication with retailers – discussion points

This communication is for the Local Disaster Coordination Centre (LDCC) to inform retailers that the resupply operation has been approved, and request that they submit orders to suppliers.

In order for the resupply operation to commence LDCCs will work with retailers following the steps below:

- a. The LDCC should provide the retailer with a copy of their initial order. If items have been crossed off the order because they do not comply with the resupply guidelines or may be considered dangerous to transport, inform the retailer. The same rationale of reviewing orders was applied to all retailers in the local government area.
- b. Retailers are now required to submit their orders to their supplier. The order that they submit must be the same as the order provided to them. At this stage of the resupply items cannot be amended or added to their order.
- c. Inform the retailer that the copy of their initial order they have been provided has been used to plan the resupply shipments, and additional items added after this stage will disrupt the process and cause delays to the transport of goods.
- d. Request the retailer to supply the following details to their supplier:
  - **Delivery location:** *Provide the retailer the exact drop off point for goods, name of company or hanger number at airport*
  - **Delivery Date:** *Insert date*
  - **Delivery time:** *Provide a delivery time, e.g. between Time and Time, and other relevant information such as availability of cold storage at the delivery location*
  - **Packaging instructions:** *Varies dependant on type of aircraft*
- a. All weighs and receivers details must be clearly marked on the goods.
- b. Pallets are not to exceed 120cm in height.
- c. Transit time is 3 hours so cold goods must be placed in insulated containers with ice.
- d. The weight of the container and the ice must be included in the total weight.
- e. Point of Contact at Dispatch point: *Insert Name and phone number*
- f. Should the supplier not be able to supply the goods by the time stipulated or if there are any other changes the retailer should contact the LDCC immediately.
- g. Once the goods arrive at *insert location* they will be delivered to the retailer by in accordance with local arrangements facilitated by the Local Disaster Management Group.
- h. Provide retailers with contact details for any follow up questions they may have.

## Appendix 2C – Isolated Community Resupply Request Form

**Retail Outlet or Isolated Community is to complete form and forward to the Local Disaster Coordination Centre (LDCC)**

TO: (Local Govt to enter details)	FROM:
LDCC Fax:	Telephone:
LDCC Ph:	Facsimile:
Email:	

Date	Time	Request Number (To be numbered consecutively)

<b>FOOD AND BASIC GOODS RESUPPLY REQUEST DETAILS</b>			
Location:			
Has the wholesaler been contacted and advised of the situation?			
TOTAL WEIGHT OF SUPPLIES REQUESTED:		Kilograms	
<b>CERTIFICATION</b>			
I hereby certify that a resupply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.			
Signature:		Name:	
Position:		Organisation:	

<b>LIST WHOLESALE OUTLETS (IF MORE THAN ONE) AND ORDER REQUIREMENTS</b>			
FOR AIR CARRIAGE, LOADS TO BE IN KILOGRAMS (Kg)			
FOR SEA CARRIAGE, LOADS TO BE IN CUBIC METRES (m3)			
NAME OF BUSINESS	FRUIT AND VEGETABLES	DRY GOODS	FROZEN/CHILLED
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
<i>NOTE: Frozen / chilled food only to be carried if absolutely 'essential', if approved by the Disaster Coordination Centre organising the resupply transport, and if properly packed by the Wholesaler to ensure preservation for entire journey until retailer/community take delivery. Weight of frozen/chilled food to include weight of ice and packaging.</i>			

<b>LDCC USE ONLY</b>			
Is the local government able to resupply the isolated community utilising available resources?			YES / NO
Action taken:	LDCC complete resupply / LDCC request State resupply		
Approval Number		Order Number	
ABOVE ACTION CERTIFIED BY:			
POSITION:		Local Disaster Coordinator	

## Queensland Resupply Guidelines

<b>If LDCC requires assistance to resupply the isolated community it must complete this section of the form and forward to DDCC. DDCC to review and forward to SDCC for the action of ADG EMQ.</b>			
Last date normal supplies received:			
Period of isolation (current and expected):			
Reason for isolation: (eg all roads cut, bridge out)			
Have ALL local food supply outlets and hospitals been contacted:			
Are mail services to area being maintained:			
If No (detail):			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			kilograms
If approved, date supplies required:			
CERTIFICATION			
I hereby certify that a State resupply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.			
Name:		Signature:	
Position:		Organisation:	
DDCC/EMQ LIAISON USE ONLY			
Action taken:			
A) Request to Assistant Director General – EMQ:			
B) Quotes for air/road transport:			
Details of Quotes:			
Quote 1:			
Quote 2:			
Quote 3:			
C) Reply to Local Authority:			
D) Approval Number:		Order Number:	
ABOVE ACTION CERTIFIED BY:			
POSITION:	District Disaster Coordinator	Signature:	

## Appendix 3A - Operational Checklist for Resupply to Isolated Rural Properties

This checklist is provided for use in the resupply of isolated properties within your local government area. For resupply of retailers please refer to the operational checklist for Resupply of Isolated Communities.

