# **Resupply Sub Plan**

Burdekin Local Disaster Management Group

**Prepared By** Local Disaster Coordinator

**Authorised By** Local Disaster Management Group

> Date Prepared August 2023



# **Document Control**

#### Amendment Control

The Resupply Sub Plan is a controlled document. The controller of the document is the Burdekin Shire Local Disaster Coordinator (LDC). Any proposed amendments to this plan should be forwarded in writing to:

Local Disaster Coordinator Burdekin Shire Local Disaster Management Group PO Box 974 AYR QLD 4807

The LDC may approve minor amendments to this document. The LDC will ensure that any changes to the document's content will be submitted to the Burdekin Local Disaster Management Group (LDMG) for approval and be endorsed by the Burdekin Shire Council.

#### Amendment Register

All versions are archived, and this sub plan only references the last two versions.

Amendment		Plan Updated		
No / Ref	Issue Date	Inserted by	Summary of Changes	Date
3	September 2022	Eileen Devescovi	Yearly Review	September 2022
4	August 2023	Eileen Devescovi	Yearly Review	August 2023

#### Endorsement

This Resupply Sub Plan has been developed for the Burdekin Shire Local Government Area (LGA) and subsequently approved by the Burdekin LDMG. This Plan is a Sub Plan of the *Burdekin Local Disaster Management Plan* (LDMP) and is to be read in conjunction.

The Plan is recommended for distribution by the LDMG and is considered live once approved by the LDMG.

Lyn Mcaughlin

Mayor Lyn McLaughlin Chair Burdekin LDMG

Deverai

Eileen Devescovi Burdekin Local Disaster Coordinator

The functions of the Local Government were advised in accordance with the Disaster Management Act (DM Act) (s80). This sub plan was formally adopted by the Burdekin Shire Council at the Council meeting held on Tuesday 14 November 2023, through resolution.

Lyn Mcaughlin

Mayor Lyn McLaughlin

Effective Date: 14/11/2023

**PROTECTIVE MARKING** 

#### Abbreviation List

Abbreviation	Full Title
AC	Assistant Commissioner, QFES
BSC	Burdekin Shire Council
CDO	Counter Disaster Operations
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
DRFA	Disaster Recovery Funding Arrangements
EMC	Emergency Management Coordinator, QFES
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
MACC	Media and Corporate Communications
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
SDCC	State Disaster Coordination Centre
SDMG	State Disaster Management Group
SDRA	State Disaster Relief Arrangements
XO	Executive Officer - QPS

# Table of Contents

Docume	Document Control 2		
Amer	ndment Control	2	
Amer	ndment Register	2	
Endo	rsement	2	
Abbre	eviation List	3	
1. Ov	erview	6	
1.1	Purpose	6	
1.2	Objectives	6	
1.3	Scope	6	
1.4	Authority to Plan	6	
1.5	Plan Review and Testing Requirements	6	
2. Go	vernance	7	
2.1	Activation of Sub Plan	7	
2.2	Use of Sub Plan during Operations	7	
2.3	Functional Responsibility	7	
3. Co	ncept of Operations	8	
3.1	Types of Resupply	8	
3.2	Individual & Community Responsibilities	8	
3.3	Principles for Operational Procedures	9	
3.4	Essential Goods Guidance	. 10	
3.5	Frozen or Chilled Goods	. 10	
3.6	Transporting/back-loading of goods from an isolated community	. 11	
3.7	Education and Preparedness	. 11	
3.8	Local Government Financial Arrangement	. 11	
4. Co	mmunity Resupply	12	
4.1	Local Government Responsibilities	. 12	
4.2	Important Links, Plans and Policies	. 13	
4.3	Forms for Isolated Community Resupply	. 13	
4.4	Responsibility for Isolated Community Resupply	. 14	
4.5	Flow Chart - Isolated Communities Resupplying	. 15	
5. Iso	lated Rural Property Resupply	16	
5.1	Arrangements	. 16	
5.2	Local Government Responsibilities	. 16	
5.3	Forms for Isolated Rural Property Resupply	. 17	
5.4	Responsibility for Isolated Rural Properties	. 18	
5.5	Flow Chart – Resupplying Isolated Rural Properties	. 19	
6. Stra	anded Persons Resupply	20	
6.1	Arrangements	. 20	
6.2	Queensland Police Service Responsibilities	. 20	

