



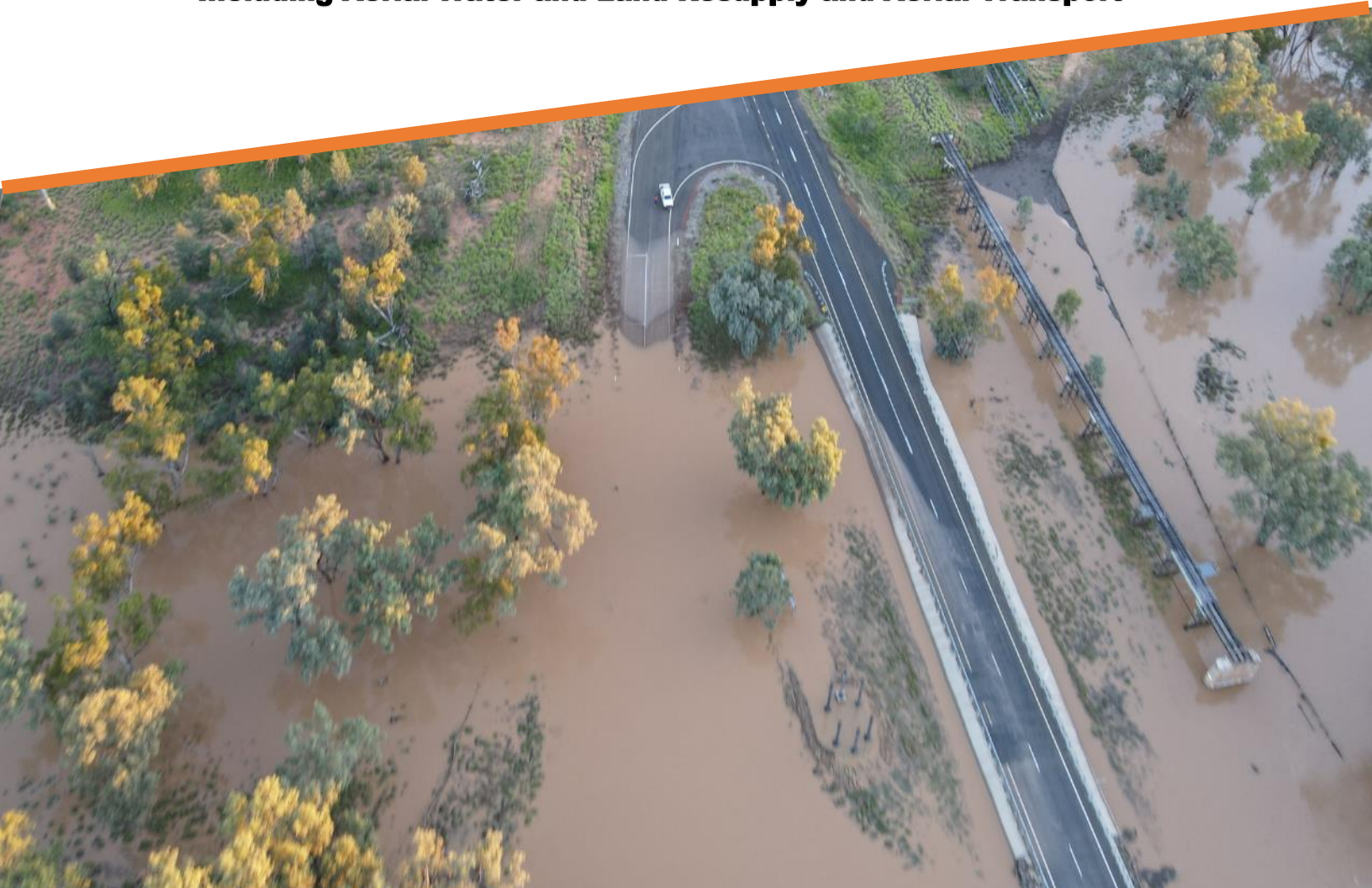
SHIRE OF MURWEH

MORVEN - CHARLEVILLE - AUGATHELLA

**LOCAL DISASTER
MANAGEMENT**

Resupply Sub-plan

Including Aerial Water and Land Resupply and Aerial Transport





Acknowledgement of Country

Murweh Shire Council acknowledges the traditional Country of the Bidjara Peoples. We wish to pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Murweh community.



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Acknowledgements

Council wishes to thank all contributors and stakeholders involved in the development of this document.

Disclaimer

Information contained in this document is based on available Information at the time of writing. All figures and diagrams are indicative only and should be reviewed as such. While the Murweh Shire Council has exercised reasonable care in preparing this document it does not warrant or represent that it is accurate or complete. Council or its officers accept no responsibility for any loss occasioned to any person Acting or refraining from acting in reliance upon any material contained in this document.



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Preliminaries

Authority

This Resupply Sub Plan forms a sub plan to the Murweh Local Disaster Management Plan (LDMP), developed under the authority of the *Disaster Management Act 2003*. This sub plan is managed in accordance with the administrative and governance processes outlined within the Murweh LDMP including approval, document control, distribution and review.

Document Control

This Murweh Resupply Sub Plan is a controlled document and is not to be altered, amended or changed in any way other than those amendments endorsed by the Murweh LDMG.

The controller of the Murweh LDMP is the Murweh Local Disaster Coordinator (LDC). Any proposed amendments to this Sub-Plan should be made in writing to:

**The Local Disaster Coordinator
Murweh Local Disaster Management Group
PO Box 63
CHARLEVILLE QLD 4470**

The LDC may approve inconsequential amendments to this plan. Any changes to the intent of this plan must be endorsed by the Murweh LDMG and approved by Murweh Shire Council.

The following table lists all approved changes and amendments to this plan.

Amendment Register

Version	Date	Prepared by	Comments
1.0	Sept 2019	John Wallace, Murweh Shire Council Scott Walsh, QFES	New plan created.
2.0	May 2020	Jonelle Tyson	Review and Update
3.0	July 2021	John Wallace	Review by LDMG
4.0	August 2022	John Wallace	Reviewed by LDMG
5.0	August 2024	Toni White	Reviewed and updated

Distribution

In accordance with section 60 of the *Disaster Management Act 2003*, this sub-plan (excluding confidential annexures) is available for inspection, free of charge, via Council's website at <https://www.Murweh.qld.gov.au>. Refer below and Annexure A.

Position and organisation	Copy	Comments
Murweh Shire Local Disaster Management Group (LDMG) Chair and Deputy Chair	Electronic or hard copy	Copies as required
Murweh Shire Council	Electronic and hard copy	Copies as required
LDMG Local Disaster Coordinator (LDC), Deputy LDC and Secretariat	Electronic and hard copy	Copies as required
LDMG Members	Electronic copy	Copy for each member
Charleville District Disaster Management Group District Disaster Coordinator (DDC) and Executive Officer (XO) Emergency Management Coordinator	Electronic and hard copy	2 copies
LDMG Community Sub Groups	Electronic	1 copy
Relevant Agencies	Electronic	1 copy
General Public		On request a hard copy is available for public access.

This document should be read in conjunction with the Queensland Disaster Management Act 2003, Regulations 2014, Policies, Procedures and Queensland Resupply Manual – M1.205. Along with the Murweh Shire Council Local Disaster Management Plan, Sub-Plans, Policies, Guidelines and Procedures.

Glossary and Acronyms/Abbreviations

To ensure the correct lexicon terminology is used in accordance with the emergency management industry and relevant legislation please refer to the appropriate documents outlined below:

The industry Glossary can be sourced on page 89 of the *Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guidelines 2018* – Section 8.1.

The industry Glossary can be sourced on page 89 of the *Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guidelines 2018* – Section 8.1.

The industry acronyms and abbreviations can be sourced on page 101 of the *Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guidelines 2018* – Section 8.2.

For relevant Definitions and Abbreviations used within this document please refer to the Annexure B and C at the end of this document.

Approval of the Plan

Approval

This Local Disaster Management Plan has been prepared in accordance with the *Disaster Management Act 2003*, to provide for disaster management and disaster operations in the Murweh Shire local government area.

The plan is endorsed for distribution by the LDMG.



Cr Shaun Radnedge

Mayor of Murweh Shire Council and Chair of Murweh LDMG

Endorsement

The preparation of this Plan has been undertaken in accordance with the *Disaster Management Act 2003*, to provide for effective disaster management in the Murweh Shire Council local government area.

The Plan is endorsed for distribution by the Murweh Shire Council.



Cr Shaun Radnedge

Mayor of Murweh Shire Council and Chair of Murweh LDMG



Introduction

Purpose

The purpose of this sub plan is to outline the operational requirements, conditions and processes for resupply operations within the Murweh Shire Local Government Area (LGA) in line with Queensland resupply arrangements.

In accordance with the Queensland Resupply Manual, the processes outlined in this sub plan provide a system for support to isolated persons in the Murweh LGA without compromising the fundamental responsibilities of individuals and communities for self-help and mutual assistance

The application of this sub plan in accordance with the Queensland resupply arrangements will assist in ensuring eligibility for cost recovery under Australian and Queensland Government disaster funding arrangements and programs.

Scope

This Resupply Sub Plan applies to disaster events within the Murweh Shire LGA, for which a coordinated response requiring the activation of these resupply arrangements is necessary.

