



QUILPIE SHIRE LOCAL DISASTER MANAGEMENT GROUP

LOCAL RE-SUPPLY PLAN INCLUDING AERIAL, WATER AND LAND RE-SUPPLY AND AERIAL TRANSPORT OF PERSONNEL

**SUB-PLAN 3
ADOPTED 02/11/2012**



Version	Date	Prepared By	Comments
1	02/11/2012	Dave Burges	Original version
2	08/12/2015	Dave Burges	Minor amendments

Background

During times of isolation there is a need to transport essential goods into the Quilpie Shire Council region. There is currently a state (Queensland) re-supply policy administered by the Department of Community Safety, Emergency Management Queensland however there are times when it is considered that a local re-supply operation is of greater benefit to the community and more cost effective.

Local re-supply operations are not an annual event for most areas of the South West Region. It is recommended that before commencing and local re-supply operations, Local Disaster Management Groups (LDMG) should contact their local EMQ Area Director for advice or changes to NDRRA funding. EMQ staff are available to support Local Councils with these processes if requested.

This document is in no way intended to replace the current Queensland Resupply guidelines. It aims only to clarify the arrangements that are already in place in Quilpie Shire. This policy is only intended to be used for the re-supply of isolated properties.

Use of aircraft for transportation of people

During times of isolation there is sometimes a need to transport persons either into or out of an affected area. These persons may be emergency workers or personnel or elected members of a community or Local Government area.

In the past, several councils have been scrutinised by media and also after submitting claims under the NDRRA guidelines. Persons wishing to be transported by aircraft need to complete a request for assistance form and provide enough justification for members of the LDMG through the chair to be able to publicly defend the use of the aircraft.

Use of the aircraft should be restricted to areas where there is a justifiable benefit to the community through the use of the aircraft and no other reasonable means to perform the function required. The use of aircraft for “joy flights for elected members” is a continual media article and an angle media continually target. LDMG’s need to be very aware of where aircraft are and the purpose of their usage at all times.

Section 12 of the Queensland Resupply Guidelines states:

Where there is a high likelihood that resupply operations will be required due to isolation the Local Disaster Management Group should develop a resupply procedure that details the conduct of resupply for the community and for isolated rural properties. This procedure is to be submitted to the district group for endorsement prior to its implementation. Any local resupply procedure cannot contradict the contents of these guidelines but should detail arrangements at a local level.

This plan has been endorsed by the Charleville DDMG on the xx/xx/xxxx.

Financial

Quilpie Shire Council will, during times of Emergency, set up a cost centre or job number for the collation of all costs to do with the emergency or situation. Contractors should be made aware of this job number where appropriate and identify this on their invoices.

Detailed invoices of hours of operation/fuel usage on a day by day basis is preferred for justification of claims through NDRRA. These invoices should reflect the hours of operation.

Contracting of Aircraft

Quilpie Shire Council will, in accordance with the Council financial delegations manual or financial procedures, arrange for the contracting of aircraft to perform re-supply operations. The costs of performing re-supply operations can be very expensive for prolonged operations and this should be taken into account through the procurement process. Invoices in the vicinity of \$50,000 could be expected for prolonged operations.

Councils may also have difficulty in sourcing aircraft locally and aircraft may have to travel considerable distances to commence operations. This may incur additional charges to travel and this should be negotiated during the procurement phase. Other costs that may need to be discussed may include;

- Accommodation/meals for pilot and or support crew
- Fuel, Wet hire of aircraft is preferable so LDMG is not responsible for the continual re-supply of drum stock or bulk fuel quantities.
- Hire rate per hour
- Daily standby rate
- Ability to sling loads
- Payload
- Duration of availability
- Transportation of fuel to isolated properties
- Provision of a vehicle for aircraft operators, if there is no hire car available.

Pilots will also need to be made aware of the area of operation, security and fuel availability when contracting their services as well. If aircraft are working out of an airport the name and contact details for the airport manager should be provided.

Use of aircraft to perform rescues or extrications

This policy specifically excludes the use of aircraft to perform these operations. These requests should be immediately sent to the DDMG for assistance if required.

Local Re-supply

Queensland Re-supply Guidelines

Purpose

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

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

Isolated Community resupply: This type of resupply operation is used when the persons residing in that community have ready access to retail outlets however the retail outlet is unable to maintain the level of essential goods required due to normal transport routes being inoperable as a result of a natural event or events.

Isolated Rural Properties Resupply: For the purposes of these guidelines isolated rural properties are groups of individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a natural event or events. This may include primary producers, outstations or small communities that have no retail facilities.