6.3	Local Government Responsibilities	20
6.4	District Level Responsibilities (DDMG)	20
6.5	Responsibility for Stranded Persons	21
6.6	Flow Chart – Resupplying Stranded Persons	22

# 1. Overview

#### 1.1 Purpose

This Resupply Sub Plan aims to outline arrangements for the effective planning and coordination of resupply operations by the Burdekin Local Disaster Management Group (LDMG). Resupply may be required in the event that a community, properties or stranded persons become isolated from their normal sources of food and basic supplies for an extended period of time.

#### 1.2 Objectives

The objectives of this sub plan, in accordance with the <u>Queensland Resupply Guidelines</u>, are to:

- manage resupply operations for the Burdekin LGA, including:
  - assisting the LDMG to coordinate resupply requests;
  - o assisting the LDMG to coordinate transport arrangements for approved resupply requests; and,
  - assisting the LDMG to coordinate the receipt and delivery of resupply at the local level;
- preparing communities for the possibility of temporary isolation through ongoing education;
- Provide effective liaison between all emergency services and supporting agencies; and,
- Prescribe arrangements for testing, evaluation and maintenance of this plan.

#### 1.3 Scope

This sub plan applies to emergency/disaster events occurring within the Burdekin Shire Council area, which are within the capability and resources of the Local Government, Emergency Services and other supporting agencies with a resupply function and/or responsibility.

#### 1.4 Authority to Plan

The Burdekin LDMG has prepared this sub plan under the provisions of section 57 of the *Disaster Management Act 2003 (Qld)*. This sub plan will be managed in accordance with the administrative and governance processes outlined within the *Burdekin Local Disaster Management Plan* including approval, document control, distribution, review and renewal.

#### 1.5 Plan Review and Testing Requirements

This sub plan is to be reviewed annually before the severe weather season or post event to include lessons learned. This sub plan is to be exercised to ensure the effectiveness and scalability of the plan and include involvement, communication, and collaboration with identified key local, district and state stakeholders.

# 2. Governance

#### 2.1 Activation of Sub Plan

This plan will be activated by the LDC of the Burdekin LDMG, where the resupply of goods and resources to isolated areas of the community is required. This sub plan is supported by the:

- Burdekin Local Disaster Management Plan;
- Burdekin LDMG Airport Emergency Sub Plan;
- Burdekin LDMG Communications Sub Plan;
- Burdekin LDMG Community Information & Warnings Sub Plan;
- Burdekin LDMG Evacuation Sub Plan;
- Burdekin LDMG Pandemic Influenza Sub Plan;
- Burdekin LDMG Public Health Sub Plan;
- Burdekin LDMG Tsunami Sub Plan;
- Burdekin LDMG Multi-Purpose Hall Place of Refuge Manual; and,
- Burdekin LDMG Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP).

The activation of these supporting plans should be considered concurrently with this plan.

#### 2.2 Use of Sub Plan during Operations

The Burdekin Shire is susceptible to flooding from the Burdekin and Haughton Rivers and their associated waterways. Smaller settlements could be isolated due to flooding, cyclone damage, tidal surge, or other road blockages, preventing contact with the larger towns for supplies, medical assistance, medical treatment, or necessary evacuation. Resupply of essential goods and resources may be required.

The application of this sub plan, in accordance with the <u>Queensland Resupply Guidelines</u>, will assist in ensuring eligibility for cost recovery under Australian and Queensland Government disaster funding programs.

Refer to the *Burdekin LDMG Transportation Sub Plan* for detailed arrangements on the coordination of transportation resources.

#### 2.3 Functional Responsibility

The LDC is to ensure all agencies and members of the LDMG are aware of these procedures.