Item	Actions	Note	Completed	Comments
1	Request for resupply received from isolated property/ properties.		By: Date:	
2	Inform DDCC of proposed actions.		By: Date:	
3	Contact list for properties is completed.	Checked against council rates notices and local knowledge.	By: Date:	
4	All isolated properties in the local government area contacted and informed of potential resupply operations.  Copy of "Information to isolated property" given or read to person and contact details completed.	Is there enough stock in town to satisfy these requests? If not discuss resupply of retail outlets with LDC (CEO).  Contact properties bordering the local government area.	By: Date:	
5	Copies of orders received from isolated properties (carbon copy of orders supplied to retailers).	These need to be approved by the LDC.	By: Date:	
6	Contact helicopter (or aircraft) providers and obtain quotes and determine availability.	This should be in accordance with council purchasing policy. The quote will only be for \$/ hr. Consider the use of a local provider that knows the area. Also consider the type of aircraft and the possibility of concurrent activity.  Check aviation fuel levels	By: Date:	
7	Ensure requests comply with the resupply guidelines.	LDC can liaise with the EMQ member to ensure requests are warranted and compliance with guidelines.	By: Date:	
8	LDC approves quote from aircraft provider.	The LDC must be satisfied that this offers value for money. The total cost will be an estimate at this stage. The LDC must ensure that the intended use of the aircraft fit the guidelines of SDRA/NDRRA and/or the council accepts the cost.	By: Date:	



## Queensland Resupply Guidelines

Item	Actions	Note	Completed	Comments
9	Transport provider engaged.		By: Date	
10	All properties and retailers informed of the commencement date for resupply	Include clinic and post office.	By: Date	
11	On arrival of aircraft meet with pilot.	The pilot should be provided with a list of the properties to be resupplied and the quantities for each property.  The pilot will develop a flight plan based on this data.	By: Date	
12	Assign SES or LDCC person/s to assist pilot.	This person will work with the pilot and retailers to ensure that goods are loaded in the right order at the right time. They will collect the goods and deliver them to the airport.	By: Date	
13	Resupply commences and the property resupply details sheets are completed during the resupply operation by the person assisting the pilot.	LDC/LDCC to be kept informed of progress at all times.  DDCC informed of quantity of goods and number of properties that are being resupplied.	By: Date	
14	Resupply complete	LDC/LDCC and DDCC to be informed.	By: Date	
15	Final check	LDC/LDCC is to authorise the release of the aircraft. The LDC must be certain that the resupply is complete and that there are no other tasks for the aircraft before it is released.	By: Date:	

## Appendix 3B - Isolated Property Resupply Information

Local Disaster Management Groups can use the information and template below to inform isolated property residents of resupply operations, gather necessary information from them, and track resupply operations. This information can be provided to isolated properties by phone, fax or email as appropriate.

### Resupply Information

- a. The Local Disaster Management Group is planning to resupply isolated properties in the local government area with essential goods due to the isolation currently experienced.
- b. It is intended that the resupply will commence on <insert date> It will be conducted by <insert transport>.
- c. The process for this type of resupply is that isolated property residents order the goods that they require through local suppliers. They must pay for the goods that ordered as normal. There will be no cost to residents for the transport of these goods; the council will pay for the hire of the transport.
- d. Where possible, property residents should ensure they order enough for the expected period of isolation. However, space on helicopters is limited, residents must keep this in mind when placing their orders. The limit per property is <insert weight in Kg> (may or may not be used and must take into consideration the number of people on the property).
- e. Also be aware that dangerous goods cannot be flown, this includes most flammable liquids.
- f. If medications are required, residents must contact the clinic and arrange for scripts to be filled or a new script written as soon as possible.
- g. The Local Disaster Management Group will arrange for any mail that may be in town to be delivered as well, if residents have items to post they must have these ready for the helicopter. All parcels must have a dangerous goods declaration with them.

### Orders

- a. Residents must ensure that orders are placed with the retailer by <insert date>. A copy of the orders must also be sent to the Local Disaster Coordination Centre office by fax: <insert number> or email: <insert email address>.
- b. Should residents have any questions regarding the resupply please call on <insert number> or email <insert name and email address>.

## Queensland Resupply Guidelines

### Appendix 3C – Property Contact Details

NB – This form can be modified into a spreadsheet by the LDCC to record all property details in one document

Property contact details
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Name of Property	
Number of persons currently on property	
Adult Males (and ages)	
Adult Females (and ages)	
Children (and ages)	
Does any person have a medical condition that they believe may be relevant (will be treated as confidential)	
If on medication, how many days of medication have they got left	
GPS position of homestead (if Known) Lat/Long	
Is there a clearing near the homestead that will accommodate a helicopter landing?	
Is your airstrip currently open and accessible?	
Are there any hazards near the landing pad or airstrip (power lines, aerials)	
Phone number:	
Fax number:	
Satellite phone number	
UHF channel used:	
Any additional information that you believe may be of assistance	
Completed by (name and date)	
Thank you for taking the time to completing this document. Please be assured that the information collected will only be used by the local disaster management group.	

## Appendix 3D – Property Resupply Details Sheet

NB – This form can be modified into a spreadsheet by the LDCC to record all property details in one document

Name of Property:			
Order placed with	Number of boxes	Date time collected	Date time loaded

### Other Details

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