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

POLICY

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

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

Local arrangements

During isolation there are periods when it is possible to transport goods by road to an area close to the affected area. Where possible, road transport of goods should be used to get goods as close to the affected area, then alternate methods of transport used.

When this occurs goods are cross loaded from the road transport to boats, trucks or Rotary or fixed wing then transported. This process is very labour intensive and may need support of personnel to manually unload and load. Generally this policy will be working with small parcels, (broccoli boxes, cardboard boxes or similar) and not with palletised or large quantities of bulk goods. Those requests should be managed through the State re-supply policy.

Occasionally requests received may include water, fuels and oils, generators which are bulky and difficult to transport especially by air. The below section 'Goods that can be transported' provides advice of products that can and can't be transported by air.

Due to the need to cross load goods and move goods by boat there is a requirement for coordination between transport companies, retailers and the SES. For this local policy to be successful it must also be equitable.

Please discuss the payload prior to organising a re-supply to ensure goods don't spoil or sit unattended for extended periods.

Business continuity

Property Owners and businesses must understand that regardless of which transport medium is being used there are some items that cannot be transported. Businesses in the local area should have adequate business continuity plans in place to account for the wet season. The aim of the Resupply operations under the Queensland Resupply Guidelines is to maintain a level of essential goods for properties and isolated communities.

Every business undertaking has a level of risk associated with it. Whilst flooding isolation in the South West Region (SWR) is predominantly for short periods of time property owners may need to plan for reduced staffing for a period of the year due to isolation.

Detailed information on business continuity planning can be found at www.business.qld.gov.au under "building performance".

The emergence of the oil and gas industries across much of the South West Region may place additional burden on Local Governments to re-supply camps in isolated areas. This should be done in conjunction with the oil and gas companies when and if requests are made.

Excluded Operations

Property Owners and businesses must be advised if a request has been received for the re-supply of animal welfare products or fodder that these operations are not permitted under the Natural Disaster Relief and Recovery Arrangements (NDRRA) and would not be claimable by council.

These requests should be directed to the DDMG immediately for attention by Department of Employment , Economic Development and Innovation (DEEDI).

Appointment of a transport manager

As a result of the lessons learned from the 2010 South West floods, Emergency Management Queensland (EMQ) would recommend the appointment of a transport manager to oversee the re-supply operations and coordinate aircraft/ SES movements and coordinate road transport companies assisting in resupply operations. EMQ SWR have staff available for deployment to support and train Local Governments to undertake this role if requested.

The role of the transport manager is to coordinate as follows;

Coordination of road transport.

The transport coordinator is the single point of contact for all transport companies servicing the Quilpie Shire Council in the performance of its resupply operations. Due to the complexity of these operations it is imperative that the transport manager allocates times for trucks arriving and is aware of their cargo. Transport companies must also be advised of any possible delays in the unloading of their trucks due to aircraft or boat payloads.

Coordination of water transport

The transport coordinator is responsible for ensuring that there are sufficient commercial (or SES) boats available to transport the goods. These boats and operators must be commercially registered. Trained SES flood boat operators will be appointed to SES flood boats and may be rotated in shifts during long operations.

Loading/unloading

The transport coordinator is to arrange for the transfer of the resupply goods at both ends of the journey.

Local Delivery

The transport coordinator will make arrangements for the local delivery of goods or the provision of a pick up point for retailers.

Use of Private Vessels

The Quilpie Shire Local Disaster Management Group requires the use of vessels that are commercially registered and hold a current registration certificate. A copy of all relevant insurance and registration must be provided to the transport coordinator prior to the commencement of any resupply operations.

SES flood boats are commercially registered and each vessel has a laminated certificate of registration onboard at all times.

The Quilpie Shire Local Disaster Management Group appreciates that members of the public are often willing to assist in the transport of goods, these offers of assistance are appreciated however the risk and liability issues must be taken into consideration.

Transport of non essential goods

Businesses or properties that wish to transport non essential goods (see below for definitions) during periods of isolation must discuss this with the transport coordinator. Any transport of non essential goods will be conducted as a business arrangement outside of this procedure.

Goods that can be transported

Goods transported must be of an essential nature. There is no definitive list of what constitutes essential goods so an amount of common sense must be applied to considering what goods are ordered from suppliers. The Queensland Resupply Guidelines V2 essential goods information is provided in Appendix D.

There are times when goods that are not considered essential may be transported. For this to occur the transport of these goods must not increase the cost of the resupply operation and must be cleared by the Local Disaster Management Group.

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

Retailers are to ensure that the transport provider only loads essential goods, obvious non-essential goods will not be loaded and the retailer may incur additional transport costs for the return of goods to the place of loading.

