



2023/24 RESUPPLY SUB PLAN



Endorsement

This plan is recommended for distribution by the Townsville Local Disaster Management Group.



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Local Disaster Coordinator
Townsville Local Disaster Management Group

Date: 11 / 07 / 2023



Cr Jenny Hill
Chair
Townsville Local Disaster Management Group

Date: 11 / 07 / 2023

Consultation

Organisation	Name of consulted	Date distributed	Comments received
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Document Control

Amendment Control

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

Local Disaster Coordinator
Townsville City Council
PO Box 1268
Townsville, QLD 4810

The LDC may approve inconsequential amendments to this document. The LDC will ensure that any changes to the content of the document will be submitted to the Townsville Local Disaster Management Group (TLDMG) for approval and be endorsed by the Townsville City Council.

Amendment Register

Amendment		Plan Updated		
Version No.	Issue Date	Inserted by	Action	Date
01 Initial Plan	February 2014	Allen Morris	Initial Plan	13 February 2014
02	October 2015	Gavin Hammond	Annual Review	18 October 2015
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07	March 2022	Wayne Preedy	Annual Review	30 June 2022
08	March 2023	Wayne Preedy	Annual Review	30 June 2023

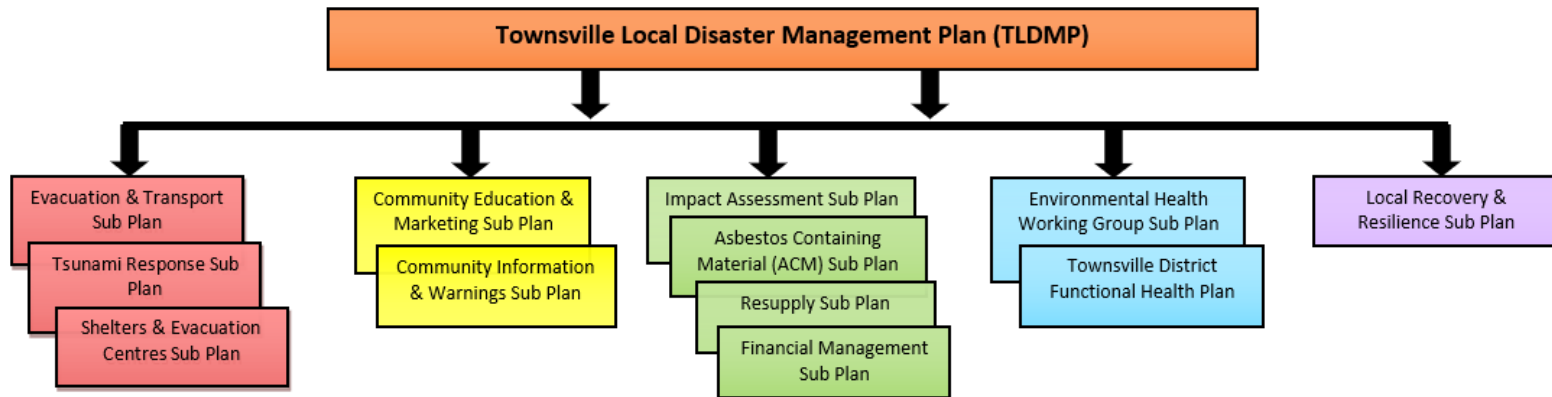
Abbreviations List

DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DRFA	Disaster Recovery Funding Arrangement
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
SDCC	State Disaster Coordination Centre
TCC	Townsville City Council
TLDMG	Townsville Local Disaster Management Group
TLDMP	Townsville Local Disaster Management Plan

