

# Queensland Resupply

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Manual – M.1.205



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## AMENDMENTS

Proposals for amendment or addition to the content of this Manual are to be forwarded to:

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## REVIEW DATE

The Commissioner or authorised representative, QFES is to ensure this Manual and its associated procedures are reviewed annually or as required.





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## CHAPTER 1: INTRODUCTION

The purpose of the Manual and associated toolkits is to provide a consistent approach to resupply operations in Queensland. The process provides 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 are encouraged to become self-sufficient in all their needs in case they become isolated.

There are three distinctly different categories of resupply:

- Isolated Community;
- Isolated Rural Properties; and
- Resupply of Stranded Persons.

These categories have been described in section [5.8.4 Resupply operations](#) of the Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline.

## CHAPTER 2: Overview

### 2.1. Individual and Community Responsibilities

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 should consider preparing well in advance for both the event and the expected period of isolation. These preparations include:

- Stocking up on sufficient foods, medicines and other items 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 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.
- Having sufficient fuel stocks for generators, machinery, vehicles and aircraft.

Communities/individuals should ensure 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, including potential hazards near likely landing areas such as power and phone lines, or tall or unsecured objects.

### 2.2. Principles for Operational Procedures

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

- 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.
- 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.

- Wherever practicable, only one resupply operation will be undertaken for each affected area. Consideration should be given to bulk orders that are 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.

**Note:** in operations where extended periods of isolation is experienced, additional resupply operations can be expected e.g. Thargomindah can be isolated for eight to 12 weeks on occasion.

- Retailers will be responsible for placing their orders with their normal wholesale suppliers once these orders have been approved.
- Wholesalers are to be responsible for delivering orders to the nominated dispatch point.
- Orders are to be:
  - 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.

### 2.3. Essential Goods Guidance

The following goods are considered 'essential' to maintaining human and domestic animal life and or health until normal supply operations can recommence:

- Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last 'on the shelf' without special storage requirements by the isolated communities.
- Basic cleaners, disinfectants etc. to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency).
- Baby foods, formula and nappies.
- Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate authority).
- Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency).
- 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 radios, or hand held/portable radio transmitters/receivers.
- Other goods which, in the opinion of the Assistant Commissioner, QFES (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:

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

### 2.3.1. Frozen or Chilled Goods

Resupply operations 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).

However, if the Assistant Commissioner (AC), QFES deems frozen and/or chilled goods to be 'essential', or alternative products are unavailable or unsuitable, then a resupply request containing chilled/frozen goods may be approved. In these cases, it is recommended that arrangements 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.

Accurate coordination is required to ensure foodstuffs reach their destination without spoiling. It is important that goods are delivered to the departure point and collected at the destination point in a timely manner to minimise the period without refrigeration. Transportation of frozen/chilled goods will be undertaken on the understanding 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.

### 2.3.2. 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 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 AC, QFES. If the AC, QFES approves the back loading, the State Disaster Coordination Centre (SDCC) Watch Desk will advise the administrative arrangements.

## 2.4. Education and Preparedness

Local governments should consider conducting community education programs and coordinating preparation activities, including:

- Ensuring staff in the relevant sections of local government are aware of the resupply process and are able to answer questions from their communities.
- Using appropriate community information networks to ensure communities know to prepare for the possibility of resupply.
- Including information in rates notices or placing notices in local newspapers, local radio and television stations informing communities about resupply.
- 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.
- Inviting input from the local Australia Post manager/contractor to plans for resupply operations in their area.

Where there is a high likelihood that resupply operations will be required due to isolation, the local government should consider:

- developing a resupply procedure that details the conduct of resupply for the community and for isolated rural properties, including triggers for requests for assistance and including this within their disaster management plan; and
- including details of the resupply of isolated communities and rural properties conducted outside of the Disaster Management arrangements, in the local government business continuity plan. E.g. yearly pre-positioning of shipping containers at the Gregory River roadhouse so that Burketown can be resupplied via boat.

Preparations and planning by the local government should also consider the possibility that evacuation of townships and local government premises may impact where and how resupply operations are conducted.

The following is an example of a resupply community education brochure:

**RESUPPLY TO FLOOD ISOLATED PROPERTIES**

**What is resupply?**  
 During a natural disaster, the Queensland Government will assist isolated individuals with the resupply of essential goods, including food and medical supplies.

Isolated properties may include primary producers and smaller towns or outstations that cannot access retail facilities to maintain sufficient levels of essential goods.

**Plan ahead**  
 It's important for all Queenslanders to prepare their homes and families before disaster season strikes.

**Know your risk.** Familiarise yourself with your local area including historical flood levels, and the location and duration of flooding. Consider how long you might be isolated for.

Prepare your emergency kit with enough supplies to last the duration of any extended flooding. Stock supplies for your family including food, water, fuel, and medications prior to an event. Include items that may be in short supply in an emergency such as frozen foods.

If you are unable to store enough supplies, find out what support your local council may be able to provide in an emergency.

Make sure your local council has accurate Global Positioning System (GPS) location details for your home or community.

Visit the Queensland Fire and Emergency Services website at [www.qfes.qld.gov.au](http://www.qfes.qld.gov.au) to learn more about preparing for flooding.

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 @QldFireandEmergencyServices  
[www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)

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**What's the resupply process?**

- STEP 1** Isolated properties determine resupply needs and contacts local council.
- STEP 2** Local council processes requests for resupply.
- STEP 3** Isolated properties place orders for essential items with local suppliers and organise payment.
- STEP 4** Local council schedules delivery. Goods received by local outlets, packed, labelled and delivered to local council pick-up points.
- STEP 5** Local council arranges delivery to properties.
- STEP 6** Local council delivers goods to properties via air or boat. Property owners may need to pickup goods from set location.

**How much does it cost?**  
 As an isolated property resident, it is your responsibility to place your order with the local retailer and pay for your goods.

**What can I order?**

- Basic foodstuffs (preferably dried, tinned or packaged to last on the shelf).
- Basic cleaners and disinfectants (subject to clearance by carrying agency).
- Baby foods, formula, and nappies.
- Medication and medical supplies.
- Water and purification treatments.
- Dried pet food.
- Fuels (if appropriate transportation is available) to ensure continued running of power, heating, lighting, refrigeration etc.
- Batteries (subject to clearance by carrying agency).

**What can't I order?**

- Chilled and frozen goods, including fresh milk (if refrigerated transportation is unavailable).
- Alcoholic beverages, canned and bottled soft drink.
- Tobacco and cigarettes.
- Machinery parts.
- Entertainment and electrical equipment.
- Non-essential or luxury items.

**When flooding strikes remember...**

Tune in to warnings. Stay connected to information channels including radio and social media for current weather advice and warnings.

Monitor rising flood waters.

If it's flooded, forget it. Don't attempt to swim or drive across flooded bridges or roads. Water can be deeper and faster flowing than it appears and you never know what's hidden under the surface.