Insurance for damaged or lost goods

The loss or damage to goods during road transport is covered by normal arrangements by the Property or Retailer.

The loss or damage of goods during water transport or the loading/unloading of boats is to be covered under the retailer's transit insurance (this should be incorporated into the company business insurance).

Reducing the risk of damage/loss

Whilst all care is taken with goods there have been incidents in the past where goods have been damaged during the loading or loading of boats. The main reason for this damage has been due to the poor

packaging of goods. Retailers should ensure that suppliers are aware that the goods will be handled a number of times, exposed to the elements and can be exposed to water spray when on boats. In some cases boats may have small amounts of water in them from time to time that can destroy cardboard packaging. Where possible plastic crates or polystyrene packaging should be used.

Cost of freight.

Retailers will pay for freight to the resupply depot as per normal arrangements. The cost of transporting goods by boat, truck or aircraft after arriving at the resupply depot and the additional handling of goods will be met by the Quilpie Shire Council and providing trigger points are reached should be recoverable under the Natural Disaster Relief and Recovery Arrangements.

For transport companies

For the resupply to be successful it is required that a copy of the manifest or docket be supplied to the transport coordinator prior to departure.

Any goods that are obviously non-essential or are not on the supplied manifest will not be loaded.

Changes to this policy

Due to the nature of flooding in Quilpie Shire there will, on occasion, be a need to change the way in which goods are transported.

These changes may occur when the normal supply route is closed however an alternate route is open.

Feedback

The Quilpie Shire Local Disaster Management Group is continually trying to improve how resupply is conducted.

The Quilpie Shire Local Disaster Management Group welcomes any constructive comments and suggestions on ways to improve resupply. The group must however ensure that any changes are fair, equitable and financially responsible. Post operational debriefs should include re-supply operations as an agenda item. Recommendations and possible changes to this policy should be referred to the LDMG for consideration and adoption.

To provide feedback or suggestions please contact the LDMG Chairperson, Mayor Stuart Mackenzie.

Media Release/Letter for Retailers

Due to the current isolation of **Enter Area Here** the Quilpie Shire Local Disaster Management Group (LDMG) will be conducting a resupply of essential goods to isolated rural properties.

The re-supply is for essential goods only. You will have previously received a copy of the local resupply procedure detailing what is considered essential. Should you require another copy please call Quilpie Shire Council on (07) 4656 0500.

As detailed in the local resupply procedure, the Local Disaster Management Group has appointed Council's Works Manager as the transport coordinator. The transport coordinator will contact you and arrange a time for delivery for any resupplies to be undertaken.

In order for this resupply to occur you are asked to do the following:

If you receive requests from property owners, please ensure that they have spoken to the Quilpie Shire Local Disaster Co-ordination Centre on (07) 4656 0500 prior to accepting the order. Resupplies may not necessarily be the same day the order is received. The property is to arrange payment of the goods as per normal arrangements.

Packaging of the order is the responsibility of the retailer and should be in enclosed cartons, crates, broccoli boxes to enable safe travel by boat, truck or helicopter. A copy of the docket is to be included on the outside of the packaging along with the weight of the cartons. Carton weights should not exceed 20kg each and a maximum total weight of 40kg would be considered appropriate.

Should you have any questions regarding these procedures please contact Council's CEO Dave Burges on (07) 4656 0500.

APPENDIX A - Operational Process Resupply to Isolated Rural Properties

This checklist is provided for use in the resupply of isolated rural properties within your Local Disaster Management Group (LDMG) and Local Emergency Coordination Committee (LECC) Operational Area.

