

Request for Assistance

Reference Guide – RG.1.196



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1. Purpose

A Request for Assistance (RFA) is intended to clearly describe a desired outcome or provide specific details on the resources required to support disaster operations.

1.1. Request for Assistance form

The fields contained in the RFA all provide vital information for those actioning the request and therefore it is most important that each field be correctly completed.

2. Event Description, Date and Time (24hrs)

- Official name of the event. Date and time the RFA was prepared.

3. Request Forwarded To and Task Tracking No.

- Details, where the request was forwarded to for actioning. This can also be used to track the path through the disaster management system if support is required from another level.
- Task Tracking No. (TTN) allows each level within the disaster system to track the request in the event TTN's are different between levels. It also provides a unique reference for each request.

4. To, From, Phone, Mobile and Email

- Denotes the intended recipient and who forwarded the RFA and their contact details. It is important to note that the forwarding officer may not be the requesting officer.

5. Requesting Officer's Name, Organisation and 24hr Contact Details

- The requesting officer is the person who has first hand knowledge of the request requirements and is therefore best placed to provide additional information.
- It is vital this officer remain readily contactable especially if the request is time critical.

6. Delivery Address

- Detail the delivery address in such a way that it assumes the delivery operator has never been to that location before. This includes providing additional information that will assist in locating the delivery point e.g. landmarks, GPS coordinates.

7. On-site Contact Person and Phone

- Required to identify or confirm particular issues that may not be noted on the RFA, such as a requirement for a forklift to unload the resources. It also enables the final leg of the delivery to be coordinated locally between the transport provider and the on-site officer.

8. Priority

- Terms such as "urgent" or "as soon as possible" have little meaning in the provision of resources. A specific time and date provides all parties with a definitive target to work towards. It also enables the identification of issues that will affect the timeframe.
- Issues impacting on the ability to meet a timeframe include whether inside or outside of normal business hours, quantities required, acquisition, loading, transport including access issues and unloading.





9. Details of Request

- The information provided needs to be **as detailed as possible**. If an outcome is required, be specific about what is to be achieved. If resources are required, ensure unit quantities and any specifications that will assist in acquiring the resources are provided.
- Do not use acronyms or jargon, write clearly and be specific. Information considered irrelevant to the requesting officer may be important to those who action the request.

10. RFA Checklist

- This provides prompts for specific areas to be considered prior to submitting the request.

11. Authorising Officer

- Authorisation indicates the request is legitimate; the information is accurate and the RFA has been completed correctly. Ensure the name is clearly written and signed.

