

NORTH BURNETT REGION DISASTER MANAGEMENT PLAN

Sub Plan 7 – Resupply

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References

A. Queensland Resupply Guidelines 2012

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Purpose of this Sub Plan

The purpose of this Sub Plan is to provide guidance to the LDC, LDMG, LDCC and communities on the conditions and procedures that should be applied to undertake resupply operations under Queensland Government resupply arrangements.

The application of this Sub Plan in accordance with the Queensland Resupply Guidelines will assist in ensuring eligibility for cost recovery under Australian and Queensland Government disaster funding programs.

Maintenance of this Sub Plan

This Sub Plan is to be maintained by the Local Disaster Coordinator or delegate. It should be reviewed annually to ensure it remains current and relevant.

Queensland Resupply Guidelines

This Sub Plan has been derived from the Queensland Resupply Guidelines, 2012. Elements of the Guidelines have been reproduced in this Sub Plan however the guidelines remain the principal reference for all matters relating to Resupply in the North Burnett.

Principles of Resupply in Queensland

- To provide a fair and equitable system for support to isolated persons without compromising the fundamental responsibilities of individuals and communities for self-help and mutual assistance.
- Resupply ensures isolated individuals and communities have essential goods for survival, and are not economically disadvantaged by additional transport costs in such circumstances.
- The Government will pay the additional transport costs to deliver essential items to isolated individuals and communities.
- Individuals and communities should not become reliant on resupply operations, and should make every effort to become self sufficient in all their needs in case they become isolated.

Types of Resupply

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).

The aim of this type of resupply is to ensure that essential goods are available to the community through the normal retail facilities within that community. In times of isolation the normal method of transporting goods

from the wholesaler to the retailer is no longer available and utilising alternate methods of transport would greatly increase the cost of essential goods to the consumer.

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

Generally this type of resupply is considered large scale involving shipping large quantities of essential goods to ensure communities are able to survive and not be economically disadvantaged through higher transportation costs.

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.

Responsibility for this type of resupply lies with the Queensland Police Service who will coordinate these types of resupply operations. They Queensland Police Service may request support from the North Burnett LDCC when conducting such resupply. In many cases a decision to evacuate people from their stranded location may be undertaken by the Queensland Police Service rather than the provision of resupply. Support for such evacuations may be requested from the LDCC.

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.

North Burnett Resupply Context

Isolation of communities and rural properties does and will occur in the North Burnett. However, most periods of isolation are generally less than 5 -7days and most communities and properties generally can and do maintain a level of resilience against such periods of isolation. Retailers and the general public should continue to be encouraged to maintain stocks of essential goods to sustain them for up 5 – 7 days of isolation.

Some rural properties however may be isolated for longer periods or there may be a need to transport essential goods to individual properties to ensure the well being of residents. It is also possible that persons, especially

travellers may become stranded between towns or in isolated areas. Travellers stranded within a community are not considered to be stranded persons.

Priority for Resupply within the North Burnett

Given the above context, both *Resupply of Stranded Persons* and *Resupply of Isolated Communities* are considered unlikely and are not discussed further in this Sub Plan.

The priority for resupply operations in the North Burnett is *Resupply of Isolated Rural Properties*.

In an large scale or extreme event that requires *Resupply of Isolated Communities* refer to detailed procedures detailed in the Queensland Resupply Guidelines in consultation & collaboration with the Bundaberg Disaster District.

Individual and Community Preparedness

The North Burnett LDMG should undertake community education programs to encourage individuals and communities to prepare for periods of isolation by maintaining sufficient stocks of essential goods. These preparations include:

- Stocking up on sufficient foods, medicines and other goods they would need to sustain themselves for the expected period of isolation;
- Checking with their local Australia Post manager/contractor to ascertain arrangements for the delivery/collection of mail during isolation periods;
- Arranging suitable access to tuition for school children and maintaining contact with neighbours and friends;
- Relocating stock from threatened areas and preparing fodder stockpiles to last them through the expected period of isolation;
- Making arrangements to extend lines of credit with local suppliers, or establishing lines of credit with other supply centres if local arrangements cannot be made, so that they can obtain sufficient goods to last them through the expected period of isolation;
- Providing as much protection as possible for the stockpiled goods to prevent them either being damaged and rendered unusable by the impact of the hazard, or spoiling because of the length of storage time; and
- Having sufficient fuel stocks for generators, machinery, vehicles and aircraft.
- Rural properties at risk of extended periods of isolation should ensure they provide Council with accurate details of the location of their property and / or landing strip / helipad using Global Positioning

System (GPS) latitude and longitude data to assist possible resupply operations. Additional relevant information should also be provided including any potential hazards near likely landing areas, such as power and phone lines, or tall objects.