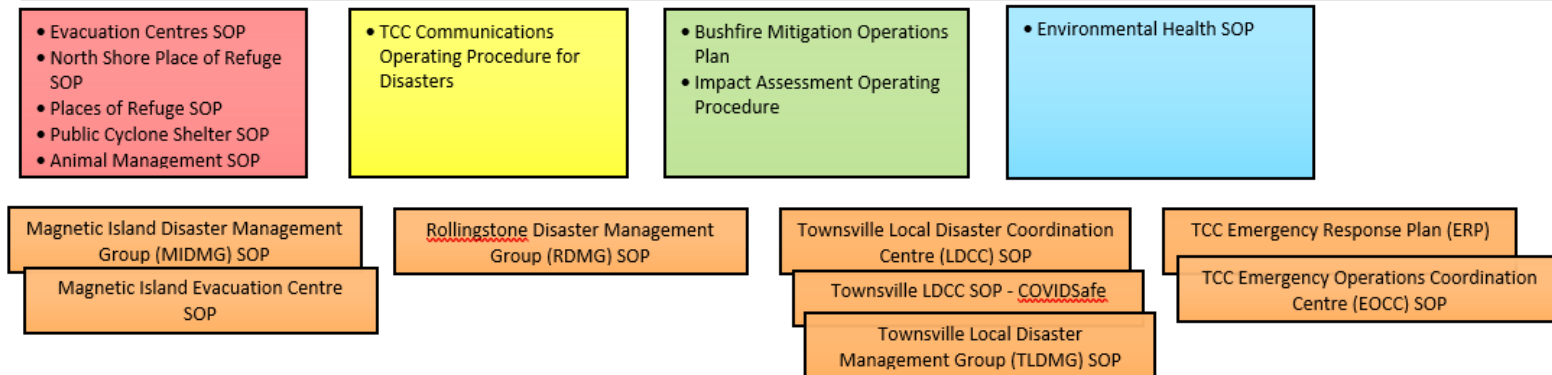
Plan Matrix

Townsville Local Disaster Management Plan Matrix

Please note: This matrix depicts plans and procedures, which have been grouped based on their relationship to one another rather than on hierarchy or trigger points for activation.



Operating Procedures (Internal Documents)



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Part One – Overview

1.1 Purpose

The purpose of the *Resupply Sub Plan* is to outline the processes and procedures used by the Townsville Local Disaster Management Group (TLDMG) when planning and conducting resupply operations. 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 the *TLDMG Resupply Sub Plan* are to:

- Outline the process for resupply to be conducted;
- Define emergency services and supporting agencies responsibilities;
- Provide effective liaison between all emergency services and supporting agencies;
- Provide arrangements for efficient coordination of local resources and any external support resource; and,
- Prescribe arrangements for testing, evaluation, and maintenance of this plan.

1.3 Scope

The *TLDMG Resupply Sub Plan* applies to emergency/disaster events occurring within the Townsville City Council area, which are within the resources of the Local Government and Statutory Services to adequately deal with on an individual basis.

1.4 Authority

The *Resupply Sub Plan* operates in accordance with the [Queensland Resupply Manual-M.1.205](#) developed by the Queensland Fire and Emergency Services under the authority of the *Disaster Management Act 2003*. This plan forms a sub plan of the *Townsville Local Disaster Management Plan (TLDMP)* and will be managed in accordance with the administrative and governance processes outlined within the TLDMP including approval, document control, distribution, review and renewal.

1.5 Plan Testing and Review

The Local Disaster Coordinator will be responsible for reviewing and updating this plan by the 30 June each year in consultation with relevant internal and external stakeholders. Assessment of the plan may be achieved through operational activation, feedback received or by the conduct of exercises. The LDC is to brief the TLDMG on the results of such reviews/exercises.

Part Two – Administration and Governance

2.1 Functional Responsibility

The LDC is to ensure all agencies and members of the TLDMG are aware of these arrangements.

2.2 Individual and Community Preparedness

Most events that may isolate our local community occur on a seasonal basis and their effects upon surface access routes can be predicted with reasonable accuracy. The TLDMG will inform of annual preparation in advance of both the event and the expected period of isolation as per the *TLDMG Community Education and Marketing Sub Plan* and *TLDMG Community Information & Warnings Sub Plan*.

2.3 Types of Resupply

The supply of essential goods to individuals will fit within three (3) distinctly different categories:

Category	Description
Isolated Community Resupply	This type of resupply operation is used when the persons residing in that community have ready access to retail outlets; however, the retail outlet is unable to maintain the level of essential goods required due to normal transport routes being inoperable as a result of a natural event(s).
Isolated Rural Properties Resupply	For the purposes of these guidelines, isolated rural properties are groups of individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event(s). This may include primary producers, outstations or small communities that have no retail facilities, and that require resupply.
Resupply of Stranded Persons	This type of resupply operation is undertaken to provide essential goods to individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event(s) and are not at their normal place of residence. This normally pertains to stranded travellers and campers.

2.4 Principles for Resupply Operations

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

- a. Resupply operations will normally be conducted using either fixed wing or rotary wing aircraft. There may be occasions, however, when it is both safe and feasible to use watercraft to transport supplies to communities; Opportunities to investigate alternate delivery models will be explored.

- b. Wherever possible, the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets;
- c. Wherever practicable, only one resupply operation will be undertaken for each affected area. Bulk orders, therefore, should be sufficient to last affected communities until normal road/rail services can be restored, dependent on retail storage available within the community and the duration of ongoing disruption;
- d. Retailers will be responsible for placing their orders with their normal wholesale suppliers once these orders have been approved;
- e. Wholesalers are to be responsible for delivering orders to the nominated dispatch point;
- f. Orders are to be:
 - Properly prepared for transport by the nominated means;
 - Clearly marked with volume, mass and details of recipient to ensure correct delivery;
and
 - Fully comply with regulations covering the transportation of Dangerous Goods.