Objectives

The primary objective of this sub plan is to facilitate resupply operations to ensure that communities, individual properties and stranded persons within the Murweh LGA can be resupplied with food and other essential goods during times of extended isolation so they are not economically disadvantaged by the costs of additional transportation required in such circumstances.

The key objectives of the sub-plan are to:

- ensure that communities have essential goods for survival;
- ensure that communities are not economically disadvantaged by additional transport costs of procuring essential goods during times of prolonged isolation; and
- ensure the correct procedures are applied when conducting resupply operations to facilitate good practice and financial accountability for any measures taken.

Murweh Shire Resupply Context

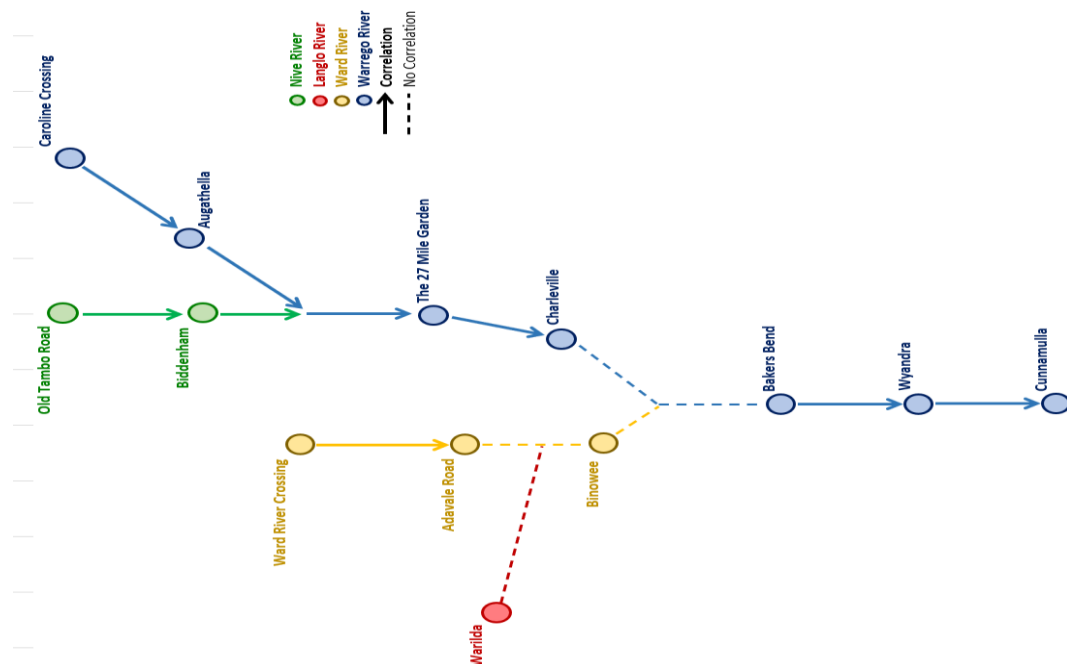
The expansive size and landscape of the Murweh Shire LGA and the hazards to which it is susceptible means that isolation of communities, properties and individuals is a likely occurrence during disaster events such as major flooding.

Flooding of the Warrego River and its tributaries are the main cause of isolation within the Murweh LGA with lead times typically ranging from two to five days and road closures lasting from one to two weeks. Being familiar with the impacts of floods and isolation, most communities, properties and individuals maintain a level of preparedness for and resilience against such periods of isolation. However, retailers and the general public should still be regularly encouraged to maintain stocks of essential goods for up to two weeks of isolation.

It is also likely that travelers may on occasion become stranded between or within isolated areas throughout the Shire during major flooding events. In particular, heavy vehicle drivers of double and triple trailer road trains are susceptible to isolation as they cannot turn around on narrow roads with sodden shoulders.

The following table outlines the average lead times, isolation and resupply periods relevant to flooding in the Murweh Shire:

Consideration	Resource	Capacity / Duration
Warnings	Caroline Crossing to Warrego River Augathella	12 hours lead time
	Oakwood to Ward River (Charleville – Quilpie Rd)	14 hours lead time
	Warrego River (Augathella to 27 Mile Gardens)	12 hours lead time
	Warrego River (27 Mile Gardens to Charleville)	12 hours lead time
	Nive to 27 Mile Gardens	12 hours lead time
	YoYo Creek to Warrego River below 27 Mile Gardens	24 hours lead time
	Angellala Creek (Charleville – C'mulla)	2 days lead time
	Langlo Crossing(Warilda) to Ward River (Binowee) (Charleville/Quilpie Rd)	32 hours lead time
Transport	Diamantina Development Road (Charleville – Quilpie)	Approx. Closed for 1 week
	Warrego Highway (C'ville – Morven)	Approx. Closed for 1 week
Transport	Mitchell Highway (C'ville – Wyandra)	Approx. Closed for 1 week
	Mitchell Highway (C'ville – Augathella)	Approx. Closed for 1 week
	Landsborough Highway (Morven – Augathella -Tambo)	Approx. Closed for 1 week
	Charleville Airport	All Weather
	Rail -	Approx. Closed for 1 week
Resupply	Food	1 week (road): 24 hours (air)
	Medical	1 week (road): 6 hours (air)
	Fuel	1 week (road)





Planning Assumptions

Resupply is not a substitute for preparation - resupply operations are expensive and logistically challenging and should always be considered a last resort measure. As such, this plan does not replace the fundamental responsibility of individuals and communities for their own preparedness, self-help and mutual assistance.

It is important that individuals and communities do not become reliant on resupply operations in the event of isolation – they are responsible for their own wellbeing – and this responsibility does not change during periods of isolation. However, it is recognised that there may be times when access to the essentials of life such as food and medication becomes compromised as a result of isolation from the normal supply system.

Queensland Resupply Guidelines

The purpose of resupply operations is to ensure that isolated individuals and communities have essential goods for survival and are not economically disadvantaged by additional transport costs during disaster events. In such circumstances, the Government will pay the additional transport costs to deliver essential items to isolated individuals and communities¹.

It is important to note that individuals and communities should not become reliant on resupply operations and are encouraged to become self-sufficient in all their needs in case of isolation.

Types of Resupply

There are three distinct categories of resupply as set out in the Queensland Resupply Manual:

- isolated community resupply;
- isolated rural properties resupply; and
- resupply of stranded persons.

[M.1.205 Queensland Resupply Manual \(disaster.qld.gov.au\)](https://disaster.qld.gov.au)

These categories are described in the following table.

Type	Description
Isolated Community Resupply	This type of resupply operation is used when the individuals residing in that community have ready access to retail outlets; however, the retail outlet/s are unable to maintain the level of essential goods required by the community due to normal transport routes being inoperable as a result of a natural event(s). In these situations, the state government contributes to the cost of transporting goods by alternate methods, to ensure that essential good remain available to the community through its normal retail facilities.
Isolated Rural Properties Resupply	Isolated rural properties are defined as groups of individuals isolated from retail facilities due to normal transport routes being inoperable as a result of a natural disaster event(s). This may include primary producers, outstations or small communities that have limited retail facilities and require resupply. The aim of resupply operations to isolated rural properties is to maintain access to essential goods, including medications.
Resupply of Stranded Persons	Resupply of stranded persons is undertaken to provide essential goods to individuals who are not at their normal place of residence and are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural disaster event/s. This normally relates to stranded travellers and campers and in the case of the Murweh Shire can apply to stranded double and triple road train drivers who find themselves unable to turn around on narrow roads that are often sodden on the shoulders). This type of resupply or evacuation is coordinated by the QPS who may also use the resources of the LDCC (if activated).

¹ Queensland Resupply Manual – M.1.205 –2018

Individual and Community Responsibilities²

The majority of disaster events that cause the isolation of Murweh communities and properties occur on a seasonal basis. In most cases, the effects of such events upon surface access routes can be predicted with reasonable accuracy.

Communities which are likely to be affected by such events should prepare well in advance for both the event and the expected period of isolation by:

- stocking up on sufficient water, foods, medicines and other items they would need to sustain themselves for the expected period of isolation (a minimum of 72 hours / 3 days);
- checking with their local Australia Post to confirm arrangements for the delivery and collection of mail during periods of isolation;
- arranging suitable access to tuition for school children;
- maintaining contact with neighbours and friends;
- relocating stock from threatened areas;
- preparing fodder stockpiles to last stock 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 stockpiled goods to prevent them being damaged and rendered unusable, or spoiling because of the length of storage time;
- having sufficient fuel stocks for generators, machinery, vehicles and aircraft;
- ensuring that Council has accurate details of the location of their property/s and (if applicable) landing strips or helipads using GPS latitude and longitude data to assist possible resupply operations; and
- ensuring that Council has details of potential hazards near likely landing areas for resupply operations such as power and phone lines, tall or unsecured objects.

Principles for Operational Procedures³

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

- Resupply operations will typically be conducted using flood boat, fixed or rotary wing aircraft
- Wherever possible, retailers' regular retail / wholesale resupply systems should be used and supplies should be delivered via bulk orders from their usual suppliers.
- Wherever practicable, resupply operations should be limited to only one operation for each affected area.