Always follow instructions from local authorities and be ready to evacuate if necessary.

Be aware when travelling in flood conditions. Watch out for hazards such as fallen power lines, fallen trees and debris, broken water and sewage lines, loose materials, and wildlife.





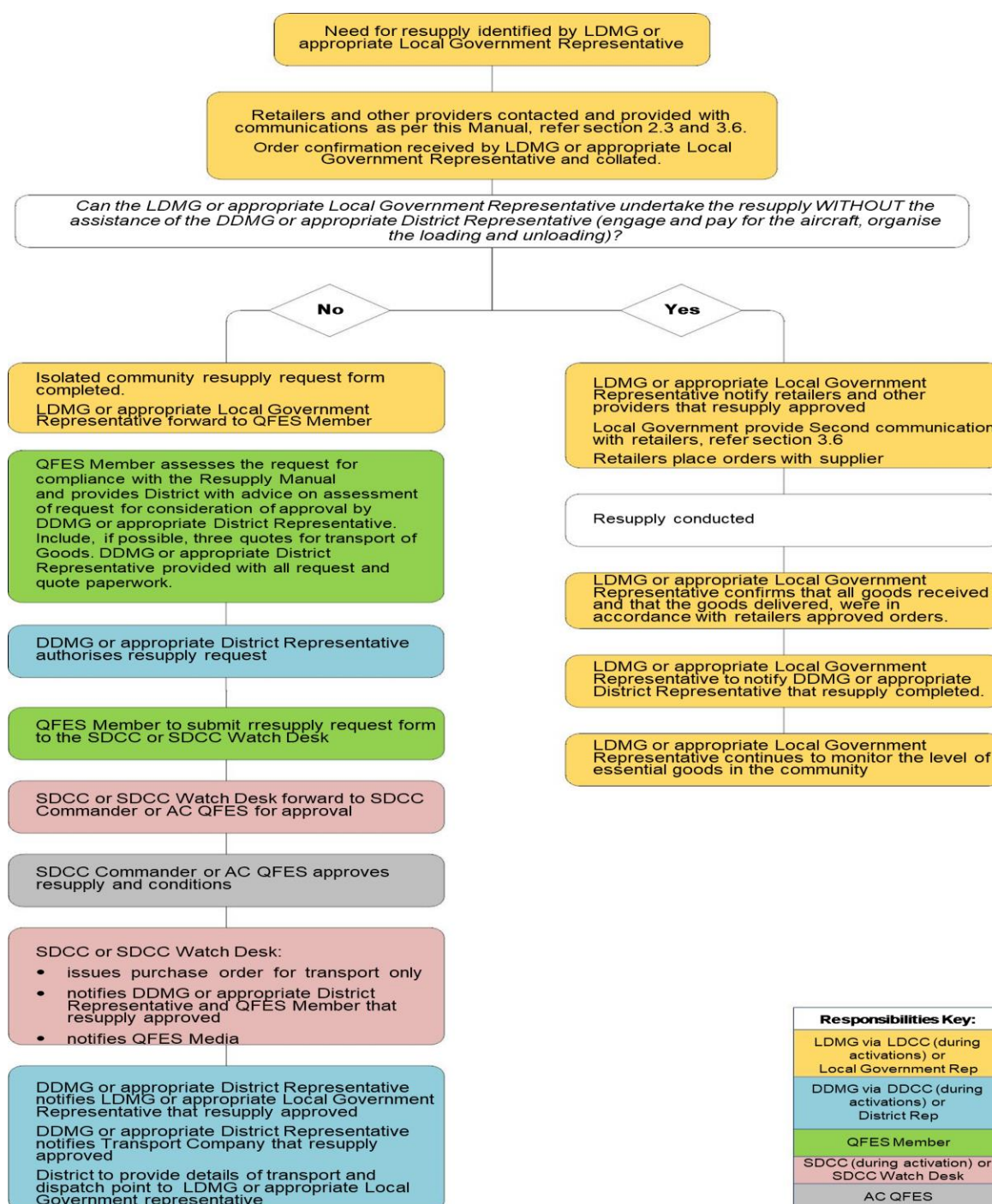
## CHAPTER 3: Isolated Community Resupply

### 3.1. Process for the conduct of resupply to isolated communities

The following flowchart details the process to conduct resupply operations to isolated communities.

No two resupply operations are identical. Local governments are encouraged to adapt these processes to suit the requirements of the community and the logistical considerations in conducting resupply operations for the local government area.

It is recommended that a copy of any local resupply procedure be included in the local disaster management plan.

