

Queensland Resupply Guidelines

version 2

STATE DISASTER
MANAGEMENT
GROUP



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RESUPPLYING ISOLATED COMMUNITIES GUIDELINES

PURPOSE The aim of this guideline is to provide guidance to Local Disaster Coordinators (LDCs), District Disaster Coordinators (DDCs), government departments, statutory organisations and communities on the conditions and procedures that will be applied by Emergency Management Queensland (EMQ) when planning and conducting resupply operations.

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 or events.

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 or events. This may include primary producers, outstations or small communities that have no retail facilities.

Resupply of Stranded Persons: This type of resupply operation is undertaken to provide essential goods to individuals that are isolated from retail facilities and are not at their normal place of residence. This normally pertains to stranded travellers and campers.

POLICY The Assistant Director General, EMQ requires that guidelines and effective management procedures exist to ensure that supplies can be provided in accordance with the above categories, isolated from their normal sources of food and basic commodities for extended periods of time.

The guidelines provide a fair and equitable system for support to those persons without compromising the fundamental responsibilities of individuals and communities for self-help and mutual assistance.

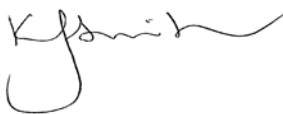
RELEVANT LEGISLATION *Disaster Management Act 2003*

EFFECTIVE DATE November 2010

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

REVIEW DATE The Assistant Director General, EMQ will ensure that this guideline and its associated procedures are reviewed following the end of each annual tropical cyclone season or as required.

APPROVED



22 December 2010

.....
Ken Smith

.....
Date

Chair
State Disaster Management Group

ABBREVIATIONS / DEFINITIONS

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.

Assistant Director General (ADG) The ADG, EMQ provides strategic and operational leadership and direction to EMQ as well as exercising overall responsibility and accountability for proactive management and coordination of State-wide operations.

Counter Disaster Operations (CDO) Counter Disaster Operations is an NDRRA relief measure invoked by the Queensland Government to alleviate personal hardship.

District Disaster Coordinator (DDC) The chairperson of the District Disaster Management Group is a commissioned Police Officer; usually the District Officer of Police. The DDC is the Chair of the District Disaster Management Group.

District Disaster Management Group (DDMG) The DDMG is the committee of a Disaster District responsible to the State Disaster Management Group for the implementation of disaster management policy within the Disaster District and the coordination of operations during times of disasters.

Essential Supplies Goods considered essential to maintaining human and domestic animal life and or health until normal supply can recommence - see listing Annex D.

Executive Officer (XO) The Queensland Police Service provides the function of the Executive Officer of the State Disaster Management Group, and the District Disaster Management Group.

Franchise Arrangements The guidelines of this policy do not extend to local and/or State franchise arrangements.

Isolated For the purpose of this policy, 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 Coordinator (LDC) The LDC is the Chief Executive Officer (CEO) or another employee of council.

Local Disaster Management Group (LDMG) A Local Government Committee chaired by a Mayor or elected member of Council. Responsible (under this policy and the Disaster Management Act 2003) for public education, collating of local orders, requests for resupply to DDC and monitoring local conditions.

Local Suppliers For the purpose of this guideline, 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 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 a 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.

State Disaster Coordination Centre (SDCC) The State level Coordination Centre that supports the Disaster Management System by coordinating information, resources and services necessary for disaster operations.

State Disaster Coordinator (SDC) The SDC will generally be performed by a Senior Commissioned Police Officer (Assistant Commissioner) or other person appointed by the Chairperson SDMG.

State Disaster Management Group (SDMG) A committee established under the Disaster Management Act 2003 to provide mitigation, planning, response and recovery requirements for disaster events. Membership of the SDMG is detailed in the State Disaster Management Plan.

Stranded persons Small groups or individuals that are unable to access essential goods due to isolation and are away from their normal residence.

BACKGROUND

1. 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 could require responses from the Queensland Government.
2. The Queensland Government has a number of financial mechanisms for alleviating hardship in such circumstances.
 - a. 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.
 - b. 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 policy for eligible natural disasters. NDRRA is triggered by overall expenditure exceeding the natural disasters threshold.
 - c. The Resupplying Isolated Communities Guidelines – this guideline, provides the mechanism for covering extraordinary resupply costs on the authority of the ADG, EMQ in the absence of conditions allowing the activation of SDRA or NDRRA.
3. The procedural guidance in this document is aimed to ensure best practice and appropriate financial accountability for any measures taken.
4. The ADG will be responsible for ensuring all relevant Local Governments and LDMGs, District Disaster Management Groups, State Government Departments and other relevant community welfare organisations are made aware of this guideline and receive copies of both the guideline and 'essential supplies' guidelines (as amended from time to time).

AIM

5. The aim of the Resupply Guidelines is to ensure that communities are not disadvantaged by isolation. The Government will pay the additional transport costs to deliver essential items to isolated communities. This is to ensure communities have essential items for survival, and are not economically disadvantaged by additional transport costs in such circumstances.
6. Although the Government's responses will aim at alleviating such hardships to a reasonable extent, individuals and communities should not become reliant on such responses, and should make every effort to become self sufficient in all their needs in case they become isolated.

INDIVIDUAL AND COMMUNITY PREPARATION

7. 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.
8. These preparations include:
 - a. Stocking up on sufficient foods, medicines and other goods they would need to sustain themselves for the expected period of isolation;
 - b. 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;

- c. Relocating stock from threatened areas and preparing fodder stockpiles to last them through the expected period of isolation;
 - d. 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;
 - e. 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
 - f. Having sufficient fuel stocks for generators, machinery, vehicles and aircraft.
9. 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.

LDMG EDUCATION & PREPARATION

10. Local Disaster Management Groups (LDMG) are responsible for conducting community awareness programs with respect to the preparations to be made prior to the expected time of impact of the event and coordinating activities with respect to such preparation. These could include:
- a. 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;
 - b. 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:
 - i. Including information about the existence of this guideline with rates notices;
 - ii. Placing notices in local newspapers and in community information programs of local radio and television stations informing communities about this guideline,
 - iii. Sponsoring meetings of 'at risk' communities to explain how the system will be implemented if necessary.
 - iv. 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
 - v. Inviting their local Australia Post manager/contractor to the committee responsible for developing and implementing their plans for resupply operations in their area.
11. A reference to this guideline is to be included in all Local Government Disaster Management Plans where a possibility of isolation exists.
12. Where there is a high likelihood that resupply operations will be required due to isolation the Local Disaster Management Group 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 district group 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.