² Queensland Resupply Manual – M.1.205 –2018

- Consideration should be given to bulk orders that are sufficient to last affected communities until normal road and/or 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 are experienced, additional resupply operations can be expected

- Retailers are responsible for placing their orders with their normal wholesale suppliers once these orders have been approved.
- Wholesalers are responsible for securely packaging and delivering orders to the nominated dispatch point.
- Orders are to:
 - be properly prepared for transport by the nominated means;
 - be clearly marked with volume, mass and details of recipient to ensure correct delivery; and
 - fully comply with regulations covering the transportation of Dangerous Goods.

Essential Goods Guidance⁴

Only essential goods are eligible under the Queensland Resupply Arrangements.

The following table lists those goods that are considered ‘essential’ to maintaining human and domestic animal life and / or health until normal supply operations can recommence; and those that are not.

Essential Goods		Not Essential Goods	
✓	Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last ‘on the shelf’ without special storage requirements by the isolated communities.	✗	Any alcoholic drinks and canned or bottled soft drinks (except on the advice of appropriate health authorities).
✓	Basic cleaners, disinfectants etc. to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency).	✗	Entertainment equipment and electrical goods of any description (other than those to replace unserviceable household food preparation and similar goods).
✓	Baby foods, formula and nappies.	✗	Any tobacco products
✓	Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate authority).	✗	Any merchandise to allow retailers to trade in anything other than those items considered essential to maintain human/animal health.
✓	Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency).	✗	Animal welfare products and fodder
✓	Dried pet foods (tinned pet food should be obtained prior to isolation).		

⁴ Queensland Resupply Manual – M.1.205 –2018

Essential Goods		Not Essential Goods	
ü	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 QPS-DDC (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities		

Frozen or Chilled Goods⁵

Frozen or chilled goods may not be able to be transported using appropriate refrigerated facilities, leading to a risk of food spoilage during resupply operations. It is therefore recommended where possible, that alternative products are considered (e.g. UHT or powdered milk instead of fresh milk).

The resupply of frozen or chilled goods when suitable alternate products are available may not be approved by the State.

Animal Welfare Products or Fodder

The resupply of animal welfare products and/or fodder is not permitted under the DRFA and these operations are therefore not claimable by Council. Should such requests be received by Council, they should be escalated to the DDMG immediately.

Property owners and businesses should have adequate business continuity plans in place to maintain sufficient levels of essential goods, fodder and animal welfare products to sustain themselves through periods of isolation. They must be advised to prepare stock by relocating them from threatened areas and preparing fodder stockpiles to last them through the expected period of isolation.

Transport of Non-Essential Goods

There are times when goods that are not considered essential may be transported. For this to occur the transport of these goods must not increase the cost of the resupply operation and must have the prior approval of the LDMG.

An example of this would be a small machinery part that would allow a business or property to continue operating or make repairs to essential plant and equipment such as pumps or generators.

Retailers must ensure that transport providers only load essential goods - obvious non-essential goods must not be loaded and the retailer may incur additional transport costs for the return of goods to the place of loading.

Goods Damaged During Transport for Resupply

Insurance for Lost or Damaged Goods

Loss of or damage to goods during road transport is covered by normal arrangements by the Property or Retailer. During water and air transport or the loading/unloading of water/aircraft, it is to be covered under the retailer's transit insurance (which should be incorporated into the company's business insurance).

In cases where goods are damaged and not covered under the retailers' insurance, this should be discussed with the transport coordinator, the transport company and the LDMG.

Reducing the Risk of Damage / Loss

While all care is taken when transporting goods for the purpose of resupply, as in the case of any transportation, goods have been damaged during the loading or unloading of boats and aircraft in the past. The main reason for this damage has been due to the poor packaging.

When packaging goods for resupply operations, it is important for retailers to ensure that all suppliers are aware that the goods will be handled a number of times, exposed to the elements and can be exposed to water spray and other hazards during transportation, loading and unloading. On occasion, boats may have small amounts of water in them that can destroy cardboard packaging. As a result, wherever possible goods should be packed with this in mind - securely plastic and within crates or polystyrene packaging.

Transporting/back-loading of goods from an isolated community⁶

In special cases, consideration will be given to transporting/back-loading personnel or stores from an isolated community via aircraft or watercraft used in resupply operations. In these situations, the community needs to demonstrate they will be isolated for an extended period of time and the transportation would be beneficial.

Back-loading is NOT be undertaken without the approval of the QPS-DDC. If the QPS approves the back loading, the State Disaster Coordination Centre (SDCC) Watch Desk will advise the administrative arrangements.

Education and Preparedness

Murweh Shire Council offer an ongoing public awareness program in conjunction with QPS-EM, with print resources made available to the public at Council offices and Libraries covering flooding and emergency procedures and preparedness, including those relevant to isolation and resupply.

⁶ Queensland Resupply Manual – M.1.205 –2018

The Murweh Shire Council also provides community education material in relation to natural hazard events via the Council website at <http://www.Murweh.qld.gov.au/disaster-management>.

Prior to the onset of storm, flood and bushfire seasons, additional public education is undertaken by the Murweh Shire Council, QPS- Emergency Management and SES as appropriate. The focus of this education is targeted at both residents of the Murweh Shire and the general travelling public.

Financial Arrangements

There are a number of financial arrangements through the Queensland Government for alleviating hardship in circumstances that may require the activation of this plan such as the Queensland Disaster Recovery Funding Arrangements (QDRFA) and the Queensland Resupply Guidelines.

In the absence of conditions allowing the activation of QDRFA, where there are exceptional circumstances, if requested by the DDC through the SDCC, the Commissioner QPS may seek whole-of-government funding for resupply operations.

In all cases, detailed invoices of hours of daily operations and fuel usage must be collated to satisfy claims through financial arrangements such as the QDRFA & QRA. These invoices should reflect the hours of operation on all logs and other resupply documentation.

Resupply Operations

Resupply of 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 wholesaler to retailer is no longer available and using alternative methods of transportation would greatly increase the cost of essential goods to the consumer.

The purpose of resupply operations to 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 without being economically disadvantaged by increased costs in doing so. This is achieved by the State Government contributing to the cost of transporting goods by alternative methods.

It is important to note that the shops in Morven and Augathella and Cooladdi all have very limited shelf space and storage and could run out of stock quite quickly in the event of significantly increased demand that could be placed upon them in the event of isolation.

LDMG Responsibilities⁷

When determining the need for resupply, the LDMG should consider the level of goods available in the entire community. They should not act on requests from individual retailers. The purpose of resupply is to maintain a level of trade for retailers during isolation. In addition to this, 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, QFD, QPS);
- aged care facilities; and
- any other local organisation that supplies essential goods or services.

Resupply of isolated communities may be undertaken by the LDMG, 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 the LDMG organises a resupply operation from within local resources without District approval, they should ensure that suitable funding measures have been activated under State Disaster Relief Arrangements (SDRA) or Queensland Disaster Recovery Funding Arrangements (QDRFA) to enable cost recovery. If no suitable measures have been activated, the LDMG may seek District or State advice regarding cost recovery before undertaking resupply operations.

⁷ Queensland Resupply Manual – M.1.205 –2018

The Murweh LDCC is the focal point for processing any request for resupply by any community in the LGA.

LDCC Responsibilities

The Murweh LDCC is responsible for:

- Coordinating the activities of the retailers, fuel suppliers and hospitals in preparing and placing bulk orders and ensuring those goods are deemed appropriate 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 retailer's 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.

Logistics Officer – Duty Card

DUTY CARD	Logistics Officer
Reports to:	Local Disaster Coordinator
Functional Area:	Logistics (Blue tabard)
RESPONSIBILITIES	
<ol style="list-style-type: none"> 1. Responsible for the overall management of resources for the event 2. Responsible for the overall management of resources for the coordination centre 	
IMMEDIATE ACTIONS	
<ul style="list-style-type: none"> ▪ Assist in the set-up and preparation of the LDCC ▪ Organise supplies 	
DURING DISASTER	
<ul style="list-style-type: none"> ▪ Purchase equipment and suppliers required for operations ▪ Ensure records of all financial transactions are kept. ▪ Arrange catering and resupply of consumables for staff and visitors to the LDCC 	
POST-DISASTER	
<ul style="list-style-type: none"> ▪ Assist with the collection and filing of all documentation from all groups ▪ Participate in post-disaster debrief and review 	