# 3. Concept of Operations

# 3.1 Types of Resupply

There are three types of resupply operations undertaken in Queensland<sup>1</sup>:

Types	Description
Isolated Community Resupply	This operation occurs when community members have access to retail outlets that cannot maintain adequate essential goods levels due to normal transport routes rendered inoperable by a disaster event. In this scenario, the state government contributes to the cost of transporting goods by alternate methods.
	This operation ensures essential goods are available to the community through the normal retail facilities within that community. This maintains the safety and wellbeing of humans and domestic animals during the period of isolation.
Isolated Rural Properties Resupply	Isolated rural properties are groups of individuals isolated from retail facilities due to normal transport routes rendered inoperable by a disaster event. This may include primary producers, outstations or small communities that have no retail facilities and require resupply. The aim of resupply operations to isolated rural properties is to maintain access to essential goods, including medications.
	Isolated rural property owners are responsible for placing and paying for their orders with retailers. The LDCC and DDCC 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.
	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, protocols, and contacts.
Resupply of Stranded Persons	This operation provides essential goods to individuals who are isolated from retail facilities due to normal transport routes rendered inoperable by a disaster event and are not at their normal place of residence. This is usually stranded travellers and campers.
	The QPS coordinates the resupply or evacuation of stranded persons. QPS may also use the resources of the LDCC – if it is activated – in response to a disaster event in the LGA.
	QPS determines the most appropriate course of action: whether to resupply stranded individuals or to evacuate them to a safer environment. If the LDCC is not activated, QPS will resupply or evacuate stranded individuals and report through the normal police reporting system.

# 3.2 Individual & Community Responsibilities<sup>2</sup>

events that isolate Queensland communities occur on a seasonal basis, and the effects on ground access routes can be predicted with reasonable accuracy. Communities likely to be affected by such events should consider preparing well in advance for both the event and the expected period of isolation.

<sup>&</sup>lt;sup>1</sup> Section 5.8.4 Resupply operations – Qld Prevention, Preparedness, Response & Recovery DM Guidelines

<sup>&</sup>lt;sup>2</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 5

These preparations include:

- stocking up on sufficient foods, medicines, and other items they would need to sustain themselves for the expected period of isolation (a minimum of 72 hrs / 3 days is recommended).
- checking with their local Australia Post manager/contractor to ascertain arrangements for the delivery/collection of mail during isolation periods.
- arranging suitable access to tuition for school children and maintaining contact with neighbours and friends.
- relocating stock from threatened areas and preparing fodder stockpiles to last them through the expected period of isolation.
- making arrangements to extend lines of credit with local suppliers or establish lines of credit with other supply centres if local arrangements cannot be made, so they can obtain sufficient goods to last them through the expected period of isolation.
- providing as much protection as possible for the stockpiled goods to prevent them from either being damaged and rendered unusable by the impact of the hazard or spoiling because of the length of storage time.
- having sufficient fuel stocks for generators, machinery, vehicles, and aircraft.

Communities/individuals should ensure their local government is provided with accurate details of the location of their property and/or landing strip/helipad using Global Positioning System (GPS) latitude and longitude data to assist possible resupply operations, including potential hazards near likely landing areas such as power and phone lines, or tall or unsecured objects.

#### 3.3 Principles for Operational Procedures<sup>3</sup>

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

- resupply operations will usually be conducted using fixed or rotary wing aircraft. There may be occasions, however, when it is safe and feasible to use watercraft to transport supplies to communities.
- wherever possible, the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets.
- wherever practicable, only one resupply operation will be undertaken for each affected area. Consideration should be given to bulk orders that are sufficient to last affected communities until normal road/rail services can be restored, dependent on retail storage available within the community and the duration of ongoing disruption.

Note: In some operations where extended periods of isolation are experienced, additional resupply operations can be expected.

- retailers will be responsible for placing their orders with their normal wholesale suppliers once these orders have been approved.
- wholesalers are responsible for delivering orders to the nominated dispatch point.
- orders are to be:
  - $\circ$  properly prepared for transport by the nominated means.
  - o clearly marked with volume, mass, and recipient details to ensure correct delivery.
  - o fully comply with regulations covering the transportation of Dangerous Goods.