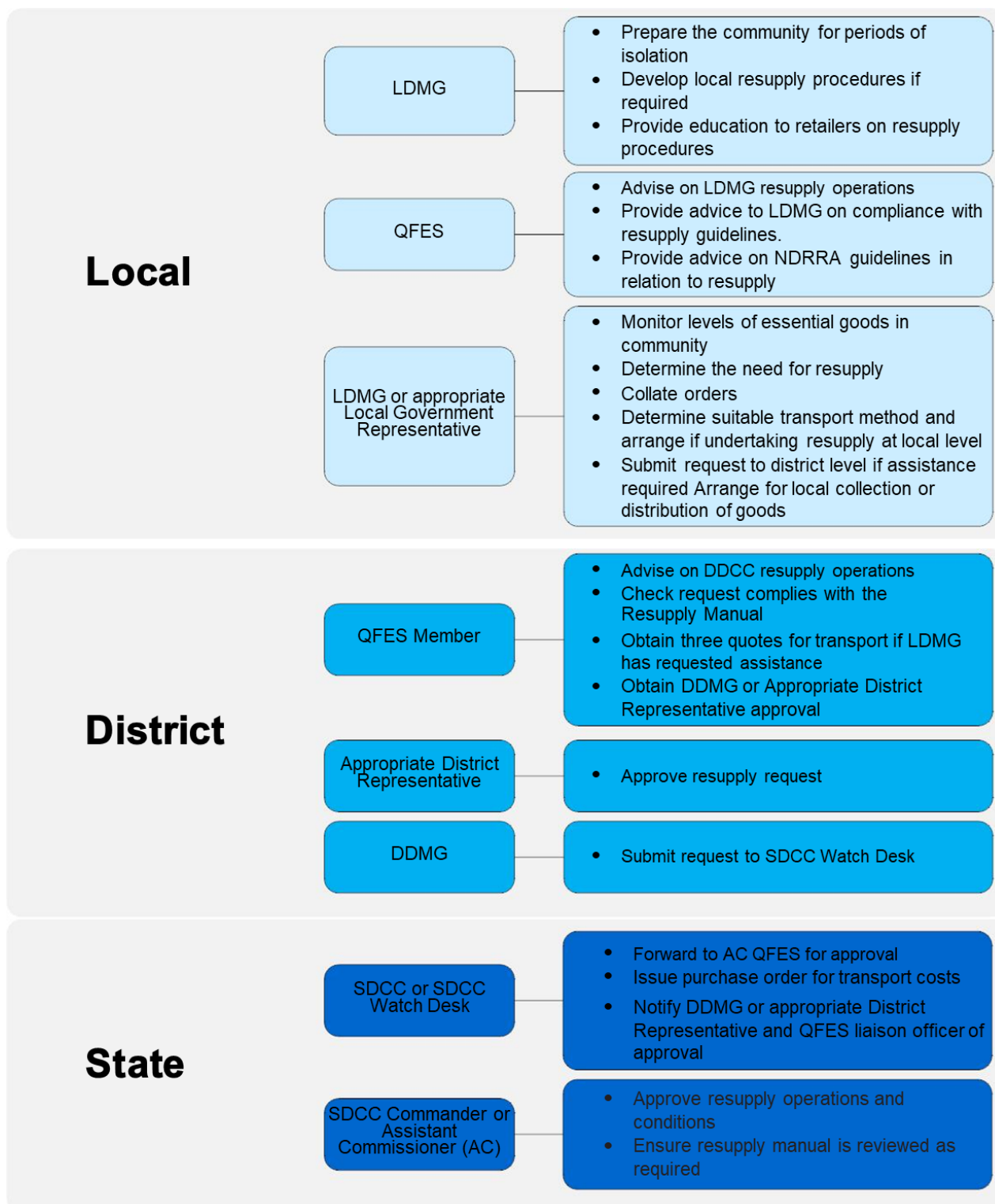


Responsibilities Key:
LDMG via LDCC (during activations) or Local Government Rep
DDMG via DDCC (during activations) or District Rep
QFES Member
SDCC (during activation) or SDCC Watch Desk
AC QFES





### 3.2. Responsibilities for Isolated Community Resupply



### 3.2.1. Local Government Responsibilities

When determining the need for resupply, the local government should consider the level of goods available in the entire community, rather than acting on requests from individual retailers. The purpose of resupply is to maintain a level of trade for retailers during isolation.

As well as retailers, consideration for resupply should be given to:

- hospitals and clinics;
- charity organisations (meals on wheels, school based feeding programs);
- postal contractors;
- fuel suppliers (aviation fuel, essential fuel supplies only);
- vets;
- emergency services (Ambulance, QFES, QPS);
- aged care facilities; and
- any other local organisation that supplies essential goods or services.

Resupply of isolated communities may be undertaken by local governments, with notification to district and state levels, or a request for resupply may be passed to the district or state for assistance in arranging transport.

If a local government organises a resupply operation from within local resources without district level approval, they should ensure that suitable measures have been activated under State Disaster Relief Arrangements (SDRA) or Natural Disaster Relief and Recovery Arrangements (NDRRA) to enable cost recovery.

The local government is the central point for processing any request for resupply within their area. They are responsible for:

- Coordinating the activities of the retailers, fuel suppliers and hospitals in preparing and placing bulk orders and ensuring those goods are deemed 'essential' to the needs of the isolated communities.
- Ensuring no unauthorised variations are made by retailers with wholesalers.
- Collating all orders to determine volume and mass so that calculations can be made for the number and type of aircraft/watercraft required for 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 prior to loading may cause delays in the delivery of the supplies or result in supplies being left behind.

- Ensuring retailers arrange for the collection of 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 local or district contact that all supplies have been delivered and delivery manifests are correct.

**Note:** Local governments 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.

### 3.2.2. Local Resupply Operations

Wherever practicable, local governments should satisfy requests for resupply operations to isolated communities by using resources available to them, notifying the district of those operations. This will involve the local government arranging transport for resupply directly, without requesting district support. All practical local options should be ruled out before a request for resupply is passed to the district.

Where resupply operations are conducted without NDRRA activation, the QFES member or Emergency Management Coordinator (EMC) can provide advice on the available options for conducting resupply and their financial implications.

Where local governments require district or state assistance for resupply operations, they are to provide an F.1.206 Resupply Request Form to the district advising that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected communities. Requests for resupply are examined and checked by the QFES member before submitting to the district.

### 3.3. District Level Responsibilities

The district representative should, wherever practicable, satisfying requests for resupply operations to isolated communities by using resources available to them, in accordance with instructions issued by the state and monitoring resupply operations in their disaster district to ensure the most efficient use of resources.

No requests are to be referred to the state until they have been endorsed at the district level.

The QFES member should ensure appropriate arrangements are in place for resupply operations in events where the DDCC is not activated. The QFES member will ensure the district resupply operations are established and provide advice and key checks where appropriate to assist the resupply process, including the provision of quotes for the transportation of the resupply goods.

**Note:** If suitable resources are available within the district, the state may authorise the district to contract those resources for the task(s) and the SDCC Watch Desk will raise a purchase order and be responsible for payment of the resource.

If a district fulfils a resupply request from within district resources, they should ensure that suitable measures have been activated under SDRA or NDRRA (by the Queensland Reconstruction Authority) to enable cost recovery. If such measures are not activated, then state approval should be sought to ensure financial cover is available.

### 3.4. State Level Responsibilities

#### 3.4.1. QFES Member or Emergency Management Coordinator

The QFES Member or EMC will check requests for resupply to ensure they comply with this manual before progressing them further. Where variations to 'essential' goods are being sought, the QFES member should examine those requests and make recommendations to the district representative.

#### 3.4.2. Assistant Commissioner, QFES

The AC, QFES is to examine and approve or not approve each request from a district and advise accordingly. If suitable transportation resources are not available at district level for the task, the SDCC Watch Desk will arrange for suitable resources to be made available.

The AC, QFES will also be responsible for:

- Making decisions with respect to any variations to 'essential' goods.
- Managing the provision of transport resources through the SDCC Watch Desk where required.
- Checking and certifying accounts rendered by organisations or individuals performing state level resupply operations prior to those accounts being paid.
- Ensuring that attention is given to the regular carriage of mail on the provision that Australia Post has made all necessary arrangements.

### 3.5. Isolated Communities Resupply Operational Considerations

- Appropriate receiving of perishables at the other end of the flight, i.e. some form of refrigeration for cold goods, under cover storage for non-refrigerated items.
- On-transport requirements of the goods requires consideration, i.e. helicopter transport and the appropriate staffing of personnel to load and/or unload goods at satellite communities from the main transport hub.
- Forward planning of appropriate ground personnel to remote areas, i.e. airbase operators, aircraft support crews and airbase managers.
- Most appropriate aircraft are those which have the ability to be reconfigured by removing seating to carry freight.
- All 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.
- If/when possible a detailed goods manifest should be obtained from the retailers/wholesalers and be forwarded to the local and district representative for inclusion with the resupply supporting documentation to assist the carrying agent with identifying contents and weights of cargo.
- When seeking quotes for aircraft, consider the amount of light weight goods as this may "bulk out" the aircraft, or large bulky items. Let all of the aviation companies supplying quotes know as it will affect the number of flights required.
- Local governments should provide advice on Airstrip specifications (unsealed/sealed surface, lighting, length and direction of strip, etc), and whether they have sufficient stocks of aircraft fuel (Jet A1 or AvGas) which might be utilised to assist with refuelling the resupply aircraft.