Refer to [Annexure A – Queensland Resupply Manual–M.1.205 – Appendices and Addendum](#)

2.5 Essential Goods Guidelines

Those items currently regarded as 'essential goods' are defined in [Annexure A](#). The list provides a guide to the types of items that will be provided to an isolated community. **No variations to the list of items will be made without the approval of the Assistant Commissioner of Queensland, Queensland Fire and Emergency Services (QFES).**

2.6 Responsibilities of Agencies and Organisations

Organisation	Key Responsibilities	Key Functions
Townsville Local Disaster Management Group (TLDMG)	<ul style="list-style-type: none"> LDCC (Logistics Cell) under direction from the TLDMG to assess and coordinate all resupply operations for any isolated persons/ communities within the local government area. Refer to Section 3.3 	<ul style="list-style-type: none"> Monitor levels of essential goods in community and determine need for resupply Collate orders Determine suitable transport methods and arrange (if resupply is undertaken at local level) If LDMG exceeds capacity, escalate resupply request and necessary details to the DDCC. Arrange for local collection/distribution of goods
Queensland Fire and Emergency Services (QFES)	<ul style="list-style-type: none"> Coordinate communication and resupply processes between the Local Disaster Coordination Centre (LDCC), District Disaster Coordination Centre (DDCC) and the State Disaster Coordination Centre (SDCC) 	<ul style="list-style-type: none"> Ensure the DDCC resupply operations are established once approved Provide advice and key checks to the LDCC and DDCC to assist the resupply process (e.g. DRFA guidelines; obtain three (3) quotes for transport if LDCC requests assistance) Ensure three (3) local competitive quotes for the transportation of the resupply goods are obtained and forwarded to the SDCC Ensure appropriate arrangements for resupply operations are in place in events where the DDCC is not activated
Townsville District Disaster Coordinator (DDC)	<ul style="list-style-type: none"> Satisfy requests for resupply to isolated communities using available resources in accordance with instructions issued by the Assistant Commissioner QFES (wherever practicable) Monitor resupply operations in District to ensure most efficient use of resources 	<ul style="list-style-type: none"> Ensure resupply requests made to DDCC meets the Resupply Guidelines. Endorse and refer any requests that the DDCC are unable to meet to the SDCC

Organisation	Key Responsibilities	Key Functions
Queensland Police Service (QPS)	<ul style="list-style-type: none"> • Coordinate resupply or evacuation of stranded individuals 	<ul style="list-style-type: none"> • Request assistance from LDCC to conduct resupply or evacuation operations if it is activated • Conduct operations through normal reporting and command system if LDCC not activated.
State Disaster Coordination Centre (SDCC)	<ul style="list-style-type: none"> • Coordinate all resupply operations that are escalated to a state level 	
Assistant Commissioner, Queensland Fire and Emergency Services (QFES)	<ul style="list-style-type: none"> • Examine each request referred by a DDC, approve or not approve and advise accordingly 	<ul style="list-style-type: none"> • Make decisions regarding variations to any requests made for goods that are not 'essential' • Provide instructions to a DDC regarding methods of satisfying requests in their District

Part Three – Resupply Process

3.1 Overview

Wherever practicable, the TLDMG will meet requests for resupply operations to isolated communities by using resources available at the local level and notify the Townsville District Disaster Coordination Centre (DDCC) of these arrangements. The LDC will monitor that there are sufficient supplies available in the community to provide resupply to isolated properties and stranded persons by including these needs in any requests made to the DDCC.

When assessing the need for resupply, the TLDMG will take a whole of community approach and consider the total level of goods and resources available to organisations other than retail facilities, including:

- Hospitals, clinics, pharmacies and medical centres;
- Charity organisations (meals on wheels, etc.);
- Postal contractors;
- Fuel suppliers (aviation fuel, essential supplies only);
- Veterinary clinics;
- Aged care and special needs facilities;
- Any other local organisation that supplies essential goods or services.

Contact details for local food and medicine suppliers are provided in [Annexure B](#).

