APPENDIX 15 – Disaster Coordination Centre Standard Operating Procedures and Duty Statements

STANDARD OPERATING PROCEDURES

Note: This Sub-Plan is not to be copied
Requests for further copies are to be made to the LDC of the LDMG.

Section 1 - Structure of Local Disaster Coordination Centre

1.1 Introduction
The Burdekin Shire Local Disaster Coordination Centre (LDCC) will be activated to coordinate the management of resources in the Shire for major threat events detailed in the LDMP.

1.2 LDCC Location, Access, Entrances & Parking
The LDCC is situated in the John Hy Peake Heritage Room of the Burdekin Shire Council.

Access to the LDCC during an operation will be as follows:

- Any person/s on duty or staffing the centre will report on arrival to the Manager – Human Resources to be registered in the Guardian System;
- Visitors, media and members of the public must use the main Council entrance in Young Street and wait in the foyer of the Customer Service Centre;
- Parking of ALL private and emergency vehicles will be in Young Street or Macmillan Street.

1.3 Access to Equipment - Stationery and Maps

- Where possible, electronic systems will be utilised to manage the disaster event.
- Any hard copy maps/documents required are stored on Council premises.
- Stationery will be made available, as required, from Council stocks.

1.4 Layout of Centre

The layout (floor plan) of the LDCC is shown in Attachment A.

1.5 Staffing

The following staffing arrangements are to be observed:

- Overall management of the coordinated response is the responsibility of the Chair of the Burdekin Shire LDMG;
- Management of the LDCC is the responsibility of the Local Disaster Coordinator (LDC);
- The staffing level required to operate the Centre is at the discretion of the LDC;
- Liaison Officers of emergency and statutory services will be called for as required, depending upon operational requirements;
- LDCC personnel will be drawn from Burdekin Shire Council staff, as required, and from other volunteer sources;
- All personnel will be required to sign on and off duty;
- Personnel who are rostered ‘off-duty’ are not to remain in or around the LDCC.
1.6 Security
The following security arrangements are to be observed:

- Visitors to the LDCC must be approved by either the Chair or the LDC and are to be escorted wherever possible;
- No media personnel will be permitted into the LDCC;
- All persons employed, utilised, visiting and entering the LDCC will be required to register their name, organisation and times on site.

1.7 Media
Media arrangements are as follows:

- No television, radio or press media personnel are to be allowed into the LDCC during operations;
- A Media Liaison Officer will be appointed and will organise media briefings in an area apart from the LDCC;
- All media releases are to be authorised by the Chair;
- The Media Liaison Officer will advise the Chair of any deadlines and times of interviews and reports.

1.8 Liaison Officers
Liaison Officers provide the link between their organisation and the Chair of the LDMG. Liaison Officers are to:

- Have the authority to commit resources of their organisation in support of operational requirements;
- Maintain and operate communication links between their parent organisation and the LDCC;
- Provide advice to the Chair, LDC and LDCC personnel on the capabilities and characteristics of their organisation;
- Keep the Chair, LDC and LDCC personnel informed of the actions taken and requirements of the parent organisation;
- Convey the Chair’s directions and instructions to their organisation.

Liaison Officers should bring to the LDCC:

- The internal directory or contact details for key personnel within their organisation;
- An alternative communication link (2-way radio) should the normal communication system fail;
- Mobile telephone;
- Any other item necessary to perform their duties as listed above.

The LDCC may decide that a Liaison Officer is not required at the LDCC. The organisation must advise contact numbers for all nominated Liaison Officers. If the situation demands a change in this procedure, the LDC will advise the organisation concerned.

1.9 Telephone System Function
The primary LDCC number may be issued to the public for general information on the actions, procedures and steps the community should take to avoid, reduce or combat the effect of the disaster or to repeat information supplied through the normal media releases on evacuation procedures, evacuation centres, etc.

This telephone system is not designed or intended to take calls for all emergency services, statutory authorities or other centres of assistance. These calls will be directed to the particular organisation.

- Emergency calls for Police, Ambulance and/or Fire Services will be directed to ‘000’;
- Calls pertaining to particular services or statutory authority will be directed to that service;
- During the activation of the LDCC, all calls to the SES phone number (132 500) will be diverted to the primary LDCC number.
If the caller has repeatedly attempted to contact a particular service or statutory authority and has not been able to get through, or the lines appear disrupted, the relevant details are to be recorded and processed in the Guardian system.