Item	Responsibility	Actions	Note	Completed	Comments
1	Local government representative	<p>Advise the district representative 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 district representative or QFES member 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.</p>	<p>By:</p> <p>Date:</p>	
2	Local government representative	<p>Initial communication to retailers and appropriate documentation sent to retailers, businesses and services (see section 3.6).</p> <p>Allocate a single point of contact for the resupply (not the Chair or LDC).</p> <p>Ensure all businesses and services are included.</p> <p>Attach a copy of information brochure for retailers</p>	<p>If possible and practical meet with retailers to explain the process.</p> <p>Include:</p> <ul style="list-style-type: none"> <li>• chamber of commerce (if present);</li> <li>• retailers;</li> <li>• clinic / hospital;</li> <li>• post master;</li> <li>• aged care facility;</li> <li>• fuel suppliers (essential fuels only);</li> <li>• Emergency Services; and</li> <li>• aviation fuel suppliers.</li> </ul>	<p>By:</p> <p>Date:</p>	
3	Local government representative	<p>Copies of orders and Isolated Communities-Resupply Order Form (as attached to the initial letter) received by local government representative.</p>	<p>Check against list of letters sent. If no response received follow up with a phone call.</p>	<p>By: Date:</p>	



Item	Responsibility	Actions	Note	Completed	Comments
4	Local government representative	Orders checked by QFES member and briefed to LDC accordingly. The items ordered must be essential as per Section 2.3 Essential Goods Guidance and the request complies with the Resupply Manual.	The QFES LDMG member can advise on compliance and NDRRA guidelines.	By: Date:	
5	Local government representative	District/State Resupply  Orders collated onto Isolated Community Resupply Request Form and forwarded with copies of orders to the district representative.	Local Resupply Orders collated.	Kg for aircraft or M3 for barge.	By: Date:
6	Local and District representatives	District/State Resupply  Teleconference or meeting between district and local representatives to discuss the best way to deliver the resupply and any requirement for backloading goods.	Local Resupply  Local representative informs district representative of planned resupply.	Consider the opportunity to minimise the unrefrigerated transit time of goods by road transport to the nearest airport.  The delivery method must get the goods there on time, in good condition and be cost effective.	By: Date

Item	Responsibility	Actions	Note	Completed	Comments
7	Local and District representatives	<p>District/State Resupply</p> <p>QFES member check request complies with Section 2.3 Essential Goods Guidance and the request complies with the Resupply Manual. QFES member ensure quotes obtained.</p> <p>Complete district section of local government Request For</p>	<p>Local Resupply</p> <p>Local government representative requests quotes from transport companies.</p>	<p>Include road and air transport quotes.</p> <p>Consider the use of a broker for larger lifts. 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 Watch Desk.</p>	<p>By:</p> <p>Date</p>
8	SDCC Watch Desk and local government representative	<p>District/State Resupply</p> <p>For AC, QFES approval and Purchase Order</p>	<p>Local Resupply</p> <p>Approval as per local government's procurement policies.</p>	<p>By:</p> <p>Date</p>	



Item	Responsibility	Actions		Note	Completed	Comments
9	District representative	District/State Resupply On receipt of approval from the AC, QFES advise the local government representative	Local Resupply N/A	Advice needs to include the following: <ul style="list-style-type: none"> <li>• Confirmation of dates and times.</li> <li>• Delivery location and times</li> <li>• Packaging instructions.</li> <li>• Transit times</li> <li>• Type of aircraft</li> <li>• Unloading instructions (hand or forklift)</li> <li>• Load size (per lift)</li> <li>• Will fuel be required.</li> </ul>	By: Date	
10	Local government representative	Retailers advised of the resupply times and dates. Send out information from second communication with retailers.  Retailers advised to submit their orders to their suppliers(as per the communication)		If you have access to a local logistics company consider engaging them to do the unloading of the aircraft and local deliveries.  If no company exists use retailers or the SES, council may need to provide lifting and transport equipment if not available commercially.	By: Date	
11	Local and District representatives	District/State Resupply  District representative to organise loading of the aircraft if this is required.	Local Resupply  Local government representative to organise loading of the aircraft if this is required.	This may involve the SES for smaller lifts or if there is going to be mixed transport. 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.	By: Date	

Item	Responsibility	Actions	Note	Completed	Comments
12	Local and District representatives	Resupply commences	<p>Liaise heavily with transport company and local government representative to ensure times and loads are adhered to and awareness 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 or local government as the aircraft is ready to depart.</p>	By: Date	
13	Local government representative	<p>Local government representative to 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, local representative to report any issues during the operation to the district representative.</p>	This may include mix ups in loads or delays in aircraft.	By: Date	
14	Local government representative	<p>Resupply complete.</p> <p>If district/State organised resupply, local government representative to advise the district the resupply is complete.</p>		By: Date	
15	Local and District representatives	Once the resupply is complete, advise the district/state with complete figures on number of lifts, type of goods transported and total weight of goods.	The local and district representatives 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 Watch Desk has an up to date copy of this so that information is the same.	By: Date	

16	Local and District representatives	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	
----	------------------------------------	----------------------	--	-------------	--

## 3.6. Isolated Communities Resupply Communication with Retailers

### Initial communication with retailers

The templates below are provided for local governments to consider using to inform retailers of resupply operations and gather necessary information. This information can be provided to isolated properties by phone, fax or email as appropriate.

#### 3.6.1. Initial letter to retailers

Example Only

Dear,

The >>Name Local Government<< has requested a resupply of essential goods on or around the >>Date<<, due to our isolation and decreasing levels of essential goods.

The resupply will depart from >>Where<< for delivery to >>Where<< by aircraft then goods will be transported to >>Where<< by >>Transport type<<

In order to make this resupply work and provide the maximum benefit to the community only essential goods should be ordered. Fresh produce and dairy products >>are/are not<< acceptable >>however/and<< luxury items or items that the >>Name Local Government<< considers unnecessary will be removed from your order. In addition to this due to the transport method some items (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.

When considering the quantities of goods you require please plan for 14 days worth of goods.

The goods you order will be transported at no cost to the retailer, the cost of transport will be met by the State Government; you are however required to buy the goods as per normal arrangements. As the goods will be departing from >>Where<< should you currently not have established accounts with suppliers in >>Where<< you will be required to arrange this.

Unfortunately in the past some retailers have inflated the shelf price of items during periods of isolation. The >>Name Local Government<< will monitor the shelf price of items and will report any suspected profiteering to the appropriate authorities.