Responsibilities for Resupply of Isolated Communities⁸

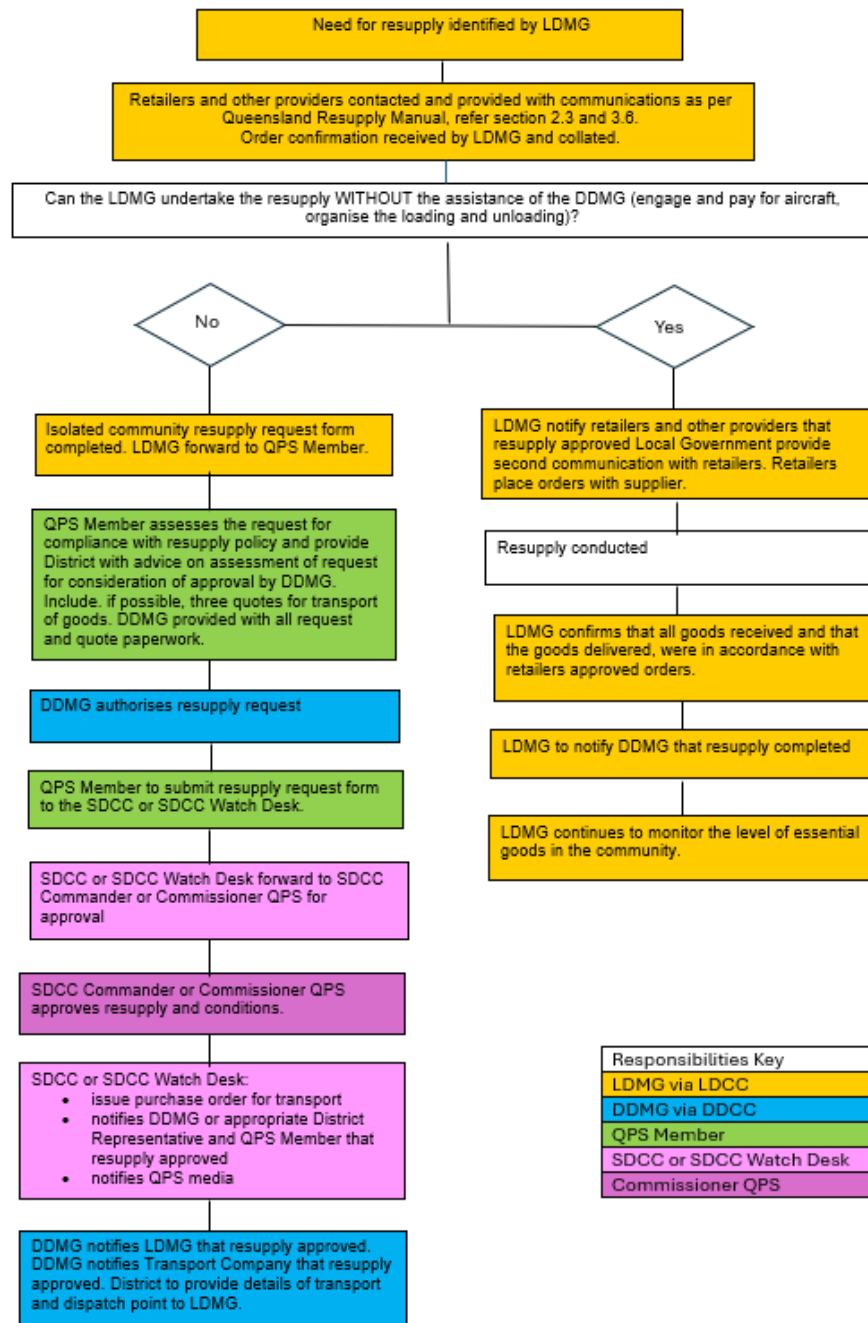
The table on the following page outlines the responsibilities of the key players in the resupply of isolated communities process from local to state level as per the Queensland Resupply Manual.

Level	Responsible Entity	Responsibilities
Local	Local Government	<ul style="list-style-type: none"> • Prepare the community for periods of isolation • Develop local resupply procedures if required • Provide education to retailers on resupply procedures
	QPS	<ul style="list-style-type: none"> • Advise on LDMG resupply operations • Provide advice to LDMG on compliance with resupply guidelines • Provide advice on QDRFA guidelines in relation to resupply
	Local Government Representative	<ul style="list-style-type: none"> • Monitor levels of essential goods in community • Determine the need for resupply • Collate orders • Determine suitable transport method and arrange if undertaking resupply at local level • Submit request to district level if assistance required Arrange for local collection or distribution of goods
District	QPS Member	<ul style="list-style-type: none"> • Advise on DDCC on support to resupply operations • Check request complies with resupply guidelines • Obtain three quotes for transport if LDMG has • Obtain DDMG or Appropriate District Representative approval
	District Representative	<ul style="list-style-type: none"> • Approve resupply request • Submit request to SDCC Watch Desk
State	SDCC or SDCC Watch Desk	<ul style="list-style-type: none"> • Forward to QPS for approval • Issue purchase order for transport costs • Notify DDMG or appropriate District Representative and QPS liaison officer of approval
	SDCC Commander or Assistant Commissioner (AC)	<ul style="list-style-type: none"> • Approve resupply operations and conditions • Ensure resupply manual is reviewed as required

Isolated Community Resupply Process Flowchart

The following flowchart outlines the processes involved in the request and approvals that are required to conduct resupply operations to isolated communities. The templates referenced throughout this process are provided at Annexure D.1 to D.5 for the LDMG to use as required to inform retailers of resupply operations and gather necessary information.

As no two resupply operations are identical, it is therefore recommended that the LDMG adapt this process where needed to suit the requirements of the community and the logistical considerations of the Murweh Shire Council area.



Resupply of 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 sub plan includes both primary producers and smaller communities (e.g. Cooladdi) or outstations within the Murweh LGA that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods.

Arrangements

It is the responsibility of the Isolated Rural Property to place their orders with the retailer and pay for goods - the LDMG/LDCC 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.

The Murweh LDMG is responsible for ensuring that rural properties within the LGA that are subject to isolation are aware of the resupply process and who to contact should resupply be required.

The LDMG should establish a list of isolated rural properties in the LGA who require resupply 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 LDC and advice of these operational activities to the DDMG.

When the need for resupply is identified, the LDCC should ensure that there are sufficient supplies in the community to supply rural properties.

Note: It may be necessary to conduct a resupply to isolated communities prior to conducting resupply to isolated rural properties.

LDCC Responsibilities

The LDCC should attempt to make contact with isolated rural properties (and small communities) within the Murweh LGA to ascertain their level of safety and wellbeing and assess their need for resupply operations to maintain the physical and / or psychological welfare of the inhabitants of the affected properties. Canvassing properties in the area, to the extent that circumstances allow, can assist the most effective and efficient use of transport resources. This may include cross-boundary working with adjoining neighboring Councils.

The LDCC will arrange communications via the radio and internet to encourage isolated properties to make contact.

The LDCC is to advise the Charleville DDMG where resupply operations are being conducted.

The LDCC will be the central point for processing any request for resupply by any rural property in the Murweh LGA. The LDCC is responsible for:

- Coordinating the activities of the rural properties in preparing and placing orders and ensuring goods are 'essential' (see pages 9-10 of this sub plan for details of what constitutes essential goods) 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. Signatures and identification may be required to be produced before collecting from local delivery point, especially with regards to medical supplies and mail.)

Council is responsible for the payment of transport costs which may later be recouped through QDRFA if activated and eligible for reimbursement.

Note: The use of rotary wing aircraft may amount to significant expenditure therefore the LDC must ensure that engagement of transport providers is in accordance with the local government's procurement policy. In the case of prolonged resupply operations via air, invoices in the vicinity of \$50,000 could be expected. If property owners offer the use of their own aircraft, it should be clearly ascertained as to what costs will be incurred.

The LDCC is to maintain regular contact with isolated rural properties throughout the period of isolation. A record of all contact should also be implemented and maintained by the LDCC for operational records.

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

The LDCC should be aware that they are requesting operations that may not be budgeted for and may not be reimbursable under the QDRFA. Further, they are accountable for their decision in committing Council funds and should not undertake resupply if it does not meet the requirements of the Queensland Resupply guidelines as detailed in the Queensland Resupply Manual.

The LDCC is to provide details of resupply operations undertaken to the Charleville DDMG via SITREPS. The LDCC is to provide details including number of persons receiving supply, quantity of goods and notify the DDMG on completion of operations.

