



RESUPPLY OPERATIONS SUB PLAN

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Authority to Plan

This Resupply Operations Sub Plan has been prepared by the Hinchinbrook Local Disaster Management Group (LDMG) under the provisions of section 57 of the *Disaster Management Act 2003* (Qld). This Plan is a Sub Plan of the Hinchinbrook Local Disaster Management Plan (LDMP) and is to be read in conjunction.

Approval

The preparation of this Resupply Operations Sub Plan has been undertaken in accordance with the Act to ensure that communities are resupplied with food and other essential items during times of extended isolation.


The Plan is recommended for distribution by the LDMG in accordance with item 1.2.

Amendment Control

The controller of the document is the Hinchinbrook Local Disaster Coordinator (LDC). Any proposed amendments to this sub plan should be forwarded in writing to:

Local Disaster Coordinator
Hinchinbrook Shire Council
25 Lannercost Street
INGHAM QLD 4850

The LDC may approve minor amendments to this document. Any changes to the intent of the document must be endorsed by the LDMG.

DOCUMENT HISTORY AND STATUS					
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Abbreviations List

ABBREVIATION	FULL TITLE
Council	Hinchinbrook Shire Council
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
Guardian	Guardian Incident Management Solution (software)
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
QFES	Queensland Fire and Emergency Services
QPS	Queensland Police Service
SDCC	State Disaster Coordination Centre

1. Overview

1.1 Purpose

The purpose of this Resupply Operations Sub Plan is to ensure that communities are resupplied with food and other essential items during times of extended isolation.

Resupply will be conducted in accordance with the Queensland Resupply Manual and the Prevention, Preparedness, Response and Recovery Disaster Management Guideline. These operations are aimed at ensuring that basic foodstuffs and goods are resupplied to individuals and retailers in isolated communities.

1.2 Functional Responsibility

The LDC is to ensure all agencies and members of the LDMG are aware of these arrangements, including retailers and Local Area Wardens.

Individuals and communities should not become reliant on resupply operations and are encouraged to become self-sufficient in all their needs in the event that they become isolated. Preparation should include packing supplies for an emergency kit, including a minimum of 3-4 days' worth of fresh water and non-perishable food, as suggested in the Emergency Kit and Pantry List (Annexure A).

1.3 Responsibilities of Agencies and Organisations

The release of information to the community regarding an emergency/disaster and associated hazards, will be the responsibility of the Chairperson of the LDMG or his/her delegate. This will be done in conjunction with representatives of lead agencies and/or support agencies of the LDMG, who are responsible for the input of relevant data to this process.

Support Agencies that have responsibilities in resupply operations include:

ORGANISATION	RESPONSIBILITY
Local Disaster Coordination Centre (LDCC)/Council	Central point for coordinating/processing requests for resupply within the area from resources available, or by requesting assistance from the district or state.
Retailers (Appendix B)	Preparedness activities including making arrangements with wholesale suppliers. Respond to Council requests for resupply information/details and place resupply orders with their normal wholesale suppliers once approved. Arrange collection of supplies from delivery point.
Suppliers	Provide and deliver orders to the nominated dispatch point: properly prepared for transport by the nominated means; clearly marked with details of freight; and fully comply with regulations covering the transportation of Dangerous Goods.
Local Area Wardens	Assist with delivery of resupply in their area as requested by the LDMG Chairperson or their delegate.
Queensland Fire and Emergency Services (QFES)	Examine and check LDMG requests for resupply operations prior to submitting to the district for authorisation and SDCC for approval.
Disaster District Coordinator	Consider requests for resupply operations in accordance with instructions issued by the state and while monitoring resupply operations in their disaster district to ensure the most efficient use of resources.
Queensland Police Services (QPS)	Provide information about local incidents and includes directives for evacuations. Coordination of resupply or evacuation of stranded persons.