3.2 Requests for Resupply

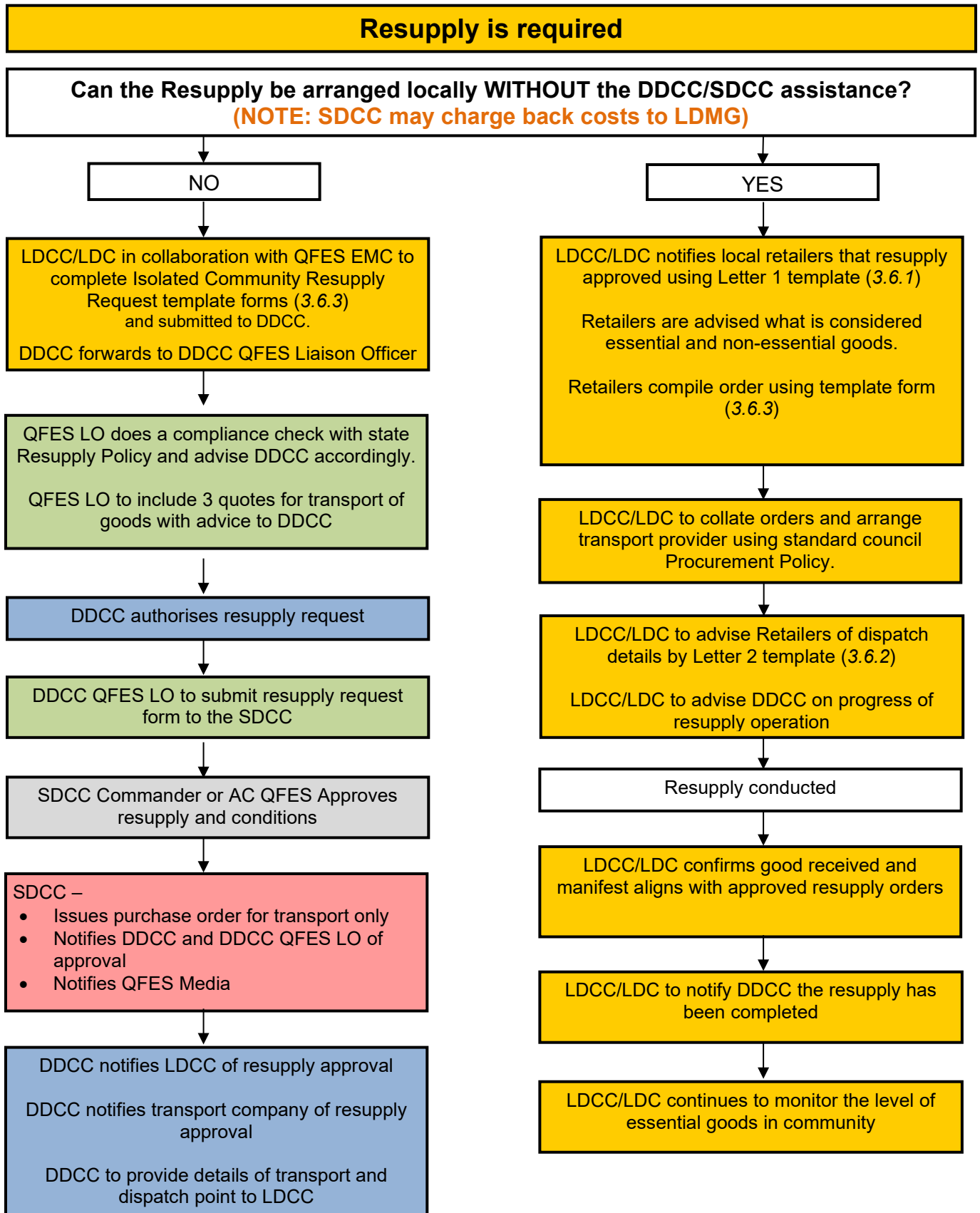
Where all practical local options for resupply have been exhausted, the LDC, in consultation with QFES Emergency Management Coordinator (if unavailable the LDCC QFES LO), will submit the appropriate form(s) to the District Disaster Coordinator (DDC) formally requesting external resupply assistance from the district or state (refer to *Queensland Resupply Manual–M.1.205*).

Resupply operations for isolated rural properties will be conducted at the local level by the TLDMG in consultation with those affected. [Refer to Annexure C – Resupply to Flood Isolated Properties](#)

Resupply or evacuation operations of stranded persons will be conducted by Queensland Police Service (QPS) through the TLDMG if it is activated, or alternatively through the normal police reporting and command system.

Where a resupply request has been made to the DDCC, the DDC and DDCC QFES Liaison Officer will assess the request, ensure it has been made in accordance with the [Queensland Resupply Manual–M.1.205](#), and where possible, provide the requested goods or services from the district's available resources. Alternatively, if the request exceeds the DDCC's capacity to respond, the DDC will escalate the request to the State Disaster Coordination Centre (SDCC) for further assistance.

The following flowchart details the process to conduct resupply operations to isolated communities.