Responsibilities for Resupply of Isolated Rural Properties

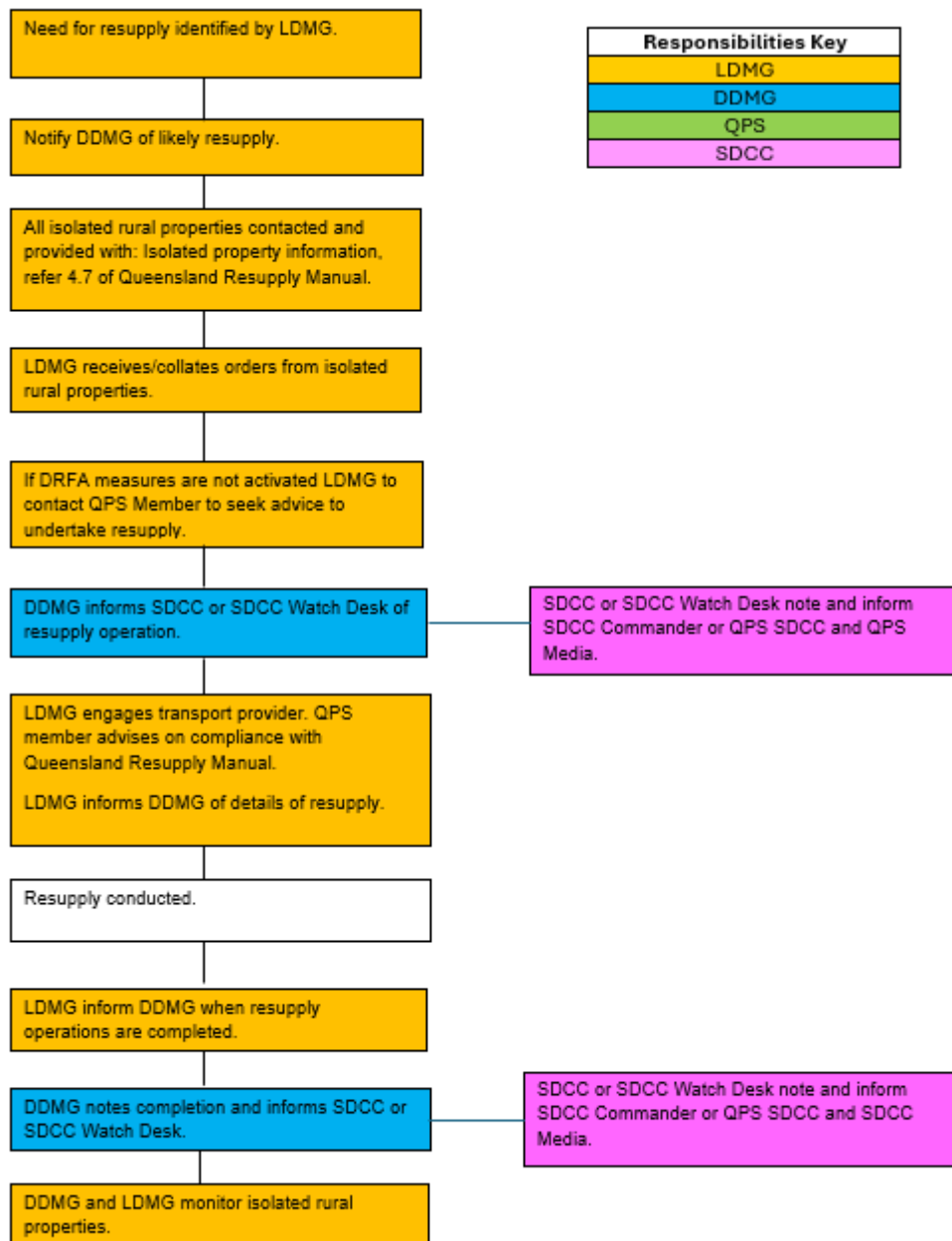
The following table outlines the responsibilities of the key players in the resupply of isolated rural property process from local to state level as per the Queensland Resupply Manual.

Level	Responsible Entity	Responsibilities
Local	Local Government	<ul style="list-style-type: none"> • Prepare the community for periods of isolation • Develop local resupply procedures if required • Provide education to rural properties and retailers on resupply procedures
	QPS	<ul style="list-style-type: none"> • Advise on LDMG resupply operations • Provide advice to LDMG on compliance with resupply guidelines • Provide advice on QDRFA guidelines in relation to resupply for funding in the event that QDRFA is not activated
	Local Government Representative	<ul style="list-style-type: none"> • Determine the need for resupply • Collation of orders • Determine suitable transport method • Arrange for local collection and distribution of goods from DDMG of resupply operation
District	QPS Member	<ul style="list-style-type: none"> • Provide advice to DDMG on compliance with resupply guidelines
	District Representative	<ul style="list-style-type: none"> • Monitor resupply operations • Inform SDCC or SDCC Watch Desk of resupply operations
State	SDCC or SDCC Watch Desk	<ul style="list-style-type: none"> • Inform SDCC Commander or QPS • Notify QPS Media

Resupply of Isolated Rural Properties Process Flowchart

The following flowchart outlines the processes involved in the request and approvals that are required to conduct resupply operations to isolated rural properties. The templates referenced throughout this process are provided at Annexure E.1 to E.5 for use in the resupply of isolated properties within the Murweh Shire LGA.

No two resupply operations are identical. It is therefore recommended that the LDMG adapt this process where needed to suit the requirements of the community and the logistical considerations of the Murweh Shire Council area.



Resupply of Stranded Persons

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

Arrangements

The resupply or evacuation of stranded persons is coordinated by the Queensland Police Service (QPS). QPS may request the utilization of the resources of the Murweh LDCC, if activated, in response to an event in the LGA.

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

If the Murweh LDMG and LDCC is activated in response to an event in the LGA, QPS will coordinate the resupply or evacuation of stranded persons and report through the standard 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 active.

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 there is no activation of the LDCC, QPS will coordinate the conduct of resupply or evacuation of stranded individuals through the normal QPS reporting and command structure.

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.

Local Government Responsibilities

The Murweh LDCC, if activated, can provide assistance to 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 the:

- number of persons resupplied or evacuated (including age and gender);
- location evacuated from;
- location evacuated to; and
- 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 QPS member of the LDMG.

District Level Responsibilities

The DDMG should provide information to the SDCC Watch Desk in relation to the resupply or evacuation of stranded individuals, as well as providing resources to LDCC to support the resupply or evacuation of stranded individuals if requested.

DDMG representatives may discuss the suitability of support to the LDMG with QPS member of DDMG.

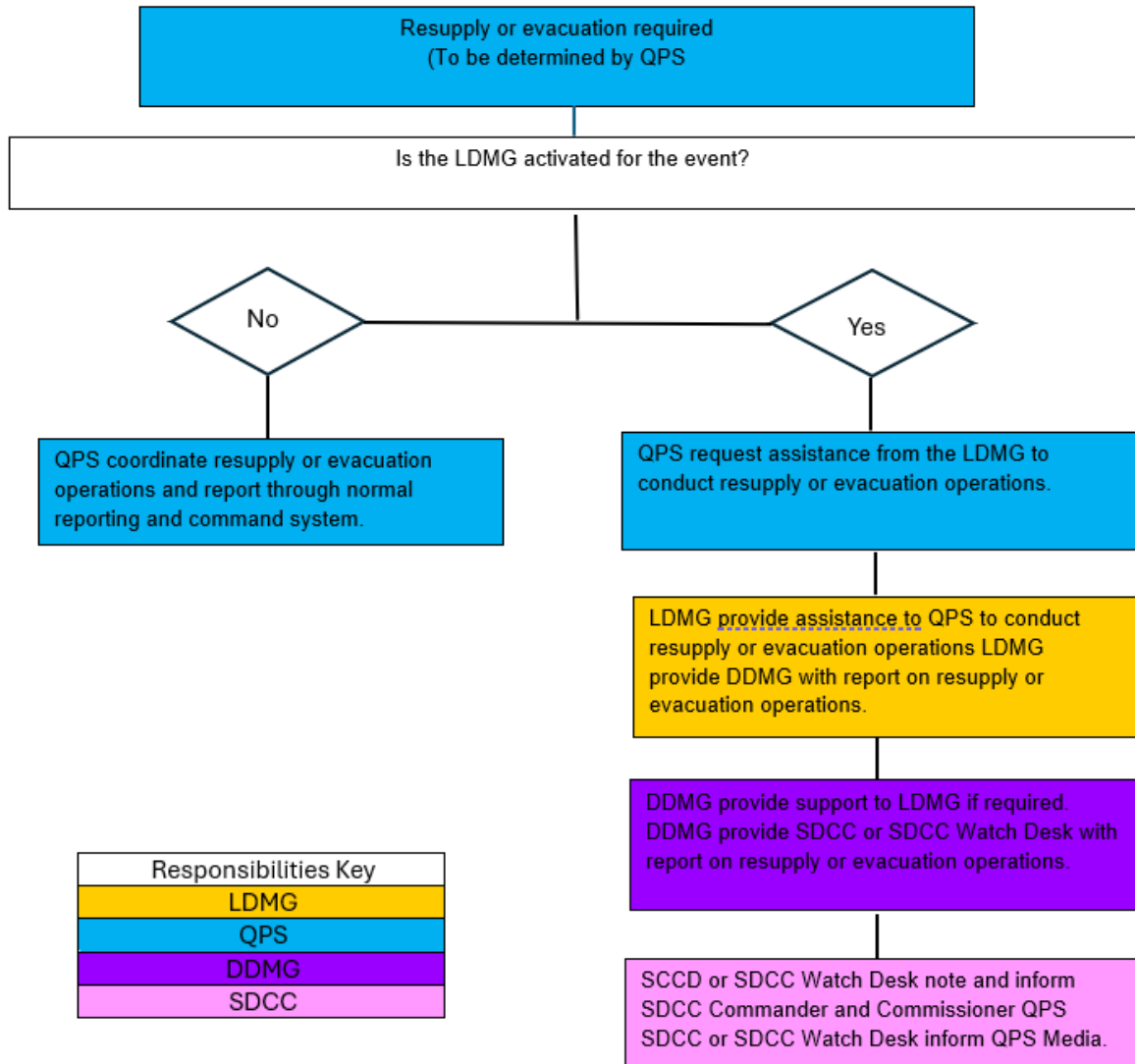
Responsibilities for Resupply of Stranded Persons

The following table outlines the responsibilities of the key players in the resupply of stranded persons process from local to state level as per the Queensland Resupply Manual.