PRINCIPLES FOR OPERATIONAL PROCEDURES

13. 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;
 - 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:
 - i. Properly prepared for transport by the nominated means;
 - ii. Clearly marked with volume, mass and details of recipient to ensure correct delivery; and
 - iii. 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.

Essential Supplies Guidelines

14. Those items currently regarded as 'essential supplies' are defined in annex D attached. The list provides a guide to the types of items that will be provided to an isolated community. No variations to these guidelines will be made without the approval of the ADG.

Frozen or Chilled Goods

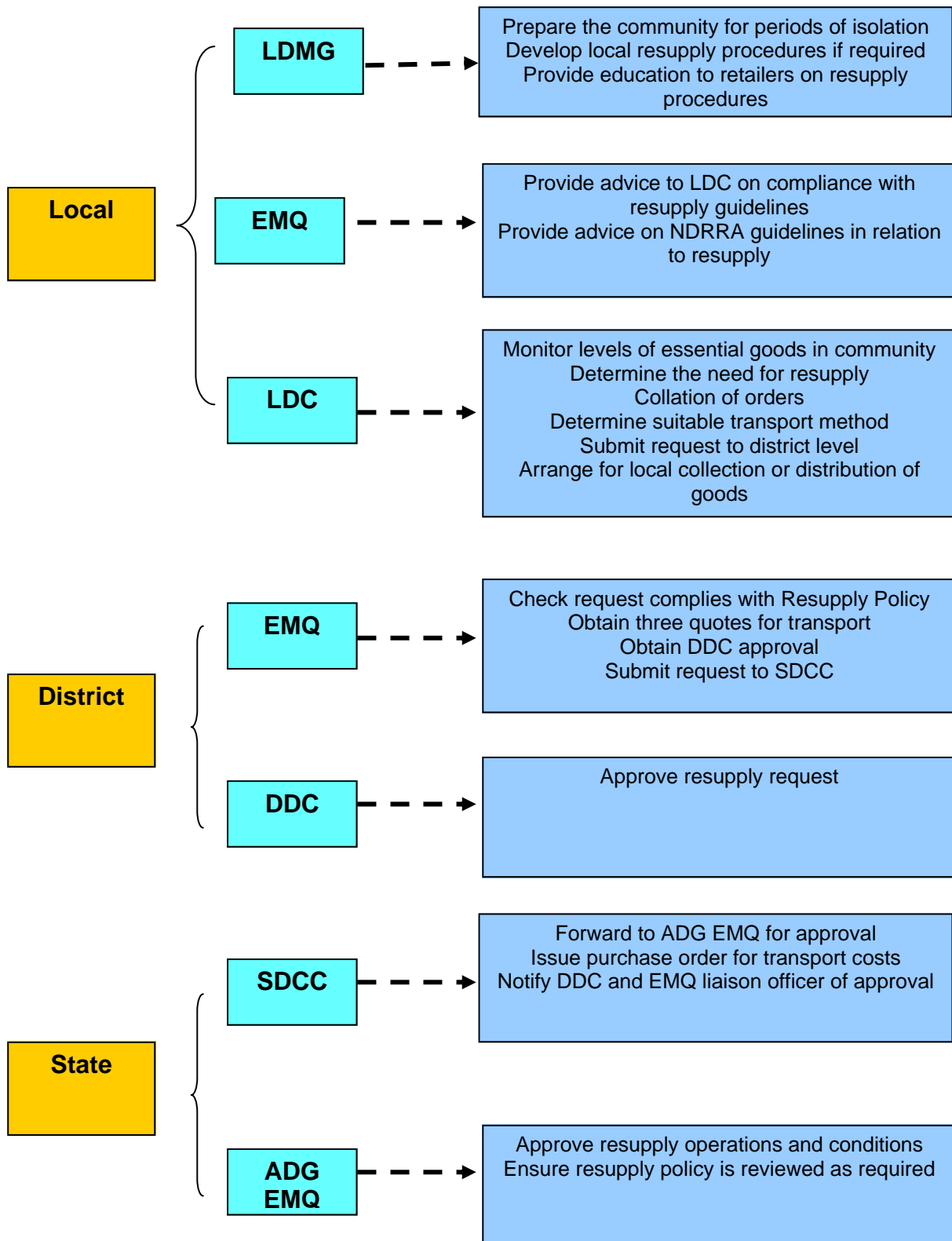
15. Resupply operations conducted under the terms of this guideline may not have access to aircraft or watercraft equipped with suitable units to carry refrigerated or frozen goods. It is recommended where possible, that alternative products are considered (e.g. UHT or powdered milk instead of fresh milk).
16. However, if the ADG deems frozen and/or chilled goods to be 'essential' or alternative products are unavailable or unsuitable then the ADG 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.
17. Transportation of frozen/chilled goods will be undertaken on the basis 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.

Transporting/back loading of goods from an isolated community

18. 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. If the ADG approves the back loading, the SDCC will advise the administrative arrangements.