Process for Resupply for Rural Properties –

- Quilpie Local Disaster Coordination Centre, Quilpie Shire Council (QSC) Staff/SES to contact rural properties and advise Resupply Goods permitted and also advise to try and get several Rural Properties in proximity to work together to arrange a single Food Drop Point if available.
- Ensure properties are aware that non permitted goods will be removed and will not be sent. ***(Refer to Essential Supplies Appendix D of the Queensland resupply Guidelines attached to this sub plan)***
- Properties are to contact their normal suppliers direct and arrange payment, packing and notify the Quilpie Shire LDMG of ***locations for pickups*** or the location for the ***Resupply Drop Point***.
- Ensure Properties are aware that they need to notify their suppliers that collection of goods will commence at >Insert time< and to have goods ready to go if Quilpie Shire LDMG is arranging pick up of resupply orders, or of the location for goods to be dropped and a time for delivery.
- For unapproved requests; let the caller know why their request will not be processed (eg. not in the Shire, not considered a priority, the road is expected to be opened the next day etc.) At this point record the reason why on the form, do not proceed any further with completing the form. Write 'CANCELLED' across the form and file in the appropriate sections of the folder.
- When the caller phones back to confirm that they have placed an order, it is essential that you;
 - Confirm the name of their property
 - Confirm their closest road
 - Confirm their telephone number and the UHF channel they use.
 - Seek any further information that would help locate their property – property name on the roof/ colour of roof/ any tanks / distinguishable features and record on the property contact details form (Annexe I) if not completed already.
 - Ask if they know the longitude and latitude of the property in Degrees Minutes' and Seconds" (important to use this format when recording it on the form)
 - If they have a medical order write "Medical" on the form
 - Confirm if they do have medication ordered how many days they have left of their medication (the urgency) for flight scheduling purposes.
 - End the call by telling the caller that the order will be processed, but don't make any promises on the exact time for days.
- Locate and mark the property on the shire/regional council map (if available)
- Use all resources available to you to confirm the latitude and longitude of the property (e.g. Google Earth, rates program etc). You can approach your EMQ rep to complete a final check if required.
- Take a photocopy of all forms and forward the paperwork to the person responsible for tasking of the air assets.

(Message can be disseminated by Email – Fax – Telephone)

Information to Isolated Rural Properties

The Quilpie Shire Local Disaster Management Group is planning to resupply isolated properties in the shire with essential goods due to the isolation that we are currently experiencing.

It is intended that the resupply will commence on the.....of.....It will be conducted bytransport.

The process for this type of resupply is that you order the goods that you required through local suppliers, you will pay for the goods that you order as normal. There will be no cost to you for the transport of these goods. The Council will pay for the hire of thetransport.

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

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

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

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

Orders

Please ensure that your orders are placed with the retailer by the **(Insert date & time)**.

A copy of the orders that you place must also be sent to this office by fax:or email:.....

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

Property Contact Details

Name of Property:	
Name of Property Owner/Manager: (Residing at 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 (all info will be treated as confidential)?	
GPS position of homestead (if known) (Latitude/Longitude):	
Is your airstrip currently open and accessible?	
Details of airstrip/landing zone in relation to homestead or bearings.	
Is there a clearing near the homestead that will accommodate a helicopter landing?	
Are there any hazards near the landing zone or airstrip (power lines, aerals):	
Phone number:	
Fax number:	
Satellite phone number:	
UHF channel used:	
Any additional information that you believe may be of assistance:	
Completed by (name and date):	

Thank you for taking the time to completing this document. Please be assured that the information collected will only be used by the Local Disaster Management Group.

Property Resupply Details Sheet

Name of Property:

[illegible]

APPENDIX B



LDMG Disaster Operations Isolated Properties Resupply - Flight Manifest

Incident :	Date:
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Sortie Number:	Destination/Area
Purpose:	
	Time Out:
	Time Due in:
	Lat:
	Long:

Wt	Goods	Remarks
Special Instructions		

APPENDIX C - LDMG Isolated Rural Property Contact & Resupply Register

Property	Latitude/Longitude	Names	Radio Ch UHF/HF Contact Details Telephone/Email	Date Contacted & Comments	Date Contacted & Comments	Date Contacted & Comments
(Example) Narleen Station	28 Degrees/36'/12" S & 28 Degrees/36'/12" E	Jill Citizen	UHF/CB - Ch 23 46326666	08/01/2011 - Resupply RFA	09/01/2011 - Resupplied	14/01/2011 - No problems

APPENDIX D

ESSENTIAL SUPPLIES GUIDELINES

1. The following guidelines are to be used to determine if goods are considered 'essential' to maintaining human life and/or health until normal resupply operations can recommence:

- a. Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last 'on the shelf' without special storage requirements by the isolated communities;
- b. Basic cleaners, disinfectants and the like to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency);
- c. Baby foods, formula feeds for babies and nappies (the use of cloth nappies instead of 'packaged' nappies should be encouraged wherever possible);
- d. Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority);
- e. Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);
- f. Dried pet foods (tinned pet food should be obtained prior to isolation);
- g. Fuels (subject to clearance by the carrying agency) for essential motor transport, to keep electrical generators running to provide power for cooking, heating, lighting, refrigeration, water pumps and similar electrically powered appliances used to prepare or preserve food, maintain life, or provide purified water;
- h. Aviation fuel (subject to it being used for reconnaissance or to resupply local homesteads);
- i. Batteries (subject to clearance by the carrying agency) for powering transistor radios, or hand held/portable radio transmitters/receivers;
- j. Other goods which, in the opinion of the ADG EMQ (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.

2. The following are not considered as 'essential supplies':

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

Emergency pantry list

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

Managing at home

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

These include:

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

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