Level	Responsible Entity	Responsibilities
Local	Local Government	<ul style="list-style-type: none">• Coordinate resupply or evacuation of Stranded Persons• Request assistance from LDMG if appropriate
	QPS	<ul style="list-style-type: none">• Provide advice to LDMG on suitability of support to Police
	Local Government Representative	<ul style="list-style-type: none">• Coordinate assistance to Police• Report to DDMG
District	QPS Member	<ul style="list-style-type: none">• Advise DDMG on suitability of support to LDMG if requested
	District Representative	<ul style="list-style-type: none">• Provide support to LDMG if requested• Inform SDCC Watch Desk of resupply or evacuation of Stranded Persons
State	SDCC or SDCC Watch Desk	<ul style="list-style-type: none">• Inform SDCC Commander and QPS• Provide support to DDMG if required• Notify QPS Media

Resupply of Stranded Persons Process Flowchart

The following flowchart outlines the processes involved in the request and approvals that are required to conduct resupply operations to stranded persons.



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Annexure A - Distribution List

Organisation	Copies	Date Distributed
Murweh Shire Council	1	
Charleville DDMG	1	
State Emergency Service (Charleville)	1	
Queensland Ambulance Service	1	
Queensland Health	1	
Queensland Fire Department	1	
Queensland Police	1	
Queensland Reconstruction Authority	1	
Telstra	1	
Ergon Energy	1	
Australia Post	1	

Annexure B - Definitions

Term	Definition
Community	The term community for the purposes of this sub plan refers to a populated location, normally a town that includes retail facilities for essential goods.
Coordination Centre	A centre established at State, district or local government level as a centre of communication and coordination during times of disaster operations.
District Disaster Coordinator	The role of the District Disaster Coordinator, in addition to other duties, is the responsibility for coordinating support in the Disaster District for the District Disaster Management Group
Essential Goods	Goods considered essential to maintaining human and domestic animal life and or health until normal supply can recommence.
Isolated	For the purpose of this sub plan, a community, rural properties or individuals are defined as being isolated when they cannot be accessed by any road that would normally service those communities. Distance is not considered an isolating factor if such communities, rural properties or individuals are accessible by road or water transport.
Local Disaster Coordination Centre	The centres support disaster management groups in coordinating information, resources and services necessary for disaster operations in the local government area. For the purpose of these guidelines, the term LDCC is generally used when referring to activities during disaster events, and LDMG when referring to activities outside of disaster events.
Local Disaster Management Group	A committee chaired by a Mayor or elected member of a local government. For the purpose of these guidelines, the term LDCC is generally used when referring to activities during disaster events, and LDMG is used when referring to activities outside of disaster events.
Local Disaster Coordinator	A person appointed under the <i>Disaster Management Act 2003</i> who is responsible for the coordination of disaster operations for the LDMG.
Local Suppliers	For the purpose of this sub plan, 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.
Queensland Disaster Recovery Funding Arrangements	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.
Stranded Person	Small groups or individuals that are unable to access essential goods due to isolation and are away from their normal residence.

Annexure C - Abbreviations

Abbreviation	Description
CEO	Chief Executive Officer
Council	Murweh Shire Council
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DDMP	District Disaster Management Plan
DMO	Disaster Management Officer
DRFA	Disaster Recovery Funding Arrangements
DTMR	Department of Transport and Main Roads
GPS	Global Positioning System
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
LGA	Local Government Area
MSC	Murweh Shire Council
QAS	Queensland Ambulance Service
QDMC	Queensland Disaster Management Committee
QDRFA	Queensland Disaster Recovery Funding Arrangements
QFD	Queensland Fire Department
QPS-EM	Queensland Police Services – Emergency Management
QPS	Queensland Police Service
QRA	Queensland Reconstruction Authority
SDC	State Disaster Coordinator
SDCC	State Disaster Coordination Centre
SDMP	State Disaster Management Plan
SDRA	State Disaster Relief Arrangements (Refer QDRFA)
SES	State Emergency Service
SPF	Strategic Policy Framework

Annexure D - Isolated Community Resupply Annexures

The following templates are provided for the LDMG to use 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.

D.1 Isolated Community Resupply Operational Tips



Queensland Resupply Guidelines

- Most appropriate aircraft are those which have the ability to be reconfigured with the removal of seating to freight carrying capacity/capability.
- Configuration / specifications for “pallets” is as follows:
 - NO higher than 1.2 metres
 - Total weight of 600 kg/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 subject to clearance by the carrying agency (for further information on essential and non-essential goods for the purposes of resupply operations please *refer to Essential Goods List*).
- The use of a forklift (with weight scales) is encouraged to assist with and expedite loading and unloading of the aircraft, when and where possible. (*Note: all pallets should still be pre-weighed and marked as detailed above*).
- If and when possible a detailed goods manifest should be obtained from the retailers and/or wholesalers and be forwarded to the LDCC/DDCC for inclusion with the resupply supporting documentation to assist the carrying agent with identifying the contents and weights of cargo.
- Where possible the LDCC should source suitable personnel and brief them on basic aircraft safety procedures to assist with the loading and unloading of the resupply goods.
- The LDCC should also provide advice on Airstrip specifications (e.g. 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 refueling the resupply aircraft.

D.2 Operational Checklist for Resupply to Isolated Communities

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

Item	Responsibility	Actions	Note	Completed	Comments
1	Local government representative	<p>Advise the district representative that a resupply will be required and determine the date required based on current holdings.</p> <p>Generally, allow 7 days from request to delivery.</p> <p>If district support is likely to be needed, check with district representative or QPS member as to the ability to transport fresh, frozen and dairy products.</p>	This is only a warning, at this stage and quantities are not required.	By: Date:	
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, including:</p> <ul style="list-style-type: none"> • chamber of commerce (if present). • retailers; • clinic / hospital / pharmacy; • post master; • aged care facility; • fuel suppliers (essential fuels only); • Emergency Services; and • aviation fuel suppliers. 	By: Date:	
3	Local government representative	Copies of orders and Isolated Communities Resupply Order Form (as attached to the initial letter) received by local government representative.	Check against list of letters sent. If no response received follow up with a phone call.	By: Date:	

Item	Responsibility	Actions	Note	Completed	Comments	
4	Local government representative	Orders checked by QPS member and briefed to LDC accordingly. The items ordered must be essential as per the policy.	The QPS LDMG member can advise on compliance and DRFA 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.	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 back-loading 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	District/State Resupply QPS member check request complies with resupply policy. QPS member ensure quotes obtained. Complete district section of local government Request for Resupply. Pass this to the SDCC Watch Desk.	Local Resupply Local government representative requests quotes from transport companies.	Include road and air transport quotes. Consider the use of a broker for larger lifts. Stipulate if this is to include the loading of the aircraft. 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.	By: Date:	
8	SDCC Watch Desk and local government representative	District/State Resupply For QPS approval and Purchase Order	Local Resupply Approval as per local government's procurement policies.		By: Date:	
9	District representative	District/State Resupply On receipt of approval from the QPS advise the local government representative	Local Resupply N/A	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 (note: forklifts are not available in small communities) • Load size (per lift) • Will fuel be required? 	By: Date:	

Item	Responsibility	Actions	Note	Completed	Comments	
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 if outside of Cunnamulla. 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:	
12	Local and District representatives	Resupply commences	DDCC or LDCC to liaise heavily with transport company and LDCC to ensure times and loads are adhered to and the LDCC is aware of the arrival times and loads of each flight. Often it is advisable to give the pilot a number to call at the LDCC as the aircraft is ready to depart.	By: Date:		

Item	Responsibility	Actions	Note	Completed	Comments
13	Local government representative	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. If District/State organised resupply, local representative to report any issues during the operation to the district representative.	This may include mix ups in loads or delays in aircraft.	By: Date:	
14	Local government representative	Resupply complete. If District/State organised resupply, local government representative to advise the district the resupply is complete.		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:	

D.3 Isolated Community Resupply Letter/Communication to Retailers

Initial communication with retailers – Letter proforma / discussion points

The LDMG can use the following information and template to inform retailers of resupply operations and gather necessary information from them. This information can be provided to isolated properties by phone, fax or email as appropriate.

<insert date here>

Dear,

The Murweh Shire Council 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<< **GPS Location**

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 Murweh Resupply Sub-plan 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.

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<<

Murweh Shire Local Disaster Management Group

D.4 Isolated Community Resupply Second Letter / Communication to Retailers

Second communication with retailers – Letter proforma/ discussion points

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.

<insert date here>

Dear <insert name here>,

As you would be aware the Murweh Shire Council 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 Murweh Shire Council 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 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 dependent 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 Murweh Shire Council 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

>>Signed by the Chair or LDC<<

Murweh Shire Local Disaster Management Group

D.5 Isolated Community Resupply Request form

REQUEST FORM DETAILS			
INSTRUCTIONS: Retail Outlet or Isolated Community is to complete form and forward to the Council Local Disaster Coordination Centre (LDCC).			
TO:		From:	
Fax:		Telephone:	
Ph:		Facsimile:	
Email:		Email:	
FOOD AND BASIC GOODS RESUPPLY REQUEST DETAILS			
Date:		Time:	
Request Number: (To be numbered consecutively)			
Location:			
Has the wholesaler been contacted and advised of the situation?			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			(Kilograms or Cubic Metres)
INSTRUCTIONS: Please 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 ³)			
Business Name:	Fruit & 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
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:	
NOTE: Frozen / chilled food only to be carried if absolutely 'essential', if approved by the Disaster Coordination Centre organising the resupply transport, and if properly packed by the Wholesaler to ensure preservation for entire journey until retailer / community take delivery. Weight of frozen / chilled food to include weight of ice and packaging.			
LDCC USE ONLY			
Is the local government able to resupply the isolated community utilising available resources?			
Action taken:		LDCC complete resupply / request State resupply	
Approval Number:		Order Number:	
Above action certified by:			
Position:		Local Disaster Coordinator	

INSTRUCTIONS: If LDCC requires assistance to resupply the isolated community it must complete this section of the form and forward to the District Disaster Coordination Centre (DDCC). DDCC to review and forward to SDCC Watch Desk for action of Commissioner QPS.			
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 the area being maintained:			
If No (please provide explanation):			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			(Kilograms)
If approved, date supplies required:			
CERTIFICATION			
I hereby certify that a State resupply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.			
Name:		Signature:	
Position:		Organisation:	
DDCC / QFES LIAISON USE ONLY			
Action taken:			
A) Request to Commissioner – QPS:			
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:		Signature:	
District Disaster Coordinator			

This form or the F1.206 Resupply Request form in the Standard Operating Procedures can be used for resupply.