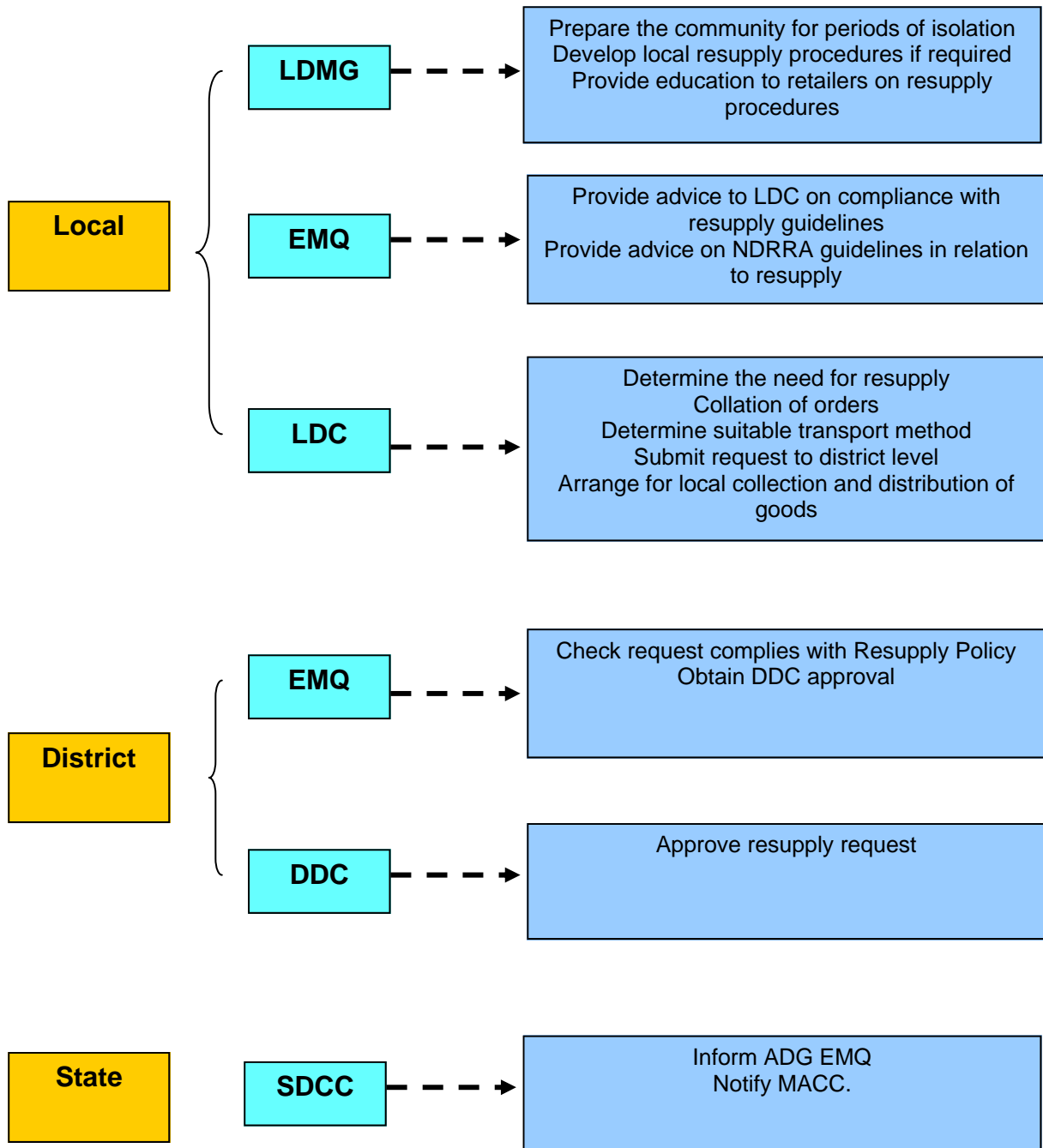
RESPONSIBILITY FLOW CHARTS

Isolated Community Resupply



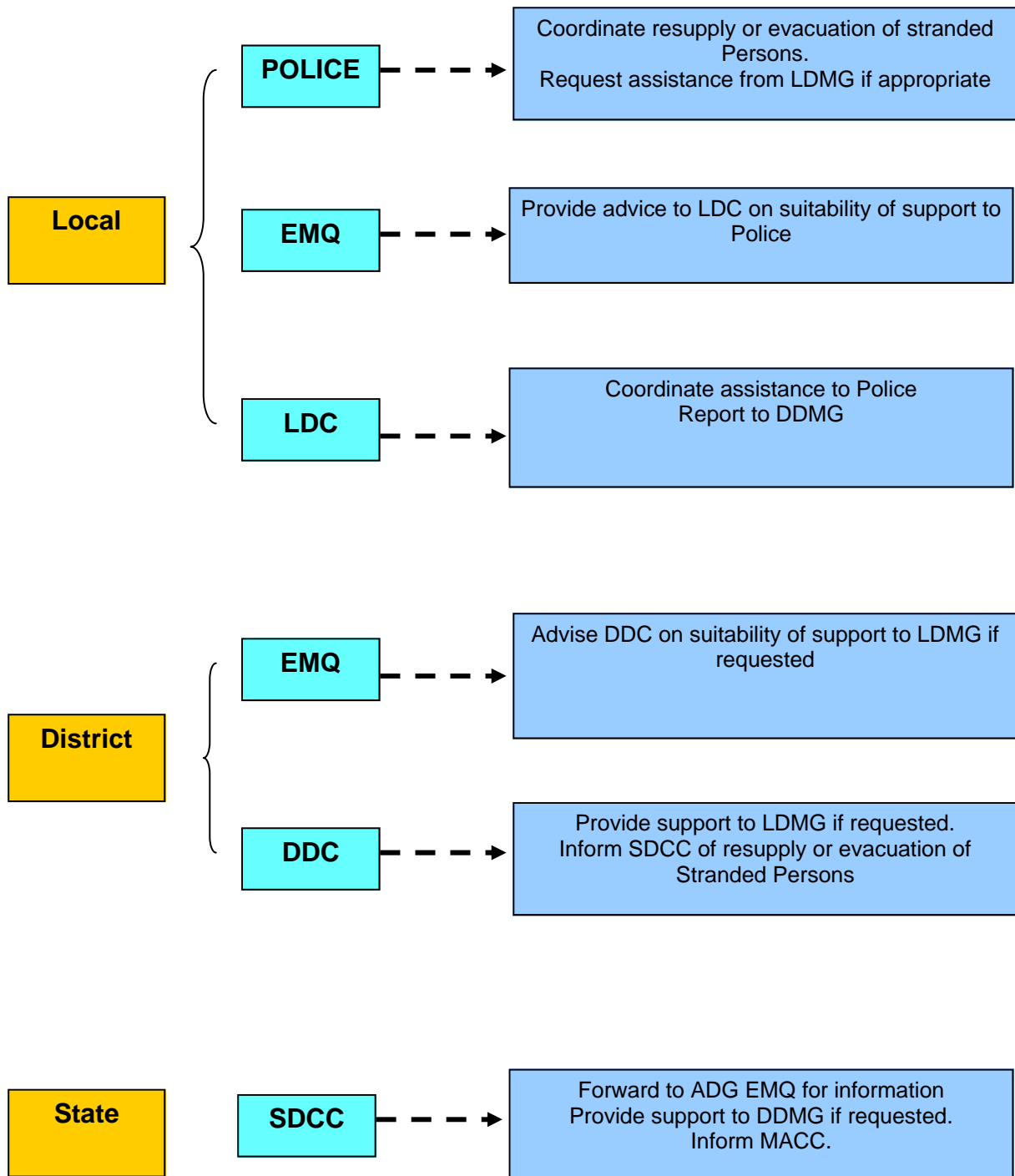
RESPONSIBILITY FLOW CHARTS

Isolated Rural Property Resupply



RESPONSIBILITY FLOW CHARTS

Resupply of Stranded Persons



Isolated Community Resupply

Resupply to isolated communities

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 extraordinary cost of transporting goods by alternate methods.