3.3 Role of the Local Disaster Coordination Centre (LDCC)

During a disaster event the Logistics Cell within the Townsville LDCC will, in consultation with the LDC and QFES representative, assess and coordinate all resupply operations within the Townsville local government area. (Refer – *Townsville Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP)*).

The LDCC will be broadly responsible for:

- Coordinating the logistical activities of retailers, fuel suppliers, hospitals, and all other organisations in preparing, placing and collecting bulk orders;
- Ensuring these organisations comply with the [Queensland Resupply Manual–M.1.205](#) with respect to those goods which are authorised as ‘essential’ to the needs of isolated properties and isolated communities;
- Certifying, checking, and collating the details and delivery manifests of all orders conducted through the LDCC in consultation with QFES representative.

3.4 Financial Arrangements

There are two (2) primary financial mechanisms that can be activated by the Queensland Government in the event of a disaster to assist with alleviating economic hardship for those affected:

- *Queensland Disaster Funding Guidelines (QDFG) 2021* – incl.:
 - Disaster Recovery Funding Arrangements (DRFA)
 - State Disaster Relief Arrangements (SDRA); and,

Refer to the *Queensland Resupply Manual–M.1.205* and the *TLDMG Financial Management Sub Plan* for details regarding the activation and application of these financial mechanisms for disaster events.

Transport costs incurred during State approved resupply operations must conform to QFES/ Financial Management Practice Manual and Procurement and Contracts Practice Manual, which requires that three written competitive quotes be obtained where practicable. When resupply operations are conducted at a Local or District level without State approval, the procurement should be in accordance with the relevant Local or District arrangements.

3.4.1 What costs will the individual incur.

It is the responsibility of the isolated rural property owners to place their orders with the retailer and pay for goods; The local government and district will facilitate and meet the cost of transport only.

3.5 Transporting/back-loading of goods from an isolated community

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 of time 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.

Related Documents

[Queensland Resupply Manual–M.1.205](#)

Queensland Disaster Management Act 2003

[Queensland Disaster Funding Guidelines \(QDFG\) 2021](#)

Townsville Local Disaster Management Plan

TLDMG Community Education and Marketing Sub Plan

TLDMG Community Information & Warnings Sub Plan

TLDMG Financial Management Sub Plan

Townsville Local Disaster Coordination Centre Standard Operating Procedures (LDCC SOP)

[Queensland Prevention, Preparedness, Response and Recovery Disaster Management Guideline](#)

Annexure Index

Annexure A – Queensland Resupply Manual–M.1.205 – Appendices and Addendum

Annexure B – Townsville Emergency Resupply Contact List 2023/24

Annexure C – Resupply to flood isolated properties

Annexure A – Queensland Resupply Manual–M.1.205– Appendices and Addendum

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3.6.2	Isolated Community Resupply – Second Communication with retailers
3.6.3	Isolated Communities Resupply Request Form
4.6	Operational Checklist for Resupply to Isolated Rural Properties
4.7	Isolated Property Resupply Information
4.7.2	Property Contact Details

Source: [Queensland Resupply Manual M.1.205](#)

3.5 – Isolated Communities Resupply Operational Considerations

3.5. Isolated Communities Resupply Operational Considerations

- Appropriate receiving of perishables at the other end of the flight, i.e. some form of refrigeration for cold goods, under cover storage for non-refrigerated items.
- On-transport requirements of the goods requires consideration, i.e. helicopter transport and the appropriate staffing of personnel to load and/or unload goods at satellite communities from the main transport hub.
- Forward planning of appropriate ground personnel to remote areas, i.e. airbase operators, aircraft support crews and airbase managers.
- Most appropriate aircraft are those which have the ability to be reconfigured by removing seating to carry freight.
- All goods to be placed on pallets and total weight to be marked on the pallets. * Note: All perishable items will only be carried at the discretion of the pilot and at the risk of the consignee.
- All pallets should be inspected to ensure that they DO NOT contain any dangerous goods items, e.g. Aerosol Cans. (Other associated items such as batteries, cleaning agents, corrosive products, etc will only be included if subject to clearance by the carrying agency, (for further information please refer to Essential Goods List).
- The use of a forklift (with weight scales) is encouraged to assist with and expedite loading/unloading of the aircraft, when and where possible.
- If/when possible a detailed goods manifest should be obtained from the retailers/wholesalers and be forwarded to the local and district representative for inclusion with the resupply supporting documentation to assist the carrying agent with identifying contents and weights of cargo.
- When seeking quotes for aircraft, consider the amount of light weight goods as this may "bulk out" the aircraft, or large bulky items. Let all of the aviation companies supplying quotes know as it will affect the number of flights required.
- Local governments should provide advice on Airstrip specifications (unsealed/sealed surface, lighting, length and direction of strip, etc), and whether they have sufficient stocks of aircraft fuel (Jet A1 or AvGas) which might be utilised to assist with refuelling the resupply aircraft.