<sup>&</sup>lt;sup>3</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 5&6

#### 3.4 Essential Goods Guidance<sup>4</sup>

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

- basic foodstuffs preferably either dried or tinned or otherwise packaged to last 'on the shelf' without special storage requirements by the isolated communities.
- basic cleaners, disinfectants etc., enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency).
- baby foods, formula, and nappies.
- foodstuffs other than above to meet special dietary requirements (on certification by an appropriate authority).
- medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency).
- dried pet foods (tinned pet food should be obtained before isolation).
- fuels (subject to clearance by the carrying agency) for essential motor transport, to keep electrical generators running to provide power for cooking, heating, lighting, refrigeration, water pumps and similar electrically powered appliances used to prepare or preserve food, maintain life, or provide purified water.
- aviation fuel (subject to being used for reconnaissance or resupply local homesteads).
- batteries (subject to clearance by the carrying agency) for powering radios, or handheld/ portable radio transmitters/receivers.
- other goods which, in the opinion of the Assistant Commissioner (AC)-QFES (on advice from the appropriate authority), are deemed necessary to maintain the physical and psychological welfare of the inhabitants of the isolated communities.

The following are **not** considered 'essential' goods:

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

#### 3.5 Frozen or Chilled Goods<sup>5</sup>

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).

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

<sup>&</sup>lt;sup>4</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 6

<sup>&</sup>lt;sup>5</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 7

#### 3.6 Transporting/back-loading of goods from an isolated community<sup>6</sup>

In special cases, consideration will be given to transporting/back-loading personnel or stores from the isolated community via aircraft/watercraft used in resupply operations. The community needs to demonstrate they will be isolated for an extended period, and the transportation would be beneficial. No back-loading is to be undertaken without the approval of the AC-QFES. If the AC-QFES approves the back loading, the State Disaster Coordination Centre (SDCC) Watch Desk will advise the administrative arrangements.

#### 3.7 Education and Preparedness

Burdekin LDMG has developed community awareness and education programmes to communicate identified key messages to the community through proactive and positive media coverage, presentations & displays and distribution of relevant material.

The strategy is intended to ensure that regular programs are initiated or offered to inform the Burdekin Shire community about the relevant hazards that may affect the region and preventative measures every household can take to reduce such risks. This strategy includes awareness and education of resupply operations, requirements, and State Government guidelines.

Council has designed and produced a local Resupply brochure for its community, including checklists for items that can and cannot be ordered.

It is noted that Emergency Supply is not part of Resupply and has not been considered in this plan.

Emergency Supply is the acquisition and management of emergency supplies and services in support of displaced persons during disaster operations Emergency supply is coordinated by QFES <sup>7</sup> as the lead agency in collaboration with the LDMG.

#### 3.8 Local Government Financial Arrangement

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

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

Where local governments require district or state assistance for resupply operations, they are to provide an F.1.206 Resupply Request Form<sup>8</sup> to the district advising that a resupply operation is necessary to maintain the physical and psychological welfare of the inhabitants of the affected communities.

# Requests for resupply are examined and checked by the QFES member before submitting to the district.

<sup>&</sup>lt;sup>6</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 7

<sup>&</sup>lt;sup>7</sup> Queensland State Disaster Management Plan page 49

<sup>&</sup>lt;sup>8</sup> https://www.disaster.qld.gov.au/\_\_data/assets/pdf\_file/0029/339383/F1206-Qld-Resupply-Request-Form.pdf

# 4. Community Resupply

The aim of resupply to 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 alternative methods of transport would greatly increase the cost of essential goods to the consumer.

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

#### 4.1 Local Government Responsibilities<sup>9</sup>

When determining the need for resupply the LDC and the LDMG must consider 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 LDMG must consider organisations other than retailers, this may include:

- Hospitals and clinics.
- Charity organisations (meals on wheels, school-based feeding programs).
- Postal contractors.
- Fuel suppliers (aviation fuel, essential fuel supplies only).
- Vets.
- Emergency Services (QAS, QFES, QPS).
- Aged care facilities.
- Any other local organisation that supplies essential goods or services.