Section 2 - Operations

2.1 Objectives

The main objectives are:

- A determination of priorities to ensure the aim of preservation of life and property;
- Knowledge and understanding of these Standard Operating Procedures and the Local Disaster Management Plan;
- Continuous liaison between all involved organisations and levels of emergency management;
- The efficient coordination of all available resources;
- The collection, collating and dissemination of all operational information and intelligence.

2.2 Activation of the Centre

The following procedures will be observed:

- The LDC will observe a WATCH at all times outside of operations, with the LDCC maintained in a state of readiness, as required;
- Burdekin Shire Council will be advised of the requirement for rooms to be made available for the LDCC;
- The centre is activated and brought to an operational state, as required. This may occur during the STAND-BY stage. The move to this stage will be determined by the Chair in consultation with advisers;
- The implementation of the Local Disaster Management Plan will automatically ACTIVATE the LDCC to full operational status.

2.3 Levels of Activation

Levels of activation of the LDCC are as follows:

(1) ALERT
(2) LEAN FORWARD
(3) STAND UP
(4) STAND DOWN

2.3.1 Alert Stage

This stage is triggered by the awareness of a hazard that has the potential to affect the local government area.

Actions undertaken during this stage include:

- Hazard and risks identified
- Information sharing with warning agency
- LDC contacts EMQ
- Initial advice to all stakeholders
### 2.3.2 Lean Forward Stage – Level 1

This stage is triggered when there is a likelihood that a threat may affect the local government area but the threat is not yet imminent.

Actions undertaken during this stage include:

- EMQ and LDC conduct analysis of predictions
- Chair and LDC on watching brief
- Establish regular communications with warning agency
- Threat is confirmed credible
- Check all contact details
- First briefing Core Members of LDMG
- LDC advises DDC of LF level one
- Commence cost capturing

### 2.3.3 Lean Forward Stage – Level 2

This stage is triggered when the threat is quantified, there is a need for public awareness and the LDMG is ready to manage the event.

Actions undertaken during this stage include:

- Confirm level and potential of threat
- Advise XO of DDMG of LF level two
- Conduct meeting with available LDMG
- Warning orders to response agencies
- Council staff prepare for operations
- Public information and warning initiated
- Determine trigger point to Stand Up
- Prepare LDCC for operations
- Regular contact between LDC and DDC

### 2.3.3 Stand Up Stage – Level 1

This stage is triggered when the threat is imminent, it is clear that the community will be impacted, requests for support are received by LDMG agencies and there is a need for minor coordination in the LDCC.

Actions undertaken during this stage include:

- Meeting of LDMG Core Group
- Commence SITREPs to DDMG
- LDCC activated with limited staff
- Distribute contact details
- Rosters for LDCC
- Commence operational plans
- DDMG advised of potential requests for support

### 2.3.4 Stand Up Stage – Level 2

This stage is triggered when the community has been impacted, there are a significant number of requests received by the LDCC and the response requires coordination.

Actions undertaken during this stage include:

- Local government shifts to disaster operations
• LDMG takes full control
• SOPs activated
• Core group of LDMG located in LDCC
• Situation reporting to DDCC
• Rosters for LDCC implemented

2.3.5 Stand Down Stage
This stage is triggered when there is no longer a requirement for a coordinated response, the community has returned to normal function and recovery is taking place. Actions undertaken during this stage include:
• Final checks for outstanding requests
• Implement plan to transition to recovery
• Debrief of staff in LDCC
• Debrief with LDMG members
• Consolidate financial reports
• Final situation report sent to DDMG
• Hand over to Recovery Coordinator for reporting
• Return to local government core business

Section 3 - Administration

3.1 Roster Arrangements
Staffing arrangements for the LDCC are as follows:
• Staffing level within the LDCC will be determined by the LDC;
• Rostering of all personnel for duty in the LDCC will be determined by the LDC;
• Preparation of the roster is the responsibility of the Human Resources Manager;
• A copy of the roster will be displayed within the LDCC;
• Periods of duty will be determined by the threat;
• Hours of duty should be on an 8-hour shift. Duty must not exceed 12 hours. This applies to all personnel;
• A 30-minute change over period should be allowed for to permit hand-over debriefings.

3.2 Extended Operations & Meetings
• A policy of regular meetings will be implemented at times designated by the Chair;
• The organisational Liaison Officers will meet at the direction of the Chair.