In order for this resupply to occur we required that your business complete the following actions:

Compile an order for your suppliers, this list must detail what you are ordering including weights (in kg) and the name and location of the supplier. Do not submit this order to your supplier yet, the order is used for planning purposes and a member of the >>Name Local Government<< will advise when you should submit the order.

Complete the attached paperwork. This is a summary of the goods you require, and will assist in determining the best method of transporting the goods.

Both the order form and the attached paperwork need to be returned to >>Who, email. fax<< by the >>Date<<

Once all of the orders have been received you will receive another letter that will detail the time, location and any packaging instructions that need to be passed to your supplier when placing your order.

Should you have any questions or concerns regarding this process please feel free to contact >>Name<< on >>Phone. <<

Yours Sincerely

>>Signed by the Chair or LDC<<

## Second communication with retailers

The template below is provided for local governments to consider using to inform retailers that the resupply operation has been approved and request they submit orders to suppliers.

### 3.6.2. Second letter to retailers

Example Only

Dear,

As you would be aware the >>Name Local Government<< has requested a resupply of essential goods due to the current >>flood<< situation.

We thank you for submitting the required paperwork to the group.

In order for the resupply operation to commence you are required to undertake the following:

Attached is a copy of the order that you supplied to the >>Name Local Government<< on the >>Date<<. There may have been items crossed off your order, if this is the case these items were removed as those items do not comply with the Section 2.3 Essential Goods Guidance of the Resupply Manual or may be considered dangerous to transport. Please be assured that the same rationale of reviewing orders was applied to all retailers in the shire.

You are now required to submit your orders to your supplier. The order that you submit must be the same as the orders attached to this document. At this stage of the resupply you cannot add items to your order. Additional items added at this stage will disrupt the entire process and cause delays to the transport of goods.

Please pass the following details to your supplier:

Delivery location: >>Exact drop off point for goods, name of company or hanger number at airport<<.

Delivery Date: >>Date<<

Delivery time: Between >>Time<< and >>Time<< (other information such as there is cold storage available at the delivery location).

Packaging instructions: >>Varies dependant on type of aircraft<<

All weights and receiver details must be clearly marked on the goods.

Pallets are not to exceed 120cm in height.

Transit time is 3 hours so cold goods must be placed in insulated containers with ice.

The weight of the container and the ice must be included in the total weight.

Point of Contact at Dispatch point: >>Name and phone number<<.

Should your supplier not be able to supply the goods by the time stipulated or if there are any other changes please contact us immediately.

Once the goods arrive at >>Where<< they will be delivered to your address by local courier, the >>Name Local Government<< will facilitate this. [Dependent on local arrangements].

Should you have any questions or concerns regarding this process please feel free to contact >>Who<< on >>Numbers<<.

Yours Sincerely



### 3.6.3. Isolated Community Resupply Request Form

Retail Outlet or Isolated Community is to complete form and forward to the Local Government Representative			
TO: (Local Govt to enter details) Fax: Ph: Email:		FROM: Telephone: Facsimile:	
Date	Time	Request Number (To be numbered consecutively)	
FOOD AND BASIC GOODS RESUPPLY REQUEST DETAILS			
Location:			
Has the wholesaler been contacted and advised of the situation?			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			Kilograms
CERTIFICATION			
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:	
LIST WHOLESALE OUTLETS (IF MORE THAN ONE) AND ORDER REQUIREMENTS FOR AIR CARRIAGE, LOADS TO BE IN KILOGRAMS (Kg) FOR SEA CARRIAGE, LOADS TO BE IN CUBIC METRES (m <sup>3</sup> )			
NAME OF BUSINESS	FRUIT AND VEGETABLES	DRY GOODS	FROZEN/CHILLED
	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>
	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>
	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>
	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>	Kg/m <sup>3</sup>
<b>Note:</b> 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.			
<b>LOCAL GOVERNMENT USE ONLY</b>			
Is the local government able to resupply the isolated community utilising available resources?			YES / NO
Action taken:	Local government complete resupply/request State resupply		
Approval Number		Order Number	
ABOVE ACTION CERTIFIED BY:			
POSITION:		Local Disaster Coordinator	





If local government requires assistance to resupply the isolated community, it must complete this section of the form and forward to the district.  District representative to review and forward to SDCC Watch Desk for the action of Assistant Commissioner QFES.			
Last date normal supplies received:			
Period of isolation (current and expected):			
Reason for isolation (e.g. 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:			
<b>CERTIFICATION</b>			
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:	
<b>DISTRICT/QFES LIAISON USE ONLY</b>			
Action taken:			
A) Request to Assistant Commissioner – QFES:			
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:





## CHAPTER 4: Resupply to Isolated Rural Properties

The definition of rural properties for the purpose of these manual 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’.

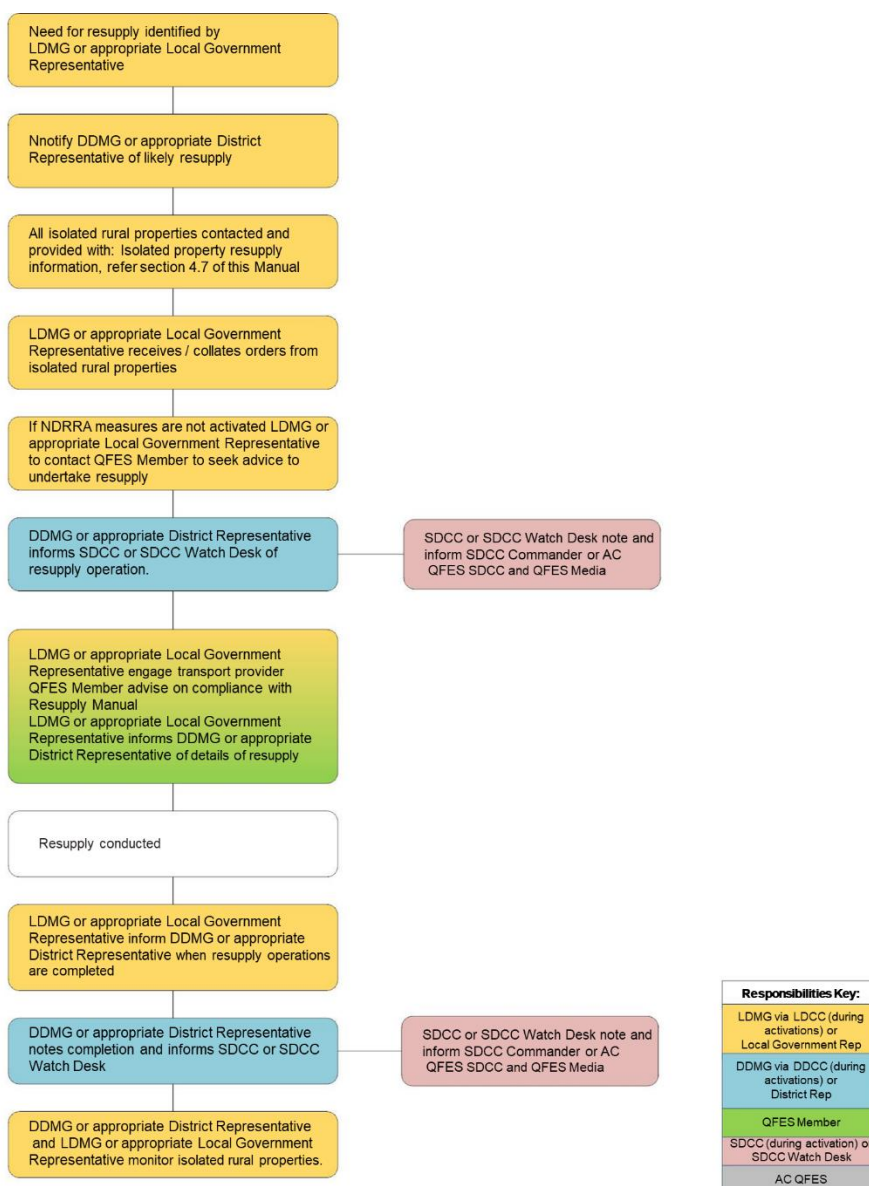
### 4.1. Process for the conduct of resupply to isolated rural properties