When determining the need for resupply the Local Disaster Coordinator (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.

As well as retailers the local disaster management group must consider organisations other than retailers, this may include:

- a. Hospitals and clinics,
- b. Charity organisations (meals on wheels, school based feeding programs)
- c. Postal contractors,
- d. Fuel suppliers (aviation fuel, essential fuel supplies only)
- e. Vets,
- f. Ambulance,
- g. Aged care facilities, and
- h. Any other local organisation that supplies essential goods or services.

LOCAL DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply to isolated communities

19. LDMGs are to certify by a Local Government Request for Resupply (annex F) to the DDC that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected communities.
20. LDMGs will be the focal point for processing any request for resupply by any community in their area of responsibility. No request for resupply is to be passed to the relevant DDC until it has been examined and checked by the EMQ member on the LDMG.
21. LDMGs will also be responsible for:
 - a. 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;
 - b. 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 LDMG;
 - c. 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 appropriate EMQ Officer;
NOTE: As the volume and mass details provided to EMQ 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.
 - d. Ensuring retailers arrange for the collection of their supplies from the delivery point or organising local delivery;
 - e. Checking the manifests of supplies delivered against the copies of the retailers' orders provided;
 - f. Certifying to the appropriate EMQ Officer that all supplies have been delivered and that delivery manifests are correct.
NOTE: LDMGs 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.

DISTRICT DISASTER COORDINATOR RESPONSIBILITY

Resupply to isolated communities

22. The EMQ member on the DDMG is to examine each request for a resupply operation and, if it is considered an operation is warranted, refer the request to the DDC accompanied by pertinent recommendations.
23. DDCs are responsible for ensuring that any request for resupply from any LDMG in their Disaster District is in accordance with the resupply policy and is approved. No requests from LDMGs for resupply operations are to be referred to the State Disaster Coordination Centre (SDCC) until they have been endorsed by the DDC.
24. DDCs should be aware they are requesting operations that may be unbudgeted for and not 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.
25. DDCs will also be responsible for:
 - a. 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. Details of three local competitive quotes for the transportation of the resupply goods should be forwarded to the SDCC;
 - b. Monitoring resupply operations in their Disaster District to ensure the most efficient use of resources.
26. EMQ member will be responsible for:
 - a. Where it has been determined that the SDCC will be making arrangements for satisfying requests for resupply operations, collate all requests from LDMGs, seek DDC approval and pass them to the SDCC in accordance with directions from the SDCC;
 - b. Checking LDMG requests for resupply to ensure they comply with the guidelines before processing them any further. Where any apparent discrepancies arise, that cannot be resolved with the LDMG, they are to be referred to the DDC for resolution;
 - c. Where variations to the 'essential supplies' guidelines are being sought by a LDMG, examining those requests and making recommendations on them to the DDC; and
 - d. Liaise with major mail centre to ensure delivery of essential mail.
NOTE: If suitable resources are available to a DDC 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.

District Resupply Operation

27. 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 ensure cost recovery. If such measures are NOT activated, then they should seek State approval under this guideline to ensure financial cover is available.
28. The DDC should ensure that provision is made for the carriage of mail when applicable.

ASSISTANT DIRECTOR GENERAL – EMERGENCY MANAGEMENT QUEENSLAND

Resupply to isolated communities

29. The Assistant Director General 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.
30. The ADG EMQ will also be responsible for:
 - a. Making decisions with respect to any recommendations forwarded by DDC on requests for variation to current 'essential supplies' guidelines;
 - b. Issuing instructions to a DDC with respect to the method of satisfying requests in their district for resupply operations;
 - c. Managing the provision of transport resources through the SDCC to satisfy Disaster District requirements when State level assistance for such operations is requested; and
 - d. 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.
 - e. Ensuring that attention is given to the regular carriage of mail on the provision that Australia Post has made all necessary arrangements.

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.

Annex A provides more detailed information in the form of operational guidelines on the conduct of resupply of isolated communities and includes sample letters (Annex B and E) that may be used to provide information to retailers in relation to resupply operations.

No two resupply operations are identical; it is therefore recommended that the local disaster management group adapt these operational guidelines 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 guidelines must be included in the local disaster management plan and a copy provided to the district group.

Process for the conduct of Resupply to isolated communities



Isolated Rural Property Resupply

Resupply to Isolated Rural Properties

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 this policy includes both 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.

It is the responsibility of the Isolated Rural Property to place their orders with the retailer and pay for goods, the LDMG and DDMG 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 shire and include:

- Contact details (Phone, fax, email),
- Number of residents (and ages),
- Airstrip capacity,
- GPS location (latitude, longitude) of the houses,
- Landing area (rotary wing) and hazards,
- UHF channel monitored, and
- 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 DDC.

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

LOCAL DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply to Isolated Rural Properties

31. The LDMGs are to certify by a **Isolated Rural Properties-Request for resupply** (annex K) to EMQ that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected properties.
32. Where resupply operations for isolated rural properties are being contemplated, the council should canvass all properties in the area prior to submitting an Isolated Rural Properties-Request for resupply to EMQ to ensure the most effective and efficient use is made of transport resources.
33. Councils will be the focal point for processing any request for resupply by any rural property in their area of responsibility.
34. Council will also be responsible for:
 - a. 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;
 - b. 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;
 - c. 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.
 - d. Ensuring goods are delivered from the retailer to the transport departure point.
 - e. Checking the manifests of supplies delivered against the copies of the orders provided to them;
 - f. Certifying to the appropriate EMQ Officer that all supplies have been delivered and that delivery manifests are correct.
 - g. Collection of mail and medications that are to be transported.
35. The Shire is responsible for the payment of transport costs. The use of rotary wing aircraft may amount to significant expenditure therefore the LDMG must ensure that engagement of transport providers is in accordance with the local government's procurement policy.
36. The LDMG is to maintain regular contact with isolated rural properties throughout the period of isolation.
37. Following approval of the DDC the LDMG is to engage the transport provider and coordinate the logistics of conducting resupply to isolated rural properties.