3.3 Media Releases
• The Chair, Burdekin Shire LDMG, shall authorise all media releases relating to the overall threat to the community and response from the LDMG;
• Media releases will be carried out through the appointed Media Liaison Officer, having regard to media deadlines;
• All media interviews shall be undertaken by the Chair or the LDC or their alternatives;
• Liaison Officers and staff of the LDCC will refrain from making media comments on the overall disaster situation;
• Media releases relating to individual organisations must be referred to their normal media procedures.

3.4 Operational System - Guardian

The disaster management system, Guardian, will be used to manage all disaster events. If Guardian is not available, a backup paper system will be utilised.

All personnel operating within the LDCC will use the Guardian System on a laptop provided by Burdekin Shire Council. Liaison Officers will have access to Burdekin Shire Council personnel who are trained to assist with the operation of Guardian.

The functions within Guardian are as follows:

**Customer Request Log**

Sequential and chronological records of tasks to be carried out and requests for assistance reported to the LDCC that are required to be actioned by relevant emergency and statutory services.

**Request for Assistance**

Completed and forwarded to the DDCC for resource assistance. This request is only made when local resources are inadequate or are exhausted. Such requests will be coordinated by the DDCC and not by individual organisations. Only one entry per request is to be used.

**Situation Report (SITREP)**

A report to the DDC:

- On activation of the LDMG.
- At pre-determined times during the operations.
- As the operational situation changes.
- As required by the DDC or on standing down of the LDMG with a final report containing an appraisal of the operation.

**Messages**

The Guardian system will be used to record all messages received by the LDCC. Requests for assistance from the public will be distributed to the appropriate agency via Guardian.

In the event that the Guardian system is not available, a hard copy Message Form is used to record messages and allocate tasks. The first part of the form is completed by a Logger, who then passes it on to an Intelligence Officer. The Intelligence Officer assesses the information provided and forwards the message to the relevant Liaison Officer/s for action, if required. The Liaison Officer will note any actions taken and return the form to the Intelligence Officer.

**Organisation Tasking Log**

A sequential and chronological record of tasks to be actioned by individual organisations involved in the operation. Each organisation Liaison Officer will maintain Tasking Log information relating to their organisation within Guardian.

In the event that the Guardian system is not available, a hard copy Operations Log form is used to record this information.

**Offers of Assistance Status**

Information about offers of assistance from organisations or individuals including personnel, equipment or other resources that may be required after the threat has passed.

**Resource Allocation Register**

A record of where resources have been deployed.

In the event that the Guardian system is not available, a hard copy Resource Allocation Register form is used to record this information.
3.5 Information Displays

Guardian contains and displays information on all current and completed tasks. Guardian information is available on each LDCC laptop and is projected onto a large screen in the LDCC to ensure that all LDCC personnel have access to the information.

In the event that the Guardian system is not available, the following Information Displays should be available in the LDCC. These boards must be continually updated to provide accurate information from where Situation Reports and Media Releases will be collated. Equipment for these displays can include whiteboards, chalk boards, flip charts or any other means to provide a clear and precise record of the situation.

3.5.1 Operation Status Board
Display showing working log of task/requests being carried out.

3.5.2 Situation Information Board
Display to summarise the current operational status for various areas affected, with a brief prognosis of likely events or reactions.
This board should also include the status of the number of homeless, injured, trapped, missing or unaccounted-for persons.
If necessary a Victim State Board could be used as a supplement if space is at a premium.
Information on this board should indicate the current information since the last situation report issued and also a running total of the overall situation.
Information on this board will be used to compile SITREP’s for the LDC to distribute to the DDCC.

3.5.3 Situation Report Map
A map of the impact area/s marked with developing threats or problems and or other information.
This map could also include access or egress routes, route closures and emergency helipad locations.

3.5.4 Contract Display Board
Display to record important and regularly used telephone, mobile and facsimile numbers including key personnel.

3.5.5 Resource State Board
This board should display all the available resources, those that have been committed and the current availability. It could also include offers of equipment and services available from the community.

3.5.6 Maps/Weather Display Board
This board should include:
- Detailed maps of Burdekin Shire areas;
- Map showing the Burdekin Shire and adjacent local government areas;
- Detailed weather and flood information;
- Any other relevant map information and data.
The Maps available to the LDCC include:
- Topographic maps 1:50,000, 1:100,000 and 1: 250,000
- Storm Surge Maps
- LDCC Layout
- River Flooding Map

3.5.7 Organisation Plans
The following plans and information are available electronically:
- Burdekin Shire Local Disaster Management Plan;
Any other action plans as necessary;
Current Tide Book (Queensland Transport).