The following flowchart details the process to conduct resupply operations to isolated rural properties.

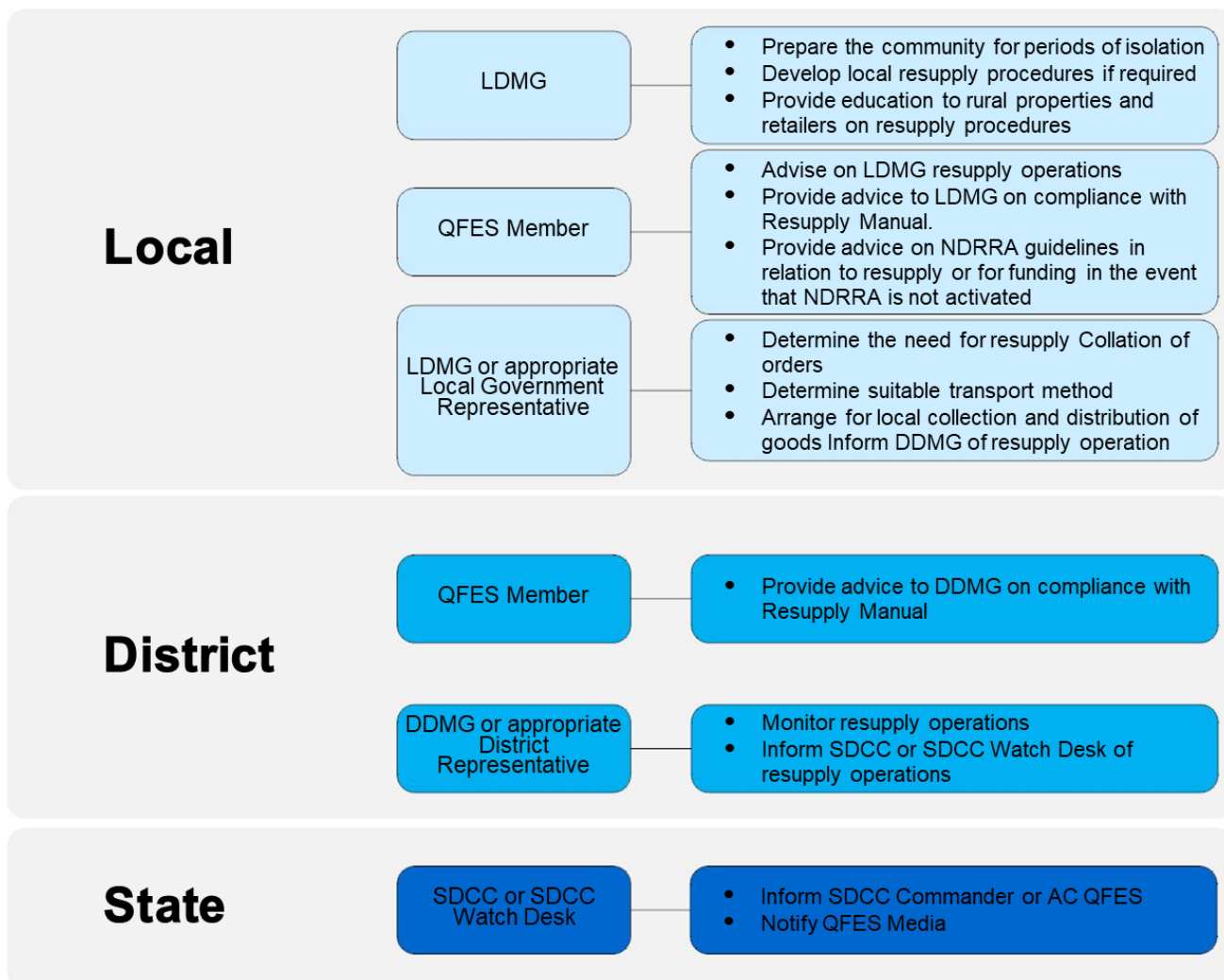
More detailed information in the form of operational guidance on the conduct of resupply of isolated rural properties is provided in sections 4.6 and 4.7, and includes information that may be provided to properties in relation to resupply operations.

No two resupply operations are identical. Local governments are encouraged to adapt these processes to suit the requirements of the community and the logistical considerations in conducting resupply operations for the local government area.

It is recommended that a copy of any local resupply procedure be included in the local disaster management plan.







## 4.2. Arrangements

It is the responsibility of the isolated rural property to place their orders with the retailer and pay for goods; the local government and district 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.

It is recommended that local governments whose area of responsibility contain rural properties that are subject to isolation ensure these properties are aware of the resupply process and who to contact should resupply be required.

The local government should maintain a list of rural properties 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 provided to the district.

When the need for resupply is identified, the local government representative should ensure 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.

## 4.3. Local Government Responsibilities

Local governments 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. Canvassing properties in the area, to the extent that circumstances allow, can assist the most effective and efficient use of transport resources.

Local governments are to advise the district where resupply operations are being conducted.

Local governments are the central point for processing requests for resupply by any rural property in their area of responsibility and are responsible for:

- Coordinating the activities of the rural properties in preparing and placing orders and ensuring goods are 'essential' to the needs of the isolated persons.
- Ensuring no unauthorised variations are made by rural properties with retailers after orders are made.
- 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 prior to loading may 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.
- Certifying to the LDC that all supplies have been delivered and that delivery manifests are correct.
- Collection of mail and medications that are to be transported.

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 engagement of transport providers is in accordance with the local government's procurement policy.