DISTRICT DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply to Isolated Rural Properties

38. The EMQ member on the DDMG is to examine the request for a resupply operation and, if it is considered an operation is warranted, refer the request to the DDC accompanied by pertinent recommendations.
39. DDCs should be aware they are requesting operations that may be unbudgeted for and not 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 and the request sent to the SDCC for consideration of financial support.
40. The DDC and EMQ member on the DDMG must consider other resupply to isolated rural properties in adjoining shires. The DDMG should explore the option of combining resupply operations across local government boundaries.
41. The DDC and EMQ member on the DDMG are to consider the cost effectiveness of the LDMG request for resupply. The DDMG should consider the type of transport method requested, the proposed hours of engagement and any additional tasking that the aircraft may be utilised for.
42. EMQ member will be responsible for:
 - a. Checking LDMG requests for resupply to ensure they comply with the guidelines before processing them any further. Where any apparent discrepancies arise, that cannot be resolved with the LDMG, they are to be referred to the DDC for resolution;
 - b. Where variations to the 'essential supplies' guidelines are being sought by a LDMG, examining those requests and making recommendations on them to the DDC; and
43. The DDC is to inform the SDCC of the resupply operations including number of persons receiving resupply, quantity of goods and notify the SDCC upon completion of the operation.

STATE DISASTER COORDINATION CENTRE RESPONSIBILITIES

Resupply to Isolated Rural Properties

44. The SDCC is to inform the ADG EMQ and DCS media of the resupply operations including the number of rural properties resupplied, the number of persons receiving resupply and the quantity of goods delivered.

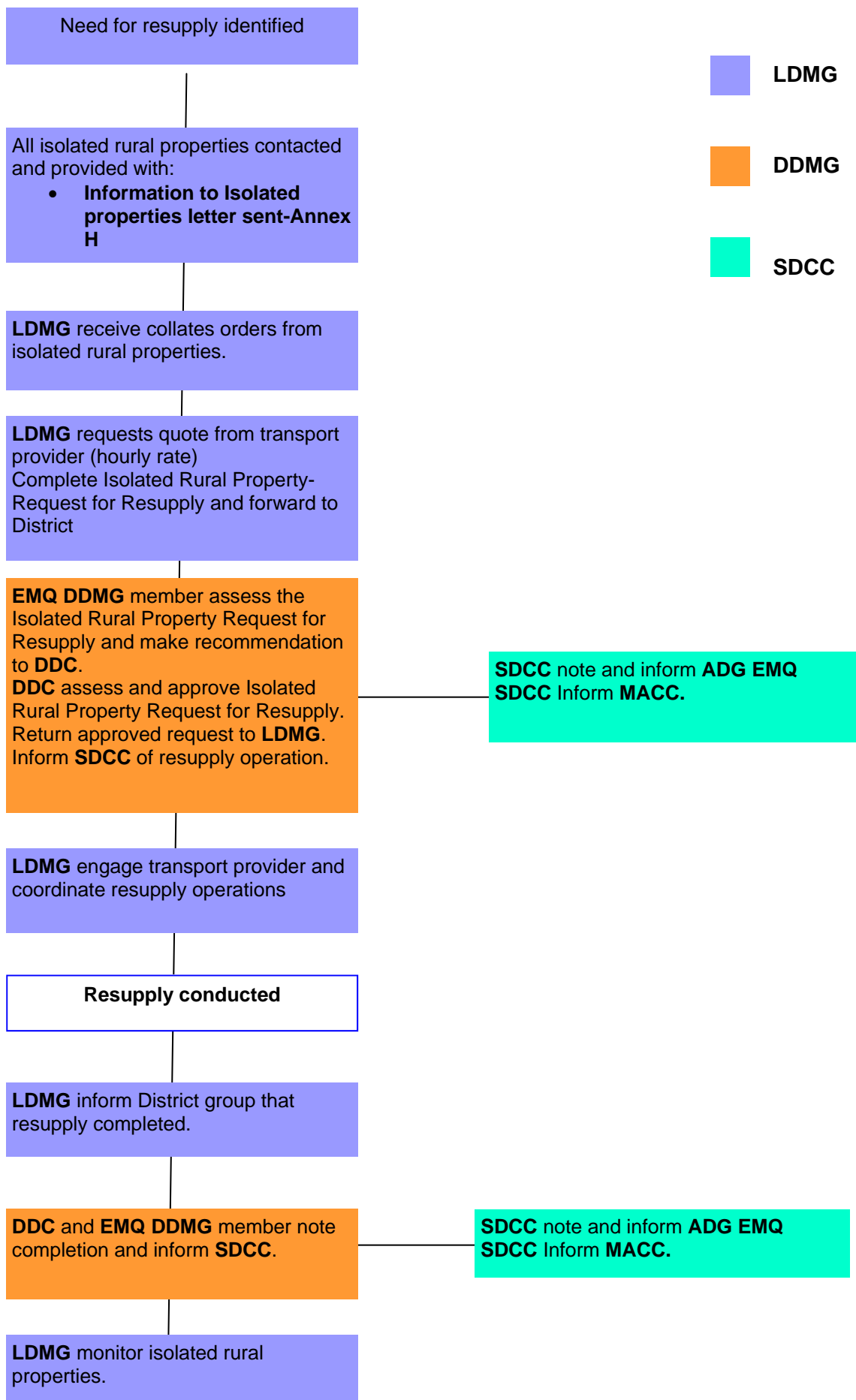
Process for the conduct of Resupply to isolated rural properties

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

Annex G provides more detailed information in the form of operational guidelines on the conduct of resupply of isolated rural properties and includes a sample letter (Annex H) that may be used to provide information to properties in relation to resupply operations.