3.6 LDCC Equipment
The following equipment is located within Council which is available for use by the LDCC:
- Telephones
- Whiteboards
- Tables & chairs
- Laptops
Maps, plans and stationery are held by Council and are available for use within the LDCC.

3.7 Additional Equipment
As the threat may result in Council personnel being operational at the same time as the LDCC is operational, additional equipment may not be available for use in the LDCC.
Leasing or hiring of additional equipment should be arranged during the ‘STANDBY’ Stage of activation.
Equipment could include:
- Television - for information gathering and Media Liaison;
- DVD Recorder – to record events, news reports and debriefing information;
- Display Boards - to record events and display information;
- Facsimile - for inward and outward messages and Media Liaison;
- Photocopier - for copying of material within the centre.
Other specific equipment will be made available from the Council, including:
- Computer system and printers - for access to GIS and Council data;
- E-mail and Internet connections - for Media Liaison

3.8 Financial Management
Authorisation for expenditure of funds during an event is in accordance with Council’s financial management arrangements. Any non-Council LDCC personnel that expend funds do so through their own organisational arrangements. Refer to the Financial Management Operational Checklist in Appendix 13.
Expenditure limits are as per Council’s Financial Delegations Register.
For each event, specific cost centres are established for emergent works expenditure and counter disaster operations in accordance with NDRRA guidelines. For NDRRA restoration works, project folders containing relevant information for each road/project are created to assist in the preparation of submissions to the relevant funding body for approval. For urgent projects, a separate project number is allocated for costing purposes to enable works to commence prior to official approval.
The LDC is provided with the authority to use the Burdekin Shire Council Purchase Order System in the LDCC. This system is to be used to obtain services, equipment and requirements to permit the Centre to function effectively.
Use of this system will include:
- Purchase/hire of equipment;
- Purchase of stationery, office and cleaning supplies, etc.;
- Hire of specialised personnel/organisations, such as security, cleaning, etc.;
- Supply of food and refreshments for LDCC staff during extended operations;
- Any other costs or expenditure required for the function of the LDCC.
Each purchase order must be identified as Burdekin Shire LDMG, Emergency Coordination Service.
Section 4 - Communication

4.1 Communication Role of LDCC
The primary telephone access to the LDCC is through Council’s Customer Service number – 4783 9800. This is the public access to the LDCC.

The role of the primary number will be:

- For LDMG organisations to relay information to the LDCC or specifically to the relevant Liaison Officer;
- An information line for the public for media release information, recovery centre locations and general assistance on how to combat the threat. The LDC will determine if and when this number is promoted to the public.

Any calls from the public for specific assistance should be re-directed to the organisation that provides that service.

All messages will be recorded within the Guardian system.

4.2 Communications Networks
The Burdekin Shire LDCC will rely on the following communication networks:

Primary
- Normal telephone and facsimile communication system;
- Computers linked to Burdekin Shire Council network.

Secondary
- Burdekin Shire Council radio communications system;
- Emergency services communication systems;
- Citizen Band radio communication network;
- Laptop computers

Tertiary
- Messengers/Runners;
- Couriers.

Liaison Officers will use telephone and facsimile in most instances but they should have their organisational radio equipment available if normal communications are disrupted.

Section 5 - Training and Review

5.1 Review of Standard Operating Procedures
A regular review of these Standing Operating Procedures should be conducted:

- After any activation of the LDCC;
- During and after any exercise or disaster management training;
- When changes to the procedures occur; or
- At least every 12 months.

5.2 Training and Exercises
A training exercise should be conducted at the discretion of the LDC, at least every 12 months, and should include those organisations and services that may be required to support the LDCC during a threat.
5.3 **Staff Training**

Personnel that will or may have a specific function within the LDCC need to have training in:

- Procedures for the operation within the LDCC;
- Key functions within the LDCC;
- Use of the Guardian disaster management system; and
- Use of forms used in the LDCC.

Training sessions should be conducted prior to the cyclone season.
DUTY STATEMENTS

Chair

The Chair of the Burdekin Shire LDMG is responsible for the overall coordination of the response to a disaster in the Burdekin Shire area.