Resupply of isolated communities may be undertaken by local governments with notification to District and State levels, or they may pass a request for resupply to the DDCC for District and State assistance in arranging transport assistance.

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

Regardless of whether resupply is arranged at a local or district level, the Local Disaster Coordination Centre (LDCC) is the focal point for processing any request for resupply by any community in their area of responsibility. They are responsible for:

- Coordinating the activities of the retailers, fuel suppliers and hospitals in preparing and placing bulk orders and ensuring those goods are deemed 'essential' to the needs of the isolated communities.
- Ensuring no unauthorised variations are made by retailers with wholesalers.
- Collating all orders to determine volume and mass so that calculations can be made for the number and type of aircraft/watercraft required for transport quotes.

Note: As the volume and mass details provided are used to obtain quotes for carriage of the orders, any increases in volume and/or weights of orders before loading may cause delays in the delivery of the supplies or result in supplies being left behind.

<sup>&</sup>lt;sup>9</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 11

- Ensuring retailers arrange for the collection of supplies from the delivery point or organising local delivery;
- Checking the manifests of supplies delivered against the copies of the retailers' orders provided;
- Certifying to the appropriate local or district contact that all supplies have been delivered and delivery manifests are correct.

Note: Local governments are advised to consider the appointment of an independent liaison officer to collate local orders. This appointment may prevent claims of bias against elected officials. The appointed officer should not be involved in food or retail outlets or fuel suppliers where possible.

#### 4.2 Important Links, Plans and Policies

Links to policy:

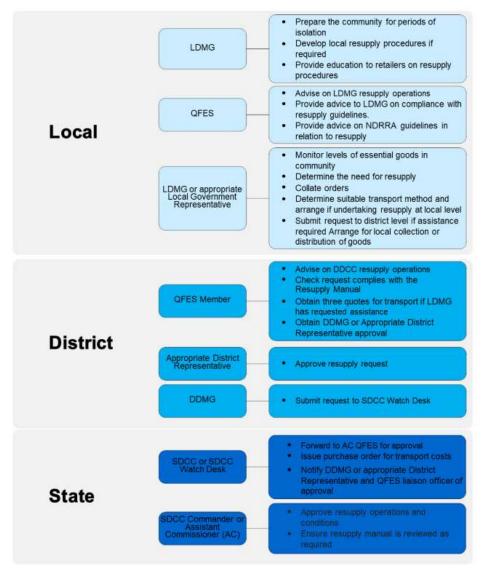
- State Disaster Management Plan https://www.disaster.qld.gov.au/\_\_data/assets/pdf\_file/0027/339336/Interim-2023-QSDMP-V1.2.pdf
- Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline <u>https://www.disaster.qld.gov.au/ data/assets/pdf file/0032/359465/QLD-Disaster-Management-Guideline.pdf</u>
- Queensland Resupply Manual - <u>https://www.disaster.qld.gov.au/</u> data/assets/pdf\_file/0022/339421/M1205-Queensland-Resupply-<u>Manual.pdf</u>

#### 4.3 Forms for Isolated Community Resupply

Note: The forms below for Isolated Community Resupply below can be sourced from the Queensland Resupply Manual, page 14 to 23.

- Support Tool Kit for Resupply to Isolated Communities
- Isolated Community Resupply Initial communication with retailers
- Isolated Community Resupply Second communication with retailers
- Isolated Communities Resupply Form