3.5 – Isolated Communities Resupply Operational Considerations

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. Generally allow 7 days from request to delivery.</p> <p>If district support is likely to be needed, check with district representative or QFES 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.</p> <p>Include:</p> <ul style="list-style-type: none"> • chamber of commerce (if present); • retailers; • clinic / hospital; • post master; • aged care facility; • fuel suppliers (essential fuels only); • 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 QFES member and briefed to LDC accordingly. The items ordered must be essential as per Section 2.3 Essential Goods Guidance and the request complies with the Resupply Manual.	The QFES LDMG member can advise on compliance and NDRRA 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 or M3 for barge.	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 backloading 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	<p>District/State Resupply</p> <p>QFES member check request complies with Section 2.3 Essential Goods Guidance and the request complies with the Resupply Manual. QFES member ensure quotes obtained.</p> <p>Complete district section of local government Request For</p>	<p>Local Resupply</p> <p>Local government representative requests quotes from transport companies.</p>	<p>Include road and air transport quotes.</p> <p>Consider the use of a broker for larger lifts. Stipulate if this is to include the loading of the aircraft.</p> <p>When asking for quotes stipulate a date/time they are to be submitted. At district level if companies fail to quote pass this information on to the SDCC Watch Desk.</p>	<p>By:</p> <p>Date</p>	
8	SDCC Watch Desk and local government representative	<p>District/State Resupply</p> <p>For AC, QFES approval and Purchase Order</p>	<p>Local Resupply</p> <p>Approval as per local government's procurement policies.</p>		<p>By:</p> <p>Date</p>	

Item	Responsibility	Actions		Note	Completed	Comments
9	District representative	District/State Resupply On receipt of approval from the AC, QFES 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 (hand or forklift) Load size (per lift) Will fuel be required. 	By: Date	
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. 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	

Item	Responsibility	Actions	Note	Completed	Comments
12	Local and District representatives	Resupply commences	<p>Liaise heavily with transport company and local government representative to ensure times and loads are adhered to and awareness of the arrival times and loads of each flight.</p> <p>Often it is advisable to give the pilot a number to call at the LDCC or local government as the aircraft is ready to depart.</p>	By: Date	
13	Local government representative	<p>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.</p> <p>If district/State organised resupply, local representative to report any issues during the operation to the district representative.</p>	This may include mix ups in loads or delays in aircraft.	By: Date	
14	Local government representative	<p>Resupply complete.</p> <p>If district/State organised resupply, local government representative to advise the district the resupply is complete.</p>		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	
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2.3 – Essential Goods Guidance

2.3. Essential Goods Guidance

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. to 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 prior to 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 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 Assistant Commissioner, QFES (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.

The following are not considered as '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 of any description (other than those to replace unserviceable household food preparation and similar goods); and
- Any merchandise to allow retailers to trade in anything other than those items considered essential to maintain human/animal health.

2.3.1. Frozen or Chilled Goods

Resupply operations may not have access to aircraft or watercraft equipped with suitable units to carry refrigerated or frozen goods. It is recommended where possible, that alternative products are considered (e.g. UHT or powdered milk instead of fresh milk).

However, if the Assistant Commissioner (AC), QFES deems frozen and/or chilled goods to be 'essential', or alternative products are unavailable or unsuitable, then a resupply request containing chilled/frozen goods may be approved. In these cases, it is recommended that arrangements be made by the supplier to keep the goods at the appropriate temperature from the time they are delivered to the dispatch point until the time they are delivered to the receiving point.

Accurate coordination is required to ensure foodstuffs reach their destination without spoiling. It is important that goods are delivered to the departure point and collected at the destination point in a timely manner to minimise the period without refrigeration. Transportation of frozen/chilled goods will be undertaken on the understanding there is a risk of deterioration due to delays in projected delivery times. It is the responsibility of recipients of frozen or chilled goods to take extra care to check their suitability for consumption.

3.6.1 – Isolated Communities Resupply Communication with Retailers Initial communication with retailers

The templates below are provided for local governments to consider using 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.

Example Only

Dear,

The >>Name Local Government<< 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<<

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 >>Name Local Government<< considers unnecessary will be removed from your order. In addition to this due to the transport method some items (wet batteries and some chemicals) will not be transported due to safety reasons. Whilst all care will be taken with the transport of goods any loss through perishing or damage to stock will not be compensated.

When considering the quantities of goods you require please plan for 14 days worth of goods.