Specific duties include:

- Activate the LDCC and consult with the LDC at all stages of operation;
- Liaise with the DDCC on the establishment of the LDCC;
- Liaise with the DDCC for additional State and Federal assistance when all local resources-
  - have been or are nearly expended;
  - are totally committed to tasking;
  - are unable to be deployed; or
  - are not suitable for the task;
- Authorise and conduct meetings between members of the LDMG and support organisations on a regular basis;
- Liaise with the Media Liaison Officer, approve all press releases and conduct media interviews;
- Liaise with the LDC on the stand-down of the LDCC and advise the DDCC;
- Authorise de-briefing sessions with the LDC and LDMG members, immediately after the event and at other times as required.

Local Disaster Coordinator (LDC)

The LDC is responsible for the management of the LDCC, which provides support to the Chair and the Burdekin Shire LDMG.

Specific duties include:

- Coordinate disaster operations for the LDMG;
- report regularly to the LDMG about disaster operations;
- ensure, as far as practicable, that any strategic decisions of the LDMG about disaster operations are implemented;
- Establish and maintain the LDCC in a state of operational readiness;
- Prepare and implement Standard Operating Procedures governing the activation and conduct of the LDCC;
- Provide trained staff to operate the LDCC efficiently and on a continuous basis, if necessary;
- Identify and provide adequate material and electronic resources to enable the LDCC to operate effectively;
- Establish and maintain an administrative and financial system for resources and financial expenditure;
- Review the preparation of Situation Reports for presentation to the DDC;
- Prepare material for briefing and debriefing sessions;
- Review Standard Operating Procedures after activation, exercises or at least every 12 months;
- Conduct disaster management training and exercises based on the Burdekin Shire identified threats.

Media Liaison Officer

The Media Liaison Officer is responsible to the LDC for the management of all media matters relating to the operation of the LDCC.

Specific duties include:
• Prepare accurate press releases based on local operations;
• Liaise with media liaison officers from other organisations where joint releases are necessary, i.e. in the event of an evacuation;
• Coordinate responses to all media sources;
• Maintain a working log of press releases and all other significant contacts with media sources;
• Refer all media inquiries regarding political or controversial issues to the Chair of the LDMG;
• Coordinate all media interviews;
• Coordinate media group tours of disaster areas;
• Keep abreast of operational developments by liaising with LDCC Intelligence Officers;
• Maintain a current contact register of media organisations;
• Utilise media to ensure timely and accurate distribution of disaster information to the public.

Organisational Liaison Officers
Liaison Officers provide a link between their organisation, the Chair of the LDMG and the LDC.
Liaison Officers should have the authority to commit personnel and other resources of their organisation in support of the operational requirements.
Liaison Officers should ensure the following is available at the LDCC during operations:

• Organisational 2-way radio communications;
• Internal directory and after hours contacts for key personnel within their organisation;
• Mobile telephone;
• Any other equipment necessary to perform their duties.

Specific duties include:
• Advising and assisting the LDC in resolving operational matters;
• Negotiating and implementing agreed disaster management response strategies;
• Deployment of personnel and equipment;
• Coordinating of activities with other response organisations;
• Maintaining an Organisational Tasking Log and ensure a copy is retained at the LDCC;
• Maintain operational continuity with the Chair through meetings and communications.

Intelligence Officers
Intelligence Officers are responsible for:

• Collection, collation, interpretation and distribution of operational information;
• Assessing priorities of operational information and ensuring that the information is actioned by the relevant LDCC personnel or section;
• Collection of information to prepare Situation Reports and drafting other reports as required by the LDC;
• Ensuring the LDC is continually briefed on the overall situation.

Specific duties include:
• Providing the LDC with an accurate, timely, clear and concise picture of the situation particularly regarding damage and casualties;
• Drafting SITREPS for the LDC as required;
• Screening of operational information received or dispatched and interpretation of the actions required;
• Acting as a link between the LDC and the relevant Liaison Officers to facilitate resource support;
• Ensure the overall situation is accurately depicted on maps, charts, and display boards.

**Finance Officer**
The Finance Officer is responsible to the LDC for the accountability of the activation of the LDCC. Specific duties include:

- Be aware of the NDRRA guidelines for reimbursement of funds;
- Issue official orders for equipment, services, provisions and expendable items for the operation of the LDCC;
- Control all expenditure incurred and maintain a register of accounts outstanding;
- Prepare and submit a financial report of all expenditure incurred during the operation.