The local government is encouraged to maintain regular contact with isolated rural properties throughout the period of isolation. A record of contact should be maintained.

Following the determination that resupply operations are required, the local government is to engage the transport provider and coordinate the logistics of conducting resupply to isolated rural properties.

The local government 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 local government funds and should not undertake resupply if it does not meet the requirements of this manual.

The local government is to provide details of resupply operations undertaken to the district, including number of persons receiving supply, quantity of goods and should notify the district on completion of operations.

#### **4.4. District Level Responsibilities**

The district representative and QFES member should consider resupply to other isolated rural properties in adjoining local government areas and ensure local governments are liaising with one another to ensure the most efficient usage of resupply transport.

The district representative should consider the type of transport method, the proposed hours of engagement and any additional tasking the aircraft/transport may be utilised for.

The district representative is to inform the SDCC Watch Desk of the resupply operations undertaken, including number of persons receiving resupply, quantity of goods and notify the SDCC Watch Desk upon completion of the operation.

#### **4.5. State Level Responsibilities**

The SDCC Watch Desk is to inform the SDCC Command or AC, QFES and QFES Media 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.

#### **4.6. Operational Checklist for Resupply to Isolate Rural Properties**

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



Item	Responsibility	Actions	Note	Completed	Comments
1	Local government representative	Request for resupply received from isolated property/ properties.		By: Date:	
2	Local government representative	Inform district of proposed actions.		By: Date:	
3	Local government representative	Contact list for properties is completed.	Checked against council rates notices and local knowledge.	By: Date:	
4	Local government representative	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	Local government representative	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	Local government representative	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:	





Item	Responsibility	Actions	Note	Completed	Comments
7	Local government representative	Ensure requests comply with the resupply guidelines.	LDC can liaise with the QFES member to ensure request are warranted and compliance with the guidelines	By: Date:	
8	Local government representative	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:	
9	Local government representative	Transport provider engaged.		By: Date:	
10	Local government representative	All properties and retailers informed of the commencement date for resupply.	Include clinic and post office.	By: Date:	
11	Local government representative	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	Local government representative	Assign SES or local government person/s or QFES Air Base Manager 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:	





Item	Responsibility	Actions	Note	Completed	Comments
13	Local government representative	Resupply commences and the property resupply details sheets are completed during the resupply operation by the person assisting the pilot.	District informed of quantity of goods and number of properties that are being resupplied.	By: Date:	
14	Local government representative	Resupply complete.	District to be informed.	By: Date:	
15	Local government representative	Final check.	LDC 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:	



## 4.7. Isolated Property Resupply Information

The template below is provided for local governments to consider using to inform isolated property residents of resupply operations, gather necessary information and track resupply operations. This information can be provided to isolated properties by phone, fax or email as appropriate.

### 4.7.1. Information to Isolated Properties

Example Only

The >>Name Local Government<< is planning to resupply isolated properties in the shire with essential goods due to the isolation that we are currently experiencing.

It is intended that the resupply will commence on the >>Date<<. It will be conducted by helicopter.

The way this type of resupply works is that you order the goods that you required through local suppliers, you will pay for the goods that you order as normal. There will be no cost to you for the transport of these goods; the Shire will pay for the hire of the helicopter.

As you would appreciate space on helicopters is limited, please keep this in mind when placing your orders. The limit per property is >>Number<< Kg (this may or may not be used and must take into consideration the number of people on the property).

Also be aware that dangerous goods cannot be flown, this includes most flammable liquids.

If you require medications please contact the clinic and arrange for your scripts to be filled or a new script written as soon as possible.

We will arrange for any mail that may be in town to be delivered as well, if you have items to post please have these ready for the helicopter. All parcels must have a dangerous goods declaration with them.

#### Orders

Please ensure that your orders are placed with the retailer by the >>Date<<. A copy of the orders that you place must also be sent to this office by fax: >>Number<< or email >>Email Address<<.

Should you have any questions regarding this resupply please call on >>Number<< or email on >>Email Address<<.



#### 4.7.2. Property Contact Details

**Note:** This form can be modified into a spreadsheet by the local government to record all property details in one document

Property contact details:	
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.	







### 4.7.3. Property Resupply Details Sheet

**Note:** This form can be modified into a spreadsheet by the local government to record all property details in one document

Name of Property:			
Order placed with	Number of boxes	Date time collected	Date time loaded
<b>Other Details</b>			





#### 4.7.4. Flight Manifest

**Note:** Suggest the use of QFES Air Base Managers to assist with manifest in accordance with state/district Air Services Coordination Instructions.

Isolated Properties Resupply - Flight Manifest		
Incident		Date
Sortie Number:		Destination/Area
Purpose:		
		Time Out:
		Time Due in:
		Lat:
		Long:
Wt	Goods	Remarks
<b>Special Instructions</b>		