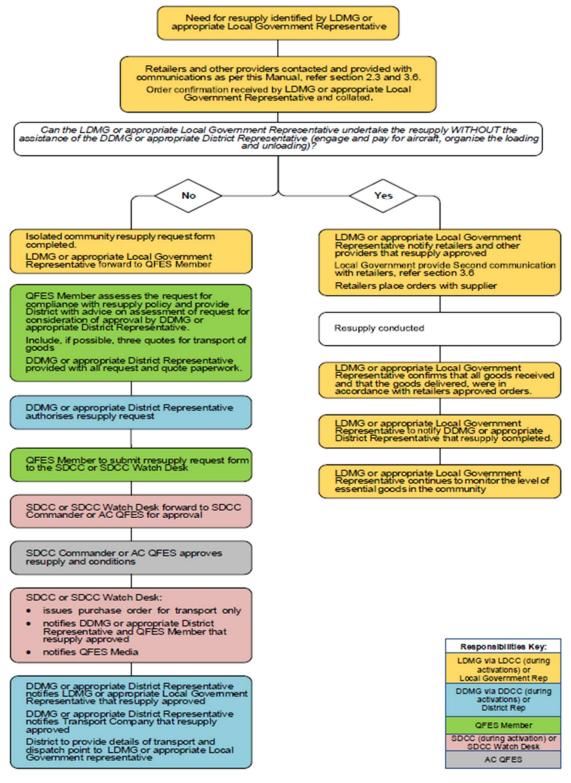
#### 4.4 Responsibility for Isolated Community Resupply<sup>10</sup>



\*Note: NDRRA is now DRFA

 $<sup>^{10}</sup>$  Queensland Resupply Manual – M.1.205 – 20 July 22, page 10

#### 4.5 Flow Chart - Isolated Communities Resupplying<sup>11</sup>



\*Note NDRRA changed to DRFA

<sup>11</sup> Queensland Resupply Manual – M.1.205 – 20 July 22, page 9

**PROTECTIVE MARKING** 

# 5. Isolated Rural Property Resupply

The aim of resupply operations to smaller towns and isolated rural properties is to maintain access to essential goods. The definition of rural properties for this sub plan includes both primary producers and smaller towns (e.g., Alva Beach, Giru) or outstations within the local government's area of responsibility that are isolated and cannot access retail facilities to maintain sufficient levels of essential goods<sup>12</sup>.

#### 5.1 Arrangements<sup>13</sup>

It is the responsibility of the Isolated Rural Property to place their orders with the retailer and pay for goods - the LDCC and DDCC will facilitate and meet the cost of transport only. Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required. In addition to essential goods, isolated rural properties may require additional goods such as medications to be delivered as part of the resupply.

The Burdekin LDMG will endeavour to inform all rural properties of the resupply process and whom to contact should resupply be required.

The LDMG will/is to maintain a list of isolated rural properties in the local government area 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.
- Other details that may assist in 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 sufficient supplies are in the community to supply rural properties. It may be necessary to conduct a resupply to isolated communities before conducting resupply to isolated rural properties.

#### 5.2 Local Government Responsibilities<sup>14</sup>

The LDCC will endeavour to contact isolated rural properties (and small communities) to ascertain their level of safety and wellbeing and assess the requirement for resupply operations to maintain the physical and 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 Councils. The LDCC will advise the DDMG where resupply operations are being conducted. LDCCs will be the central point for processing any request for resupply by any rural property in their area of responsibility. LDCCs will also be responsible for:

• Coordinating the activities of the rural properties in preparing and placing orders, and ensuring goods are 'essential' to the needs of the isolated persons.

<sup>&</sup>lt;sup>12</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 24

<sup>&</sup>lt;sup>13</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 26

<sup>&</sup>lt;sup>14</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 26

- 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 the local delivery point, especially regarding medical supplies and mail).

The local government is responsible for the payment of transport costs. The use of rotary wing aircraft may amount to significant expenditure; therefore, the LDC must ensure that engagement of transport providers is in accordance with the local government's procurement policy.

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

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

The local government should be aware that they are requesting operations that may not be budgeted for and may not be reimbursable under the SDRA or DRFA. They are accountable for the decision in committing council funds and should not undertake resupply if it does not meet the requirements of this guideline.