No two resupply operations are identical; it is therefore recommended that the local disaster management group adapt these operational guidelines 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 guidelines must be included in the local disaster management plan and a copy provided to the district group.

Process for the conduct of Resupply to isolated rural properties



Resupply of Stranded Persons

Resupply of Stranded Persons

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.

The resupply of stranded persons is coordinated by the **Queensland Police Service**. The Queensland Police Service will coordinate any resupply or evacuation of stranded persons. The police may utilise the resources of the local disaster management group if the group is active in response to an event in the local government area.

If the LDMG is not active the Police Service will conduct resupply or evacuation of stranded individuals and report through the normal police reporting system.

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

POLICE RESPONSIBILITIES

Resupply of Stranded Persons

45. Police will determine the most appropriate course of action in response to reports of a stranded individual, or group of individuals. Police will make the decision to resupply stranded individuals or to evacuate them to a safer environment.
46. In the event that there is no activation of the local disaster management group police will coordinate the conduct of resupply or evacuation of stranded individuals through the normal police reporting and command structure.
47. Should the local disaster management group be active in response to an event in the local government area the police may utilise the resources of the local group in order to conduct resupply or evacuation of stranded individuals.
48. Police remain responsible for the safety and welfare of stranded individuals regardless of the involvement of the local disaster management group.
49. Reporting is through normal police reporting and command structures. In the event that local disaster management group resources are utilised police will provide additional reporting to the group.

LOCAL DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply of Stranded Persons

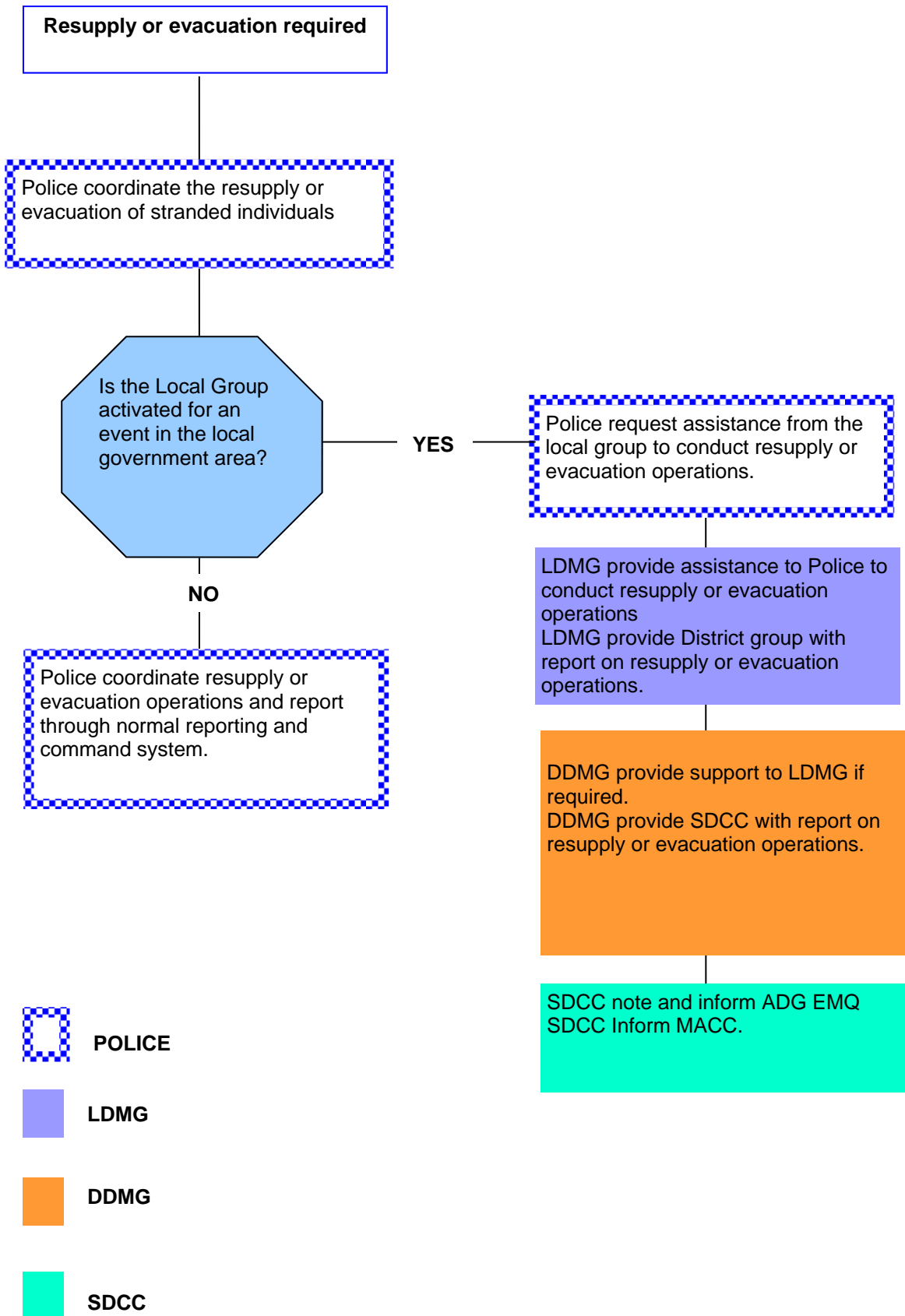
50. The LDMG, if activated, is to provide assistance to the police to conduct resupply or evacuation operations for stranded individuals, or groups of individuals.
51. The local group is to inform the district group of any resupply or evacuation operations including:
 - a. Number of persons resupplied or evacuated,
 - b. Location evacuated from,
 - c. Location evacuated to,
 - d. Number of persons resupplied or evacuated (including age and gender), and
 - e. The circumstances of the operation.
52. The local group may be requested to organise food and essential goods or accommodation for stranded individuals. The local group is to discuss the suitability of this request with the EMQ member of the local group.

DISTRICT DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply of Stranded Persons

53. Provide information to SDCC in relation to the resupply or evacuation of stranded individuals.
54. Provide resources to local disaster management group to support resupply or evacuation of stranded individuals if requested. DDC to discuss suitability of support to local group with EMQ member of DDMG.