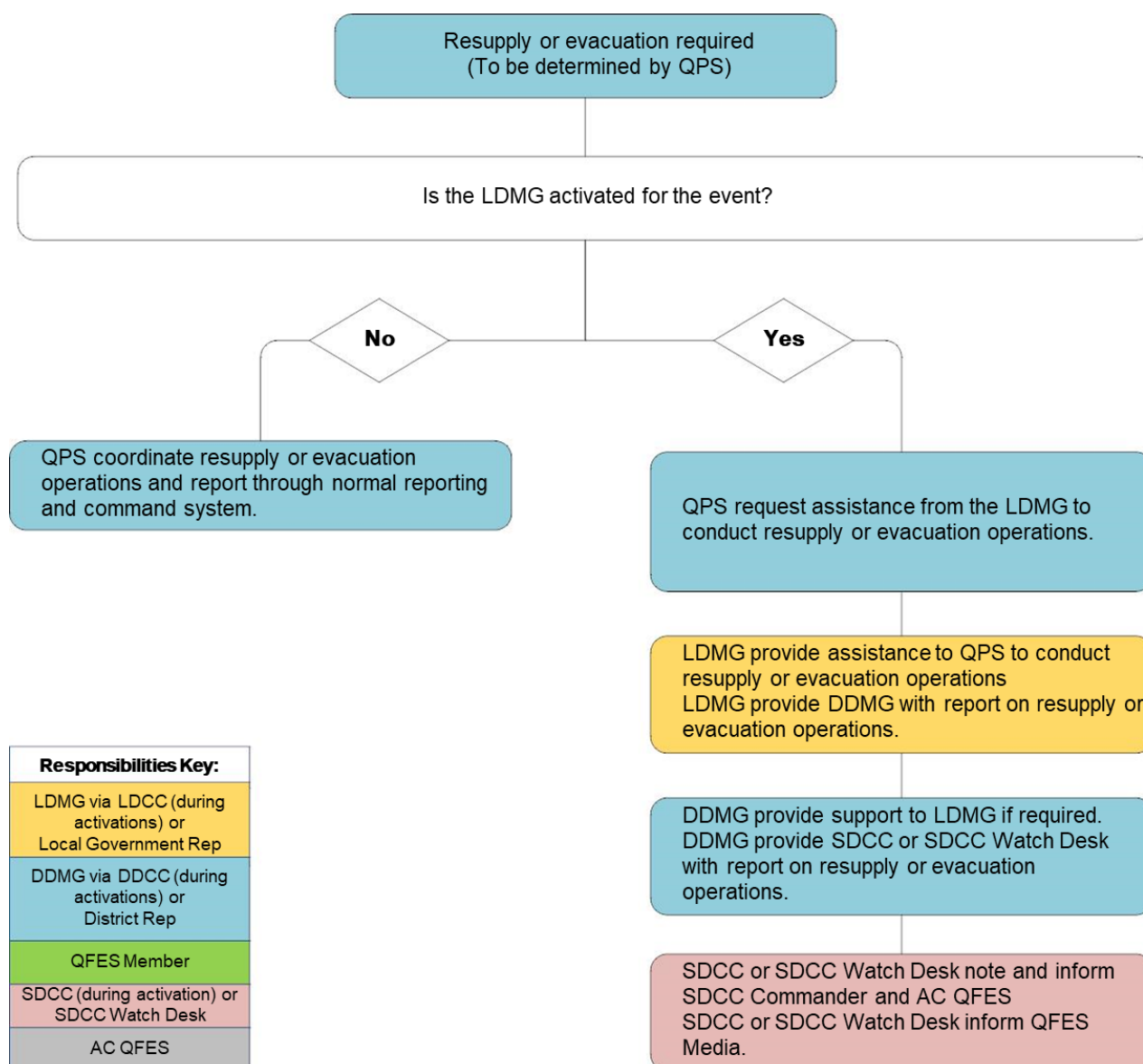


## CHAPTER 5: Resupply of Stranded Persons

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.

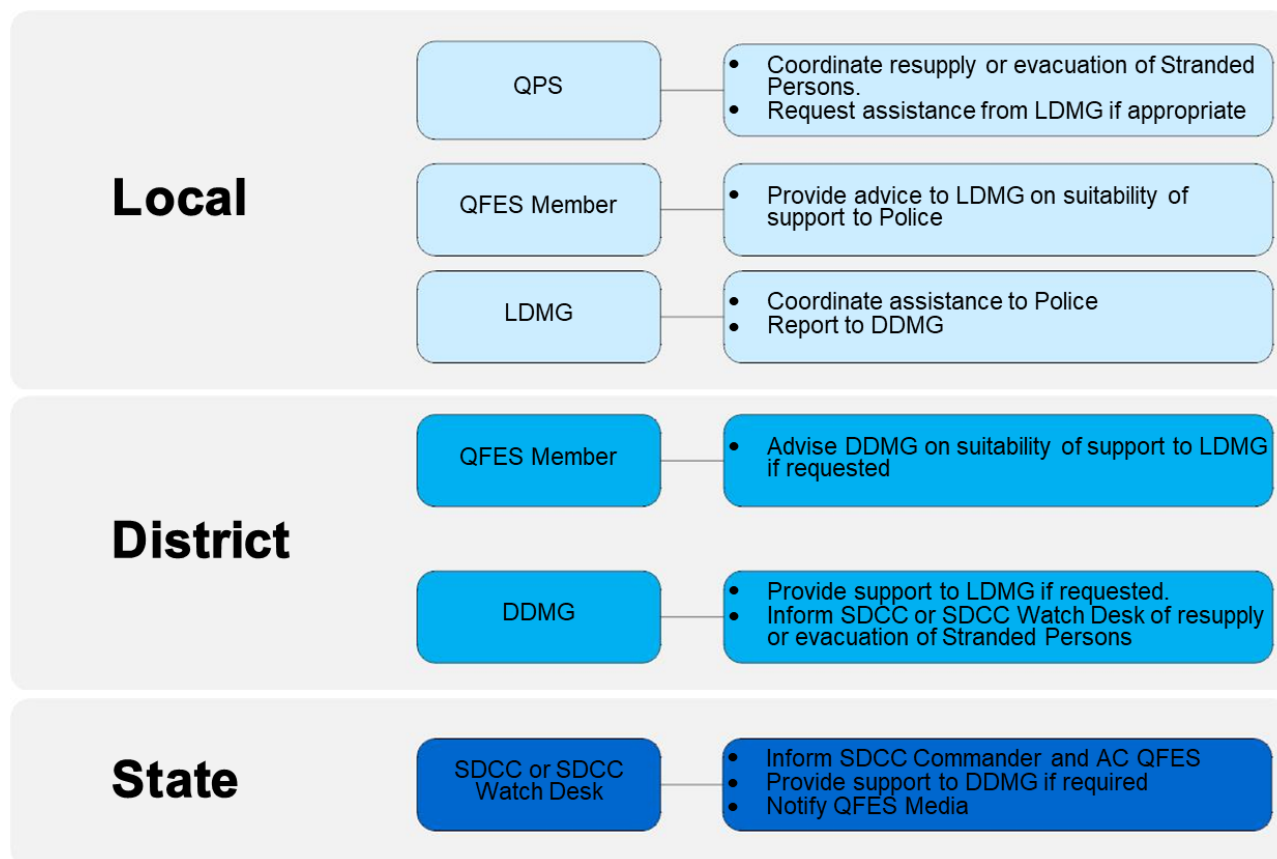
If the disaster management arrangements are activated in response to an event in the local government area, QPS will coordinate the resupply or evacuation of stranded persons and report through the disaster management reporting system as well as the normal QPS reporting system. QPS, as a key member of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

### 5.1. Process for Resupply of Stranded Persons





## 5.2. Responsibilities for Resupply of Stranded Persons



## 5.3. Queensland Police Service Responsibilities

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.

In the event that the LDCC is not activated, QPS will coordinate the conduct of resupply or evacuation of stranded individuals through the normal QPS reporting and command structure. 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.

QPS remain responsible for the safety and welfare of stranded individuals regardless of the involvement of the LDCC.

## 5.4. Local Government Responsibilities.

The LDCC, if activated, should provide assistance to the QPS to conduct resupply or evacuation operations for stranded individuals, or groups of individuals. 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.





The LDCC may be requested to organise food and essential goods or accommodation for stranded individuals and may discuss the suitability of this request with the QFES member of the LDMG.

### **5.5. District Level Responsibilities**

The district should provide information to the SDCC Watch Desk in relation to the resupply or evacuation of stranded individuals.

The district should also provide resources to the LDCC to support resupply or evacuation of stranded individuals if requested. District representatives may discuss the suitability of support to the local government with the QFES member.

### **5.6. State Level Responsibilities**

The SDCC Watch Desk is to inform the SDCC Commander or AC, QFES and QFES Media of the resupply operations being conducted.