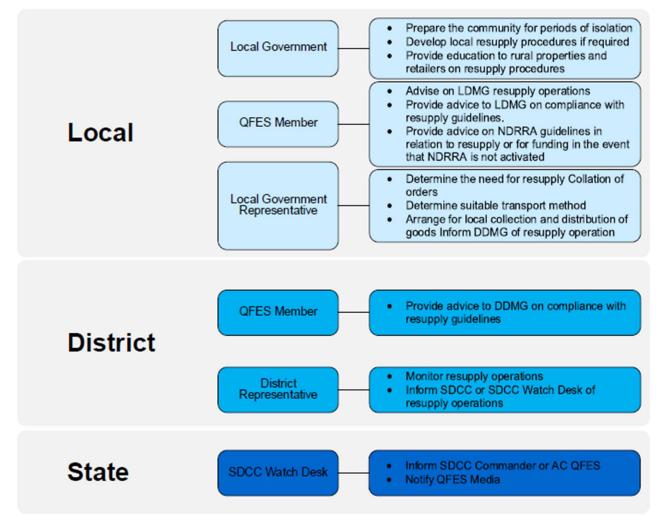
The LDCC is to provide details of resupply operations undertaken to the DDMG via SITREPS. The LDCC is to provide details including number of persons receiving supply, and quantity of goods and notify the DDMG on completion of operations.

#### 5.3 Forms for Isolated Rural Property Resupply

*Note:* The below forms for Rural Property Resupply can be sourced from the <u>Queensland Resupply</u> <u>Manual</u> page 28 to 34.

- Operational Checklist for Resupply to Isolated Rural Properties
- Isolated Property Resupply Information
- Property Contact Details
- Property Resupply Details Sheet
- Flight Manifest

## 5.4 Responsibility for Isolated Rural Properties<sup>15</sup>

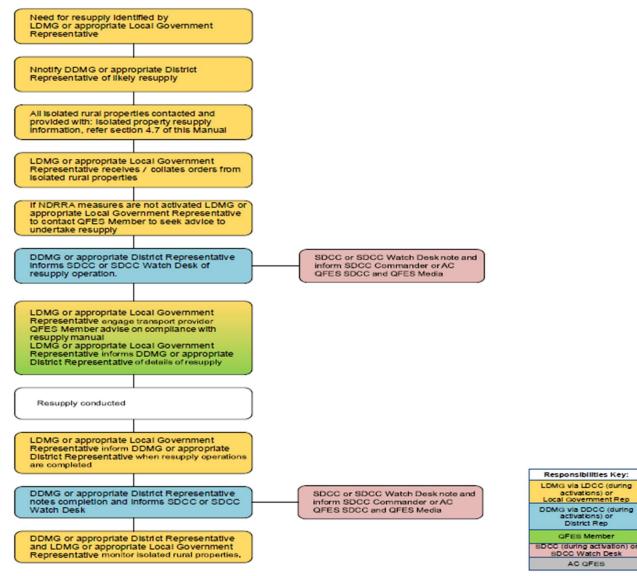


\*Note NDRRA changed to DRFA

 $<sup>^{15}</sup>$  Queensland Resupply Manual – M.1.205 – 20 July 2022, page 25

#### 5.5 Flow Chart – Resupplying Isolated Rural Properties<sup>16</sup>

The flowchart below details the processes involved in the requests and approvals required to conduct resupply operations to isolated rural properties. No two resupply operations are identical. It is therefore recommended that the LDMG adapt this process where needed to suit the community's requirements and the logistical considerations of the Burdekin Local Government Area (LGA).



\*Note NDRRA changed to DRFA

**PROTECTIVE MARKING** 

<sup>&</sup>lt;sup>16</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 24

# 6. Stranded Persons Resupply

Resupply of stranded persons aims to ensure that persons that become stranded away from retail facilities and away from their residence can access essential goods.

#### 6.1 Arrangements<sup>17</sup>

The resupply or evacuation of stranded persons is coordinated by the Queensland Police Service (QPS). QPS may utilise the resources of the LDCC, if it is activated, in response to an event in the local government area. If the LDCC is not activated, QPS will conduct resupply or evacuation of stranded individuals and report through the standard police reporting system.

#### 6.2 Queensland Police Service Responsibilities<sup>18</sup>

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.

If the LDCC is not activated, QPS will coordinate the resupply or evacuation of stranded individuals through the normal QPS reporting and command structure. Should the LDCC activate in response to an event in the local government area, QPS may request to utilise the local group's resources to resupply or evacuate stranded individuals.