Resupply of Stranded Persons



REVIEW

55. These procedures and guidelines will be reviewed after each series of resupply operations at the end of each year's cyclone season and either confirmed or modified as required based on operational experience. Debriefing sessions are to be convened to enable all affected organisations to have the opportunity for input to this review process.

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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 Skytrans 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/packageing 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 Supplies Guidelines contained within the Checklist*).

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 LDMG/DDMG for inclusion with the resupply supporting documentation to assist the carrying agent with identifying contents and weights of cargo.

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

LDMGs 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.

Operational Checklist for Resupply to Isolated Communities

This checklist is provided for use in the resupply of isolated communities within your Shire. 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	LDMG	<p>Advise the DDMG 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>Check with DDC as to the supply of fresh, frozen and dairy products.</p>	<p>This is only a warning, at this stage and quantities are not required. The DDC will make the decision to allow or disallow fresh, frozen and dairy products. The DDC will make this decision in consultation with the LDC/Chair of the LDMG based on the community need and logistics.</p>	<p>By: Date:</p>	
2	LDMG	<p>Initial letter to retailers- Annex B 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> <ul style="list-style-type: none"> • Chamber of commerce (if present) • Retailers, • Clinic/Hospital, • Post master, • Aged care facility • Fuel suppliers (essential fuels only) • Aviation fuel suppliers. 	<p>By: Date:</p>	

Item	Responsibility	Actions	Note	Completed	Comments
3	LDMG	Copies of orders and Isolated Communities-Resupply Order Form (as attached to the initial letter) received by LDMG	Check against list of letters sent. If no response received follow up with a phone call.	By: Date:	
4	LDMG	Orders checked by LDC, the items ordered must be <i>essential</i> as per the policy (Annex D).	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.	By: Date:	
6	LDMG	Orders collated onto Local Government Request For Resupply (Annex F) . Forward this and copies of orders to the DDMG.	Kg for aircraft or M ³ for barge.	By: Date:	
7	LDMG/DDMG	Teleconference between DDMG/LDMG to discuss the best way to deliver the resupply. Also discuss if there is a requirement to backload goods.	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
8	DDMG	<p>Request quotes from transport companies.</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, if companies fail to quote pass this information on to the SDCC.</p> <p>If you are recommending that the 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>	By: Date	

Item	Responsibility	Actions	Note	Completed	Comments
9	SDCC	For ADG EMQ approval and Purchase order.		By: Date	
10	DDMG	On receipt of approval from the ADG EMQ advise the LDMG.	Advice needs to include the following: <ul style="list-style-type: none"> • Confirmation of dates and times. • Delivery location and times • Packaging instructions. • Transit times • Type of aircraft • Unloading instructions (hand or forklift) • Load size (per lift) • Will fuel be required. 	By: Date	
11	LDMG	Retailers advised of the resupply times and dates. Send out Second letter to retailer. Retailers advised to submit their orders to their suppliers(as per the letter)	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, Shire may need to provide lifting and transport equipment if not available commercially.	By: Date	

Item	Responsibility	Actions	Note	Completed	Comments
12	DDMG	Organise loading of the aircraft if this is required.	<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>	By: Date	
13	DDMG/LDMG	Resupply commences	<p>DDMG to liaise heavily with transport company and LDMG to ensure times and loads are adhered to and the LDMG 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 LDMG as the aircraft is ready to depart.</p>	By: Date	

Item	Responsibility	Actions	Note	Completed	Comments
14	LDMG	<p>During the resupply report any issues to the DDMG.</p> <p>Organise and/or monitor the progress of the resupply. Speak with retailers to ensure they have received what they ordered.</p>	This may include mix ups in loads or delays in aircraft.	By: Date	
15	LDMG	<p>Resupply complete.</p> <p>Advise the DDMG that the resupply is complete.</p>		By: Date	
16	DDMG	Once the resupply is complete advise the SDCC with complete figures on number of lifts, type of goods transported and total weight of goods.	The DDMG 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	DDMG/LDMG	Post resupply review	<p>Look at areas for improvement.</p> <p>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.</p>	By: Date	

Initial letter to retailers Example Only

Dear,

The **Name** Local Disaster Management Group has requested a resupply of essential goods on or around the **Date**, this has resulted from 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 Local Disaster Management Group 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 Local Disaster Management Group 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 Local Disaster Management Group 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



ISOLATED COMMUNITY - RESUPPLY ORDER FORM

Retail Outlet or Isolated Community is to complete form and forward to
Local Government Disaster Co-ordination Centre

TO: <i>(Local Govt to enter details)</i> LDCC Fax: LDCC Ph: EMAIL:	FROM: Telephone: Facsimile:
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Date	Time	Request Number <small>(To be numbered consecutively)</small>

1. FOOD AND BASIC GOODS RESUPPLY IS REQUESTED FOR:	
Location	
Last date normal supplies received	
Period of isolation	
Expected period of isolation	
Reason for isolation (eg. All roads cut, Bridge out)	
Has the wholesaler been contacted and advised of the situation?	
TOTAL WEIGHT OF SUPPLIES REQUESTED	Kilograms
If approved, date supplies required	
CERTIFICATION	
I hereby certify that a re-supply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.	
Signature	Name
Position	Organisation

LIST ALL WHOLESALE OUTLETS AND ORDERED REQUIREMENTS FOR AIR CARRIAGE, LOADS TO BE IN KILOGRAMS (Kg) FOR SEA CARRIAGE, LOADS TO BE IN CUBIC METRES (m ³)			
NAME OF BUSINESS	FRUIT AND VEGETABLES	DRY GOODS	FROZEN/CHILLER
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
	Kg/m ³	Kg/m ³	Kg/m ³
NOTE: Frozen / chilled food only to be carried if absolutely 'essential', if approved by DDC and if properly packed by the Wholesaler to ensure preservation for entire journey until retailer or community take delivery. Weight of frozen/chilled food to include weight of ice and packaging.			