Essential Goods

Resupply under Queensland Government arrangements is for the provision of essential goods considered necessary for the maintaining human life and/or health until normal resupply operations can commence. They are defined as:

- 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 and the like to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency);
- Baby foods, formula feeds for babies and nappies (the use of cloth nappies instead of ‘packaged’ nappies should be encouraged wherever possible)
- Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority);
- Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency);
- Dried pet foods (tinned pet food should be obtained prior to isolation);
- 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 transistor radios, or hand held/ portable radio transmitters/receivers;
- Other goods which, in the opinion of the State (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.

Note that alcohol, soft drinks, tobacco products, entertainment equipment, and electrical goods are not considered essential to maintain human/animal health are not considered as essential goods.

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

Principles for Operational Procedures

- 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;
- For Isolated Community Resupply, the normal retail/wholesale resupply system to retailers will continue to be used, with supplies being delivered via bulk orders from the normal wholesale outlets to the communities' retail outlets;
- Wherever practicable, only one resupply operation will be undertaken for each affected area. 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;
- For Isolated Community Resupply, retailers will be responsible for placing their orders with their normal wholesale suppliers once these orders have been approved; Wholesalers are to be responsible for delivering orders to the nominated dispatch point;
- 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.
- Transport costs incurred during State approved resupply operations must conform to the Department of Community Safety's Financial Practices Manual, which requires that three written competitive quotes be obtained where practicable. When resupply operations are conducted locally without State approval, procurement should be in accordance with the North Burnett Regional Council's Financial Management procedures under the Local Government Act.

Resupply to Isolated Properties

It is possible that properties will become isolated for lengthy periods and will need assistance in ensuring they have sufficient essential goods to maintain

health and well being. In such cases the property owner, or their representative, may contact the North Burnett Regional Council (or the LDCC) that they require resupply assistance. Council should advise the LDCC of all such requests.

The LDCC is responsible for planning; coordinating and managing all resupply operations in accordance with this Sub Plan. The LDC is the approving authority for all resupply operations and is to ensure they conform to the Queensland Resupply Guidelines.

When a resupply operation is approved, the property owner is responsible for placing orders with local suppliers and for arranging for the goods to be appropriately prepared for delivery (including packaging/weighing for air transportation). A final manifest of all items, weights, and sizes is to be maintained by the LDCC.

The LDCC is responsible for arranging all transportation for the resupply including:

- Ground transportation to collect goods and deliver them to the air departure point.
- Air transportation to deliver the goods to the property or properties.

The North Burnett Council will initially pay for resupply transportation costs and will seek cost recovery under disaster funding programs.

The Disaster District Coordinator is to be advised of all resupply operations.

Process for Resupply to Isolated Properties

The process below should be followed to ensure a methodical approach to planning and conducting resupply operations. This process assists in ensuring eligibility for cost recovery of the transportation cost component of the resupply.

Step	Description	Action
Step 1	Property alerts Council or LDCC that they require resupply	LDCC commences planning and engagement with property owners.
Step 2	Develop list of resupply items	Property owner to provide.
Step 3	LDC to review/approve list of resupply items	LDC to review and approve resupply items as being consistent with the Guidelines.
Step 4	Ordering of resupply items from local suppliers and	The property owner is responsible for placing orders and for arranging for their payment.

	preparation for delivery	<p>The supplier should prepare the goods for transportation.</p> <p>For air transportation, goods should be appropriately packaged and weighed.</p> <p>A final manifest is to be maintained by the LDCC.</p>
Step 5	Transport Planning	<p>The LDCC plans ground and air transport operations including coordinating the pickup/delivery locations and all timings associated with the resupply.</p> <p>The LDC is to approve the transport plan.</p>
Step 6	Advise the Disaster District Coordinator of the resupply	<p>The LDCC is to keep the disaster district informed about all resupply operations.</p>
Step 7	Manage the Resupply Operation	<p>The LDCC is to:</p> <ul style="list-style-type: none"> • Monitor and track progress • Resolve issues that arise • Collate all costs associated with the operation.
Step 8	Close the Resupply Operation	<p>The LDCC is to close the operation by:</p> <p>Ensuring all records and costs are collated for inclusion in subsequent event cost recovery processes.</p> <p>Noting any lessons learnt for inclusion in event debriefs.</p>

Table 1 – Process for *Resupply to Isolated Properties*

Air Resources for Resupply

Resupply to isolated properties will most likely be undertaken by rotary wing aircraft although some fixed wing operations may be possible. A list of organisations that may be able to assist in the provision of suitable air assets to undertake resupply operations is provided at Appendix 1.

Appendix 1 – Air Transport Providers

Name of Provider	Description of Capability	Contact Details
	To be completed	