The goods you order will be transported at no cost to the retailer, the cost of transport will be met by the State Government; you are however required to buy the goods as per normal arrangements. As the goods will be departing from >>Where<< should you currently not have established accounts with suppliers in >>Where<< you will be required to arrange this.

Unfortunately in the past some retailers have inflated the shelf price of items during periods of isolation. The >>Name Local Government<< will monitor the shelf price of items and will report any suspected profiteering to the appropriate authorities.

In order for this resupply to occur we required that your business complete the following actions:

Compile an order for your suppliers, this list must detail what you are ordering including weights (in kg) and the name and location of the supplier. Do not submit this order to your supplier yet, the order is used for planning purposes and a member of the >>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<<

3.6.2 – Isolated Communities Resupply Communication with Retailers – Second communication with retailers

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.

Example Only

Dear,

As you would be aware the >>Name Local Government<< 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 >>Name Local Government<< 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 Section 2.3 Essential Goods Guidance of the Resupply Manual or may be considered dangerous to transport. Please be assured that the same rationale 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 dependant 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 >>Name Local Government<< 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

3.6.3 – Isolated Community Resupply Request Form

Retail Outlet or Isolated Community is to complete form and forward to the Local Government Representative			
TO: (Local Govt to enter details) Fax:		FROM: Telephone:	
Ph:		Facsimile:	
Email:			
Date	Time	Request Number (To be numbered consecutively)	
FOOD AND BASIC GOODS RESUPPLY REQUEST DETAILS			
Location:			
Has the wholesaler been contacted and advised of the situation?			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			Kilograms
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:	
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 (m3)			
NAME OF BUSINESS	FRUIT AND VEGETABLES	DRY GOODS	FROZEN/CHILLED
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
	Kg/m3	Kg/m3	Kg/m3
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.			
LOCAL GOVERNMENT USE ONLY			
Is the local government able to resupply the isolated community utilising available resources?			YES / NO
Action taken:	Local government complete resupply/request State resupply		
Approval Number		Order Number	
ABOVE ACTION CERTIFIED BY:			
POSITION:		Local Disaster Coordinator	

<p>If local government requires assistance to resupply the isolated community, it must complete this section of the form and forward to the district.</p> <p>District representative to review and forward to SDCC Watch Desk for the action of Assistant Commissioner QFES.</p>			
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 area being maintained:			
If No (detail):			
TOTAL WEIGHT OF SUPPLIES REQUESTED:			kilograms
If approved, date supplies required:			
CERTIFICATION			
I hereby certify that a State resupply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.			
Name:		Signature:	
Position:		Organisation:	
DISTRICT/QFES LIAISON USE ONLY			
Action taken:			
A) Request to Assistant Commissioner – QFES:			
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			

4.6 – Operational Checklist for Resupply to Isolated Rural Properties

Item	Responsibility	Actions	Note	Completed	Comments
1	Local government representative	Request for resupply received from isolated property/ properties.		By: Date:	
2	Local government representative	Inform district of proposed actions.		By: Date:	
3	Local government representative	Contact list for properties is completed.	Checked against council rates notices and local knowledge.	By: Date:	
4	Local government representative	All isolated properties in the local government area contacted and informed of potential resupply operations. Copy of "Information to isolated property" given or read to person and contact details completed.	Is there enough stock in town to satisfy these requests? If not, discuss resupply of retail outlets with LDC (CEO). Contact properties bordering the local government area.	By: Date:	
5	Local government representative	Copies of orders received from isolated properties (carbon copy of orders supplied to retailers).	These need to be approved by the LDC.	By: Date:	
6	Local government representative	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 and the possibility of concurrent activity. Check aviation fuel levels	By: Date:	

Item	Responsibility	Actions	Note	Completed	Comments
7	Local government representative	Ensure requests comply with the resupply guidelines.	LDC can liaise with the QFES member to ensure request are warranted and compliance with the guidelines	By: Date:	
8	Local government representative	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 fit the guidelines of SDRA / NDRRA and/or the council accepts the cost.	By: Date:	
9	Local government representative	Transport provider engaged.		By: Date:	
10	Local government representative	All properties and retailers informed of the commencement date for resupply.	Include clinic and post office.	By: Date:	
11	Local government representative	On arrival of aircraft meet with pilot.	The pilot should be provided with a list of the properties to be resupplied and the quantities for each property. The pilot will develop a flight plan based on this data.	By: Date:	
12	Local government representative	Assign SES or local government person/s or QFES 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	Responsibility	Actions	Note	Completed	Comments
13	Local government representative	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	Local government representative	Resupply complete.	District to be informed.	By: Date:	
15	Local government representative	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:	

4.7 – Isolated Property Resupply Information

The template below is provided for local governments to consider using to inform isolated property residents of resupply operations, gather necessary information and track resupply operations. This information can be provided to isolated properties by phone, fax or email as appropriate.