LDCC USE ONLY			
LOCAL DISASTER CO-ORDINATION CENTRE			
Is the Local Government able to resupply the isolated community utilising available resources			
Action taken			
C) Reply to Retail Outlet			
D) Approval Number		Order Number	
ABOVE ACTION CERTIFIED BY			
POSITION		Local Disaster Coordinator LDMG	

ESSENTIAL SUPPLIES GUIDELINES

1. The following guidelines are to be used to determine if goods are considered 'essential' to maintaining human life and/or health until normal resupply operations can recommence:
 - 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);
 - e. Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);
 - f. Dried pet foods (tinned pet food should be obtained prior to isolation);
 - g. 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;
 - h. Aviation fuel (subject to it being used for reconnaissance or to resupply local homesteads);
 - i. Batteries (subject to clearance by the carrying agency) for powering transistor radios, or hand held/portable radio transmitters/receivers;
 - j. 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.
2. The following are not considered as 'essential supplies':
 - 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.

Second letter to retailers Example only

Dear,

As you would be aware the **Name** Local Disaster Management Group 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 Local Disaster Management Group 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 current resupply policy or may be considered dangerous to transport. Please be assured that the same rational 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 you 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 weighs and receivers 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 paced 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 Local Disaster Management Group will facilitate this. **Depends on local arrangements**

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

Yours Sincerely



LOCAL GOVERNMENT - REQUEST FOR RE-SUPPLY

Local Government is to complete form and forward to DDCC
DDCC to review and forward to SDCC for the action of CO EMQ

TO: <i>(Local Govt to enter details)</i> DDCC Fax: DDCC Ph: Email:	FROM: Telephone: Facsimile:
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Date	Time	Request Number <i>(to be numbered consecutively)</i>

1. FOOD AND BASIC GOODS RESUPPLY IS REQUESTED FOR:	
Location:	
Last date normal supplies received:	
Period of isolation:	
Expected period of isolation:	
Reason for isolation: <i>(eg all roads cut, bridge out)</i>	
Have ALL local food supply outlets and hospitals been contacted:	
IF outlying property re-supply, have ALL properties 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:	

LIST ALL WHOLESALE OUTLETS AND ORDER REQUIREMENTS	
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/m ³	kg/m ³	kg/m ³
	kg/m ³	kg/m ³	kg/m ³
	kg/m ³	kg/m ³	kg/m ³
	kg/m ³	kg/m ³	kg/m ³
	kg/m ³	kg/m ³	kg/m ³
	kg/m ³	kg/m ³	kg/m ³

NOTE: Frozen / chilled food only to be carried if absolutely 'essential', if approved by DDC and if properly packed by the Wholesaler to ensure preservation for entire journey until retailer or community take delivery. Weight of frozen/chilled food to include weight of ice and packaging.

Detailed order lists have been obtained from ALL retail outlets and properties requesting supplies, and same are available for your viewing at your request.

DDCC USE ONLY			
DISTRICT DISASTER CO-ORDINATION CENTRE			
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:	<i>District Disaster Coordinator</i>	Signature:	

Operational Checklist for Resupply to Isolated Rural Properties

This checklist is provided for use in the resupply of isolated properties within your Shire. 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 DDMG of proposed actions.		By: Date:	
3	Contact list for properties is complete.	Checked against Shire rates notices and local knowledge.	By: Date:	
4	All isolated properties in the Shire 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 Shire.	By: Date:	
5	Copies of orders received from isolated properties (carbon copy of orders supplied to retailers)	These need to be approved by Chair or LDC	By: Date:	
6	Contact helicopter (or aircraft) providers and obtain quotes and determine availability.	This should be in accordance with Shire 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	Actions	Note	Completed	Comments
7	Request permission from DDMG to engage aircraft.	LDC to sign Isolated Rural Property Resupply Request form and forward to DDC.	By: Date	
8	LDC approves quote from aircraft provider.	The XO must be satisfied that this offers value for money. The total cost will be an estimate at this stage. The XO must ensure that the intended use of the aircraft fit the guidelines of NDRRA and/or the Shire accepts the cost.	By: Date	
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 of this data.	By: Date	

Item	Actions	Note	Completed	Comments
12	Assign SES or Council 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 LDMG to be kept informed of progress at all times. DDMG informed of quantity of goods and number of properties that are being resupplied.	By: Date	
14	Resupply complete	LDC LDMG and DDMG to be informed.	By: Date	
15	Final check	LDC LDMG 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:	

Information to Isolated Properties

TheLocal Disaster management group 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.....of.....It will be conducted bytransport.

The process for this type of resupply 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 thetransport.

As you would appreciate space on helicopters is limited, please keep this in mind when placing your orders. **The limit per property isKg (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 theA copy of the orders that you place must also be sent to this office by fax:or email:.....

Should you have any questions regarding this resupply please call onor email on

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)	
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.

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



ISOLATED RURAL PROPERTY - AUTHORITY FORM

LDC is to complete the form and forward to EMQ for authorisation by DDC.

TO: <i>(Local Govt to enter details)</i> EMQ Fax: EMQ Ph: EMAIL:	FROM: Telephone: Facsimile:
---	--

Date	Time	Request Number <small>(To be numbered consecutively)</small>

Period of isolation (average)	
Expected period of isolation (average)	
Reason for isolation (eg. All roads cut, Bridge out)	
Have all Rural Properties been contacted?	
Preferred method of delivery (Fixed wing, rotary wing)	
Estimated number of flying hours to complete resupply (and taxi if required)	

Quotes from Transport providers (indicate if Dry Hire)

Company	Aircraft Type	Hourly Rate

LDC preferred transport supplier and preferred aircraft (provide justification if not lowest quote)

I hereby certify that a re-supply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.

Signature		Name	
Position	Local Disaster Coordinator	Organisation	

NAME OF PROPERTY	NUMBER OF PEOPLE ON PROPERTY	AMOUNT OF GOODS REQUIRED (Estimates)
		Kg
		Kg
		Kg
		Kg
		Kg
		Kg
		Kg
		Kg
		Kg
		Kg
TOTAL		Kg

NOTE: Frozen / chilled food only to be carried if absolutely 'essential', if approved by DDC and if properly packed by the Retailer to ensure preservation for entire journey until retailer or community take delivery. Weight of frozen/chilled food to include weight of ice and packaging.

DDC USE ONLY	
DISTRICT DISASTER CO-ORDINATOR	
I approve the engagement of the preferred transport provider	YES / NO
At the quoted hourly rate of	\$
ABOVE ACTION APPROVED (Signature)	
BY (Name)	
POSITION:	District Disaster Coordinator
Date	