**Operation Logger**
The Operation Logger is responsible for recording all messages and information arriving and leaving the LDCC. Specific duties include:

- Registering all incoming and outgoing messages, reports, or important events;
- Ensure that priority or urgent messages are brought to the attention of the LDC through the Intelligence Officers;
- Maintain a master register of all incoming and outgoing information within Guardian;
- Ensure the distribution of messages to the appropriate LDCC personnel;
- Regularly review the Operation Log and bring any incomplete actions to the attention of the LDC.

**Operation Plotter**
The Operation Plotter is only required in the event that the Guardian system is not operational. The Operation Plotter is responsible for recording and updating operational information on the LDCC display boards. Specific duties include:

- Plotting and updating of information on maps;
- Whiteboard recording of:
  - Situation reports;
  - Local operations;
  - Resource management;
  - Casualty and displaced persons;
  - Requests for assistance;
  - Offers of assistance;
  - BoM information;
  - Allocated tasks;
  - Any other requirements of interest/events/situations to the operation;
- Where authorised, update or delete information from display boards.
**Communication Officer**

The Communication Officer is responsible for:

- Provision and maintenance of all communication equipment within the LDCC;
- Supervision of communication equipment operators;
- Providing advice to the LDC on communication matters during operations.

Specific duties include:

- Installation and maintenance of relevant radio, telephone, facsimile and computer equipment within the LDCC;
- Identify system faults and provide advice on alternative communications;
- Train LDCC personnel in appropriate procedures;
- Liaise with and advise the LDC on operational communication matters;
- On completion of operation (or exercise), evaluate communication equipment performance and operational performance and resolve any deficiencies;
- Provide the LDC with an evaluation report.
Attachment A – Layout of Burdekin Shire LDCC
Attachment B – Request for Assistance

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

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

1. **Event description, Date and Time (24hrs)**
   - Official name of the event. Date and time the RFA was prepared.

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

3. **To, From, Ph no.: Mob and E-mail**
   - Denotes the intended recipient and who forwarded the RFA and their contact details. It is important to note that the forwarding officer may not be the requesting officer.

4. **Requesting officer’s name, organisation & 24hr contact details**
   - The requesting officer is the person who has first hand knowledge of the request requirements and is therefore best placed to provide additional information.
   - It is vital this officer remain readily contactable especially if the request is time critical.

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

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

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

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

9. **RFA Checklist**
   - This provides prompts for specific areas to be considered prior to submitting the request.

10. **Authorising officer**
    - Authorisation indicates the request is legitimate; the information is accurate and the RFA has been completed correctly. Ensure the name is clearly written and signed.
Request for Assistance

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<th>Event:</th>
<th>Date:</th>
<th>Time (24hr):</th>
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Request forwarded to:  
- LDMG  
- DDMG  
- SDCC  
- Council to Council

Task tracking no.:  

To:  

From:  | Ph no.: | Mob: |

Requesting officer's name, organisation & 24hr contact details:  
(must be the person who has detailed knowledge of the request & is able to answer any questions)

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<tr>
<th>Name:</th>
<th>Ph no.:</th>
<th>Mob:</th>
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Org:  | E-mail: |

Delivery address: physical street address (include landmarks, GPS coordinates as required)

On-site contact person & phone no.: (must be available to accept delivery)

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<tr>
<th>Name:</th>
<th>Ph no.:</th>
<th>Mob:</th>
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Priority: to be delivered on-site by “detail time & date” (Urgent or ASAP is not acceptable)

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<th>Time:</th>
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Details of request: be specific about the required outcome OR clearly detail the resources required. Do not use acronyms, state unit quantities only and list skills sets for human resources. Refer to RFA checklist below.

RFA Checklist: ensure the following information is included in the request if applicable:

- Is transport needed
- Any hazardous situations
- Special handling requirements (forklift)
- Any access issues
- Requesting officer noted
- Priority noted
- Are skill sets clearly stated

Authorising Officer

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<tr>
<th>Name:</th>
<th>Position:</th>
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Signature:  | Date: | Time: |

DDC Authorisation: (Name)

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<th>Signature:</th>
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The purpose of this process map is to outline the request for assistance process under Council to Council program when activated by LDGM or DDMG. This information has been developed to assist council in the completion and submission of these requests for assistance. This process will be reviewed every 12 months or as otherwise required as a result of identified legislative, policy and/or procedural changes.