Annexure E - Isolated Rural Property Resupplies

The following templates and checklists are provided for use in the resupply of isolated properties within the Murweh Shire LGA.

E.1 Operational Checklist for Resupply to Isolated Rural Properties

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

Item	Actions	Note	Completed	Comments
1	Request for resupply received from isolated property/properties.		By: Date:	

Item	Actions	Note	Completed	Comments
2	Inform district of proposed actions.		By: Date:	

Item	Actions	Note	Completed	Comments
3	Contact list for properties is completed.	Checked against council rates notices and local knowledge.	By: Date:	

Item	Actions	Note	Completed	Comments
4	<p>All isolated properties in the local government area contacted and informed of potential resupply operations.</p> <p>Copy of “Information to isolated property” given or read to person and contact details completed.</p>	<p>Is there enough stock in town to satisfy these requests? If not, discuss resupply of retail outlets with LDC (CEO).</p> <p>Contact properties bordering the local government area.</p>	<p>By:</p> <p>Date:</p>	
5	<p>Copies of orders received from isolated properties (carbon copy of orders supplied to retailers).</p>	<p>These need to be approved by the LDC.</p>	<p>By:</p> <p>Date:</p>	

Item	Actions	Note	Completed	Comments
6	Contact helicopter (or aircraft) providers and obtain quotes and determine availability.	This should be in accordance with council purchasing policy. The quote will only be for \$/ hr. Consider the use of a local provider that knows the area. Also consider the type of aircraft, the possibility of concurrent activity and check aviation fuel levels	By: Date:	
7	Ensure requests comply with the resupply guidelines.	LDC can liaise with the QPS member to ensure request are warranted and compliance with the guidelines	By: Date:	
8	LDC approves quote from aircraft provider.	The LDC must be satisfied that this offers value for money. The total cost will be an estimate at this stage. The LDC must ensure that the intended use of the aircraft fits the guidelines of the QDRFA and/or that Council 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, pharmacy 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 to develop a flight plan based on this data.	By: Date:	
12	Assign SES or local government person/s or QFD 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	Actions	Note	Completed	Comments
13	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	Resupply complete.	District to be informed.	By: Date:	
15	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:	

E.2 Isolated Property Resupply Information

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

Resupply Information

The Murweh Local Disaster Management Group is planning to resupply isolated properties in the Murweh local government area with essential goods due to the isolation currently experienced.

It is intended that the resupply will commence on *<insert date>* . It will be conducted by *<insert transport>*.

The process for this type of resupply is that isolated property residents order the goods that they require through local suppliers. They must pay for the goods that ordered as normal. There will be no cost to residents for the transport of these goods; the Council will pay for the hire of the transport.

Where possible, property residents should ensure they order enough for the expected period of isolation. However, space on helicopters is limited; residents must keep this in mind when placing their orders. **The limit per property is *<insert weight in Kg>* (may or may not be used and must take into consideration the number of people on the property).**

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

If medications are required, residents must contact the clinic/pharmacy and arrange for scripts to be filled or a new script written as soon as possible.

The Murweh Local Disaster Management Group will arrange for any mail that may be in town to be delivered as well (if within load limits), if residents have items to post they must have these ready for the helicopter. All parcels must have a dangerous goods declaration with them.

Orders

Residents must ensure that orders are placed with the retailer by *<insert date>*. A copy of the orders must also be sent to the Murweh Local Disaster Coordination Centre office by fax: *<insert number>* or email: *<insert email address>*.

Should residents have any questions regarding the resupply please call on *<insert number>* or email *<insert name and email address>*.

E.3 Property Contact Details

Please note: This form can be used in a spreadsheet format if required.

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 Murweh Local Disaster Management Group.	

E.4 Property Resupply Details Sheet

Please note: This form can be modified into a spreadsheet by the LDCC to record all property details in one document.

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

Other Details

Annexure F – Disaster Operations Capability and Capacity

Hazard: Flood (Major)	Capability/Resources	Capacity/Duration	Requirements / Gaps
Warnings	Bureau of Meteorology & Murweh Shire Council	Ward River (Charleville – Quilpie) 5 days lead time Warrego River (Augathella & 27-mile Gardens) 2 days lead time Warrego River (Charleville) 2 days lead time Angellala Creek (Charleville – Cunnamulla) 2 days lead time Langlo River 3 days lead time	Online & print pre-event bulletins and updates to: <ul style="list-style-type: none"> • shire communities • properties • general public
Transport	Diamantina Development Road (Charleville – Quilpie) Warrego Highway (Charleville - Morven) Mitchell Highway (Charleville – Wyandra) Landsborough Highway (Morven – Augathella – Tambo) Charleville Airport Rail	(1) Week (closed) (1) Week (closed) (1) Week (closed) (1) Week (closed) All Weather (1) Week (closed)	Road Closure SITREPs – Local Government and QPS
Re-supply (food, medical, fuel and fodder)	Truck and/or flood boat Aerial – Rotary/Fixed wing Charleville Augathella Morven Cooladdi Rural Properties	Food – 14 days Medical – 21 days Fuel – 30 days	Aerial support – Fixed wing/helicopter (Local or MI Helicopters based Roma)
Medical Evacuations	Charleville: <ul style="list-style-type: none"> • QAS and RFDS Augathella <ul style="list-style-type: none"> • QAS and RFDS Morven <ul style="list-style-type: none"> • QAS and RFDS 	QAS affected by road closures RFDS used as required and weather permitting	Dependant on Flood heights/roads RFDS as per Qld Health protocols Alternative – Helicopter transport

Hazard: Flood (Major)	Capability/Resources	Capacity/Duration	Requirements / Gaps
SES FBO	Charleville: <ul style="list-style-type: none"> (2) SES flood boat (7) operators 	Satisfactory capability	Extra SES FBO members: <ul style="list-style-type: none"> Roma Charleville (access, rosters, accommodation, catering, etc.)
Recovery	Damage assessment and management (roads / infrastructure / buildings) <ul style="list-style-type: none"> Local Government / DTMR SES and RFS Ergon / Telstra 	Dependant on flood height, impact and duration Short term / immediate	Long term recovery & NDRRA support – (LDMG / DDMG and QRA / DDCRC)



Annexure G – Sample South West Resupply Brochure

The full brochure can be located under SW Qld LG – LDMG Resupply Brochure in the disaster management folder.

The 7 day resupply process

During a disaster, when an isolated community or property is in need of re-supply of essential food items and/or medication, transport of these items may be arranged through the Local Disaster Management Group (LDMG) with approval from District Disaster Management Group.

Day 0 Determine resupply needs and approach LDMG.

Day 1 Resupply is approved by the DDMG.
LDMG processes requests.

Day 2 Isolated Communities place and order for essential food items and must organise payment with their suppliers;
Isolated property owners place essential food item requests with local outlets and must organise accounts/payment.

Day 3 & 4 Specifics of each re-supply is sent to the LDMG who then schedules each re-supply to be delivered.

Day 5 LDMG schedules deliveries with each air charter company. *NB This can take 24-48 hrs*

Day 6 Isolated Community re-supply— Local businesses are to contact their suppliers and arrange for the goods to be delivered to the charter company as advised by the LDMG.
Isolated Property re-supply—Goods are to be packed and labeled by the local outlet and organize delivery of re-supply to pick up point as advised by the LDMG. Goods must be labeled and packaged correctly ensuring that perishables will last the duration of transport.

Day 7 Community re-supply—Goods are delivered to airport or airstrip and are collected by local business.
Property re-supply—Goods are delivered as organised by the LDMG. This may be by air, rail or road.

Are you at Risk?

BE PREPARED

Know your local area, and be familiar with flooding trends including flood levels, flood location, and flood duration.

Have an emergency kit on hand, including a battery operated radio, torch, first aid kit and spare batteries.

Maintain a list of emergency numbers.

Identify emergency routes and centre.

Maintain a supply of water, non-perishable food items & medication

STAY ALERT

Stay tuned to local media for current weather advice and warnings.

Be aware of your surroundings and don't let children play in or near flood waters.

Always follow instructions and directions from local authorities in a timely manner and orderly fashion.

Be ready to evacuate if necessary.

ACT SAFE

Never drive, swim or wade in or through flood waters

Continue to monitor your local media (**ABC radio**) for updated information and advice.