Example Only

The >>Name Local Government<< is planning to resupply isolated properties in the shire with essential goods due to the isolation that we are currently experiencing.

It is intended that the resupply will commence on the >>Date<<. It will be conducted by helicopter.

The way this type of resupply works is that you order the goods that you required through local suppliers, you will pay for the goods that you order as normal. There will be no cost to you for the transport of these goods; the Shire will pay for the hire of the helicopter.

As you would appreciate space on helicopters is limited, please keep this in mind when placing your orders. The limit per property is >>Number<< Kg (this may or may not be used and must take into consideration the number of people on the property).

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

If you require medications please contact the clinic and arrange for your scripts to be filled or a new script written as soon as possible.

We will arrange for any mail that may be in town to be delivered as well, if you have items to post please have these ready for the helicopter. All parcels must have a dangerous goods declaration with them.

Orders

Please ensure that your orders are placed with the retailer by the >>Date<<. A copy of the orders that you place must also be sent to this office by fax: >>Number<< or email >>Email Address<<.

Should you have any questions regarding this resupply please call on >>Number<< or email on >>Email Address<<.

4.7.2 – Property Contact Details

Note: This form can be modified into a spreadsheet by the local government to record all property details in one document

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 local disaster management group.	

Annexure B – Townsville Emergency Resupply Contact List 2023/24

This page has been intentionally left blank as it contains personal information as defined under the *Information Privacy Act 2009*.




Annexure C – Resupply to Flood Isolated Properties

What is resupply?
During a natural disaster, the Queensland Government will assist isolated individuals with the resupply of essential goods, including food and medical supplies.
Isolated properties may include primary producers and smaller towns or outstations that cannot access retail facilities to maintain sufficient levels of essential goods.

Plan ahead
It's important for all Queenslanders to prepare their homes and families before disaster season strikes.
Know your risk. Familiarise yourself with your local area including historical flood levels, and the location and duration of flooding. Consider how long you might be isolated for.
Prepare your emergency kit with enough supplies to last the duration of any extended flooding. Stock supplies for your family including food, water, fuel, and medications prior to an event. Include items that may be in short supply in an emergency such as frozen foods.
If you are unable to store enough supplies, find out what support your local council may be able to provide in an emergency.
Make sure your local council has accurate Global Positioning System (GPS) location details for your home or community.
Visit the Queensland Fire and Emergency Services website at www.qfes.qld.gov.au to learn more about preparing for flooding.


RESUPPLY TO FLOOD ISOLATED PROPERTIES




 @QldFES
 @QldFireandEmergencyServices
 www.qfes.qld.gov.au

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What's the resupply process?

STEP 1 Isolated properties determine resupply needs and contacts local council. 

STEP 2 Local council processes requests for resupply. 

STEP 3 Isolated properties place orders for essential items with local suppliers and organise payment. 

STEP 4 Local council schedules delivery. Goods received by local outlets, packed, labelled and delivered to local council pick-up points. 

STEP 5 Local council arranges delivery to properties. 

STEP 6 Local council delivers goods to properties via air or boat. Property owners may need to pickup goods from set location. 

How much does it cost?

As an isolated property resident, it is your responsibility to place your order with the local retailer and pay for your goods.

What can I order?

- Basic foodstuffs (preferably dried, tinned or packaged to last on the shelf).
- Basic cleaners and disinfectants (*subject to clearance by carrying agency*).
- Baby foods, formula, and nappies.
- Medication and medical supplies.
- Water and purification treatments.
- Dried pet food.
- Fuels (if appropriate transportation is available) to ensure continued running of power, heating, lighting, refrigeration etc.
- Batteries (*subject to clearance by carrying agency*).

What can't I order?

- Chilled and frozen goods, including fresh milk (if refrigerated transportation is unavailable).
- Alcoholic beverages, canned and bottled soft drink.
- Tobacco and cigarettes.
- Machinery parts.
- Entertainment and electrical equipment.
- Non-essential or luxury items.

When flooding strikes remember...

Tune in to warnings. Stay connected to information channels including radio and social media for current weather advice and warnings.

Monitor rising flood waters.

If it's flooded, forget it. Don't attempt to swim or drive across flooded bridges or roads. Water can be deeper and faster flowing than it appears and you never know what's hidden under the surface.

Always follow instructions from local authorities and be ready to evacuate if necessary.

Be aware when travelling in flood conditions. Watch out for hazards such as fallen power lines, fallen trees and debris, broken water and sewage lines, loose materials, and wildlife.