QPS remain responsible for the safety and welfare of stranded individuals regardless of the involvement of the Local Government Responsibilities (LDMG/LDCC).

#### 6.3 Local Government Responsibilities<sup>19</sup>

If the LDCC is activated, assistance will be provided to the QPS to conduct resupply or evacuation operations for stranded individuals, or groups of individuals. The LDCC and DDCC should maintain good communications and contact and inform each other of any resupply or evacuation operations including:

- Number of persons resupplied or evacuated (including age and gender).
- Location evacuated from.
- Location evacuated to.
- The circumstances of the operation.

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

#### 6.4 District Level Responsibilities (DDMG)<sup>20</sup>

The DDMG should provide information to the SDCC Watch Desk about the resupply or evacuation of stranded individuals and provides resources to LDCC to support the resupply or evacuation of stranded

 $<sup>^{\</sup>rm 17}$  Queensland Resupply Manual – M.1.205 – 20 July 2022, page 35

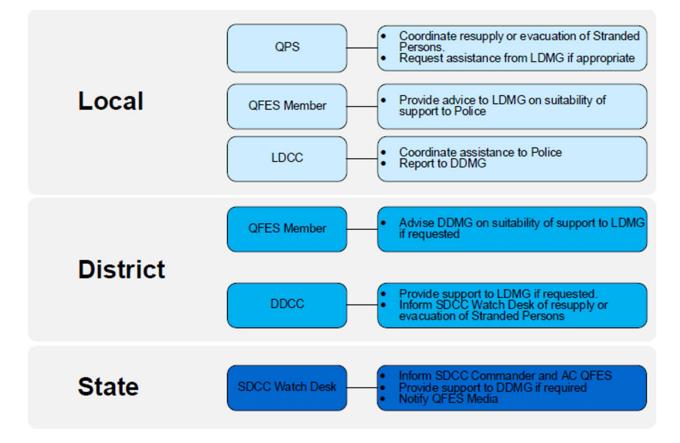
<sup>&</sup>lt;sup>18</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 36

 $<sup>^{19}</sup>$  Queensland Resupply Manual – M.1.205 – 20 July 2022, page 36-37  $\,$ 

 $<sup>^{20}</sup>$  Queensland Resupply Manual – M.1.205 – 20 July 2022, page 37

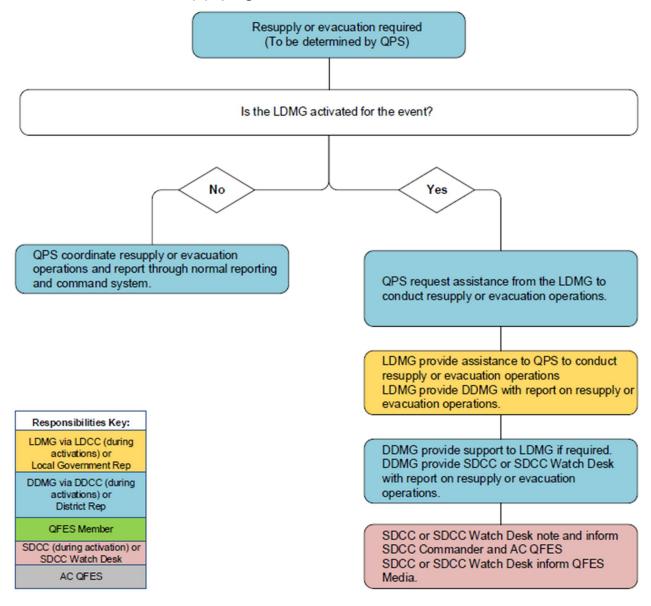
individuals if requested. DDMG representatives may discuss the suitability of support to the LDMG with QFES member of DDMG.

#### 6.5 Responsibility for Stranded Persons<sup>21</sup>



<sup>&</sup>lt;sup>21</sup> Queensland Resupply Manual – M.1.205 – 20 July 2022, page 36

#### 6.6 Flow Chart – Resupplying Stranded Persons<sup>22</sup>



 $<sup>^{22}</sup>$  Queensland Resupply Manual – M.1.205 – 20 July 2022, page 35