Know your ABC radio frequency



RESUPPLY DURING EVENTS

ARE YOU ISOLATED?



www.Balonne.qld.gov.au
www.Murweh.qld.gov.au
www.Paroo.qld.gov.au
www.Bulloo.qld.gov.au
www.Quilpie.qld.gov.au

Shires of Balonne, Paroo, Bulloo, Quilpie, Murweh

RESUPPLY TO PROPERTIES AND ISOLATED COMMUNITITES

PLAN AHEAD

In order for the process of re-supply to meet your needs, whether you are an isolated property or isolated community, you must determine your essential food requirements for the week/fortnight, seven (7) days in advance. The re-supply process is instigated by the community to meet community needs, therefore the Local Disaster Management Group and the District Disaster Management Group respond only to the information they are provided.

The re-supply process will not keep retail outlets fully stocked but does aim to ensure that essential supplies are available to the community. There will be times during isolation that certain items will not be available in your region, and transport constraints will mean that the due to prioritization of items, some goods will not be available.

Prior to the annual flood season individuals and businesses should prepare for the season by stocking up on essential items including medication, food, drinks including water, fuel, batteries, frozen goods and any other items that may be in short supply



WHAT YOUR LOCAL GOVERNMENT WILL PROVIDE

Every local government body in Queensland has established a Local Disaster Management Group (LDMG). The role of the LDMG is to manage requests of assistance from the local community during a disaster. When re-supply is required, the LDMG will process the requests from the community and once approved, will organise the transportation of the goods to the isolated community or property.

WHAT CAN I ORDER

Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last ‘on the shelf’ without special storage requirements (ie: not chilled or frozen) by the isolated properties;

Basic cleaners, disinfectants and the like to enable properties to maintain adequate hygiene practices (subject to clearance by the carrying agency) excluding aerosols;

Baby foods, formula feeds for babies and nappies (the use of cloth nappies instead of ‘packaged’ nappies should be encouraged wherever possible);

Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority);

Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);

Dried pet foods (tinned pet food should be obtained prior to isolation);

Aviation fuel (subject to it being used for reconnaissance

or to resupply local homesteads). Aircraft slinging payloads may limit the ability of Local Governments to undertake this task. If in doubt, refer to DDMG for assistance;

Batteries (subject to clearance by the carrying agency) for powering transistor radios, or hand held/portable radio transmitters/receivers;

Other goods which, in the opinion of the XO (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities

WHAT CAN'T I ORDER

- *LPG, industrial gases, Fuel, oils, explosives
- *Chilled goods eg Fresh Milk
- *Frozen goods
- *Aerosols
- Machinery parts
- Soft drinks and Ice Cream
- Alcohol and Tobacco
- Non-essential / Luxury items

(These items may be taken if suitable transport can be sourced.*

RETAILERS RESPONSIBILITIES

Label, weigh and package the requested goods or isolated property resupply. • Place the orders, organise payment and deliver orders to the nominated depot for pick up. • Retailer may need to establish accounts with suppliers in these areas that you may not normally deal with. • Keep accurate records of orders received. • Provide suitable storage for goods in transit. • Take responsibility for spoiled goods.

PAYMENT OF GOODS

The payment of goods is the responsibility of the property owner or person requesting the items. Suitable packaging of the goods for transport via road, air or water (including ensuring ‘essential items’ only) is the responsibility of the retail outlet. Transportation of goods to the designated delivery address or Resupply Drop Point as identified by the Transport Coordinator are arranged. This process should be clearly identified to all parties prior to the commencement of resupply operations with Council.

Annexure H – Pantry List

The two page document can be found in the disaster management folder under Pantry List.

Emergency pantry list

- This list should only be used as a guide for items that may assist in an emergency situation and should be customised to meet your individual household needs.
- It is suggested that households should hold sufficient supply of food, water and essential items to enable a household to be confined at home for up to 14 days.
- Food supplies should be continually used and replenished.
- Ensure food is rotated, and use-by dates are checked regularly.

Managing at home

If you do find yourself and your family in a situation where you are confined, or choose to be confined at home during or following an emergency, there are several things you should consider to ensure you manage your supply of food in the best possible way.

These include:

- If the power is out, use refrigerated/frozen food products first.
 - Refrigerated foods will remain safe for up to 4 hours after a power failure.
 - Frozen foods will remain safe for up to 1 day after a power failure.
 - Keeping the refrigerator/freezer door closed as much as possible may keep food safer for longer, however a thermometer should be used to ensure food has not exceeded 6°C.
 - Freshly cooked products stored at room temperature (ie not in the fridge) will remain safe for up to 4 hours after cooking.
- Consume other perishable products (eg fresh fruit and vegetables, bread) before consuming long life products.
- When purchasing products for your pantry, aim for ready-to-eat products that do not require cooking (in case gas or electricity supply is disrupted).
- Ration food/water supplies based on how long you expect to be confined at home.

Recommended option	Household daily consumption	Total quantity for 14 days
Ready to eat canned/bottled food		
Meat		
Fish		
Fruit		
Juice		
Vegetables		
Soup		
Pasta sauce		
Dried and long life food		
Ready-to-eat meals		
Breakfast cereal		
Flour/bread		
Milk powder/UHT milk		
Soup mix		
Dried vegetables		
Rice and pasta		
Long life cheeses		
Tea/coffee/drinking chocolate		
Sugar		
Snack food		
Dried fruits		
Nuts		
Biscuits		
Spreads		
Crackers		
Snack bars		
Drinks		
Bottled water (3 Litres person per day)		
Water sterilising tablets		
Concentrated juices/sports drinks		
Baby supplies		
Baby food/baby formula		
Nappies and wipes		
Pet food		
Pet food (canned/dry)		
Toiletries/cleaning products		
Toilet rolls		
Soap and shampoo		
Feminine hygiene products		
Rubbish bags		
Tissues and paper towels		
House and laundry cleaning/disinfectant products		
Emergency power supply backup		
Batteries		
Portable radio		
Manual can opener		
Torch, candles and matches		
Health supplies		
First aid kit		
Adult and children analgesics/pain killers		
Face masks		
Protective gloves		
Thermometer		
Alcohol based handwash/gels/wipes		
Other items		
Prescribed medications		
Other preferred household supplies		

Annexure I – Sample of Resupply Procedures

SMALL FOOD / MEDICAL RESUPPLY PROCESS

1. Use Request for Assistance form to records callers Name, Telephone number Property Name and Property location. Seek a brief overview of the nature of their request.
2. Check the Property Register to confirm that the property lies in the Shire and if the request requires the use of a helicopter to action it.
3. The Local Disaster Coordinator (LDC) will need to sign and approve all requests.
4. For unapproved requests, let the caller know why their request will not be processed (e.g. not considered a priority, the road is expected to be opened the next day etc.) At this point record the reason why on the form, do not proceed any further with completing the form. Write 'CANCELLED' across the form and file in the appropriate sections of the resupply folder.
5. If approved, use the LDMG resupply script and fill in a 'Property Contact Details' form.
6. Useful questions additional to the property detail form include;
 - Do you live in the Shire?
 - How urgent is the food/medication?
 - How many days of food/medication do you have left?
 - Get their closest road
 - Confirm their telephone number and the UHF/VHF channel they use.
 - Seek any further information that would help locate their property – property name on the roof/ colour of roof/ any tanks / distinguishable features and record on the Property Contact Details form if not completed already.
 - Ask if they know the longitude and latitude of the property in Degrees Minutes' and Seconds" (important to use this format when recording it on the form), however if not possible, helicopter operators can convert it
 - If the person has a medical order write "Medical" on the form
 - Confirm if they do have medication ordered how many days they have left of their medication (the urgency) for flight scheduling purposes.
7. Inform the Property Owner to place the order however it may not be dispatched today and ring the Transport Coordinator when they have done so. Give them the RFA Number and ensure this is marked on the outside of all boxes/parcels together with the weight of each box/parcel.
8. When the caller phones back to confirm that they have placed an order, it is essential to;
 - Confirm the name of their property
 - Confirm their telephone number and the UHF/VHF channel they use.
9. Locate and mark the property on the shire/regional council map using the resupply number.
10. Liaise with Australia Post regarding possible mail for stations or properties.
11. Use all resources available to confirm the latitude and longitude of the property (e.g. Google Earth, rates program etc.). Work with QPS Liaison Officer to complete a final check.
12. Compile a list of RFA's in same general area to increase efficiency of aircraft usage. Generally called a sortie.
13. Fill out a flight manifest for each flight ensuring you include all RFA numbers for the relevant trip on the form. This will assist with reconciliation of the bills at a later date.
14. Take a photocopy of all forms, RFA and the Flight Manifest.
15. Schedule the trip and advise the suppliers which RFA's to pack and have ready for pickup.
16. Organise a runner to collect orders and deliver to Transport Coordinator/Aircraft Liaison at Airport.
17. Transport Coordinator/Aircraft Liaison complete Aircraft log paying particular notice of start and completion times.
18. Coordination centre staff to ring property owner and advise resupply underway and listen for helicopter. Can be within next few hours.
19. Upon return of sortie document time completed in Aircraft Log.

At the completion of resupply operations daily:

- a summary of all resupplies is to be emailed to the DDCC.
- Details to be added to Daily sitreps.

NOTE!!! Requests for Isolated Community resupply or the movement of evacuees etc. requires a different process.