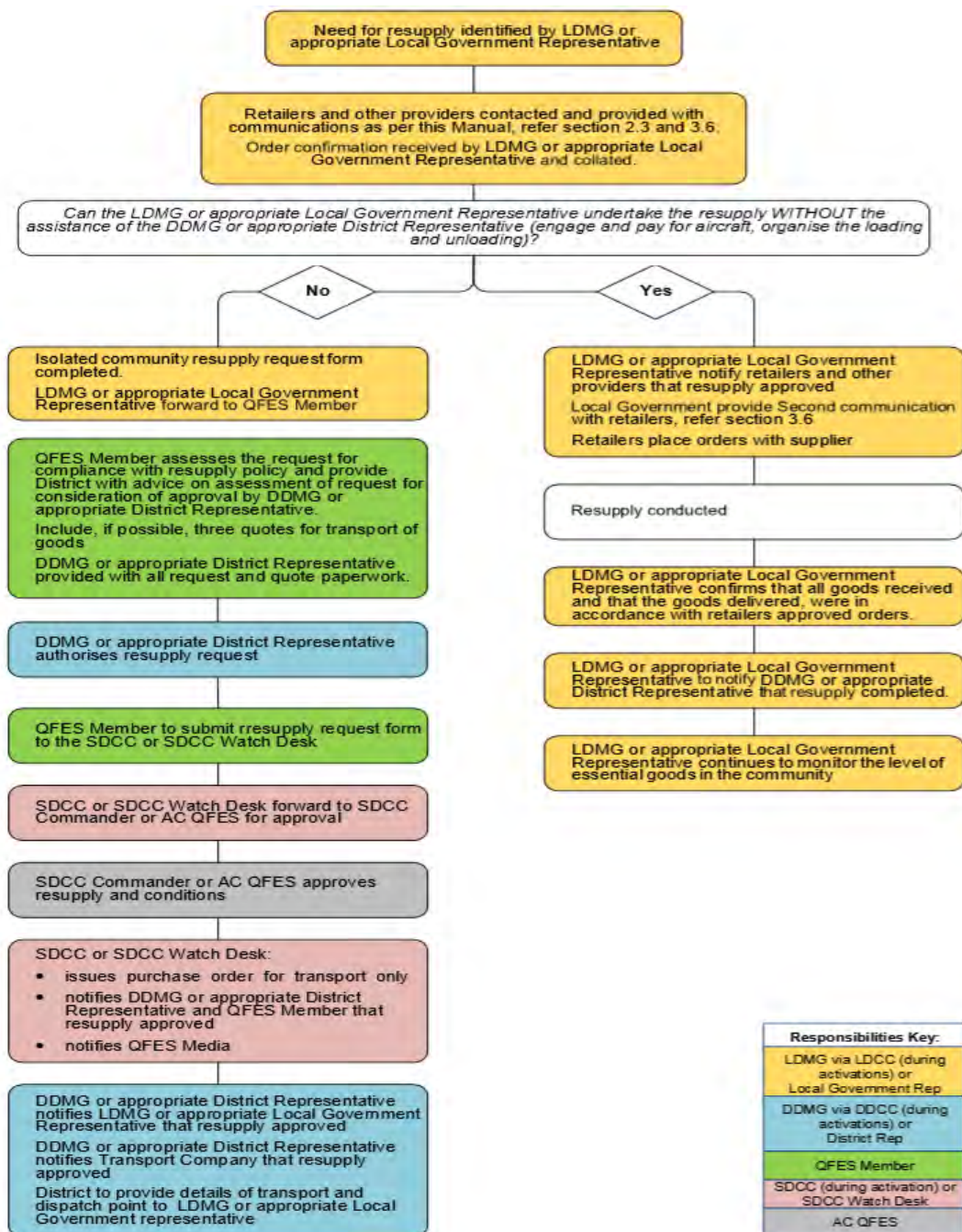


2. Community Resupply

Resupply may be required for either isolated communities within the Shire or for individual households. The Queensland Resupply Manual and the Prevention, Preparedness, Response and Recovery Disaster Management Guideline are held in the Local Disaster Coordination Centre (LDCC).

Retailers and Local Area Wardens will be informed of the commencement of resupply operations.

Resupply is designed to provide essential needs to the community, it is not designed or capable of providing for all the needs of the community.



¹Queensland Resupply Manual – M.1.205: Isolated Community Resupply flowchart

2.1 Resupply of isolated communities/retailers

When the LDMG or appropriate Local Government Representative is notified of a need for resupply in an isolated community¹, the procedure for resupply operations is commenced.

It is generally expected that this would occur after a lengthy period of isolation, for example, seven days. A resupply for the entire community is to provide basic needs. It is not designed or capable of supplying everything, or for ensuring that retailers trade at normal levels.

The LDCC is the central point for processing any requests for resupply within the Shire.

When determining the need for resupply, the LDCC will consider the level of goods available in the entire community, rather than acting on requests from individual retailers.

Resupply operations may be undertaken by the LDCC/Council from within local resources and with notification to district and state levels, or as a request for resupply submitted to district or state for assistance in arranging transport.

All practical local options should be ruled out before a request for resupply is escalated to the district.

2.2 Resupply of isolated rural properties or households

Isolation from the normal supply of essential goods and services occurs frequently for people living on rural properties in Queensland. For many, this is a regular seasonal occurrence that they have experienced for generations. Normally there is very little demand from rural properties as the people who live there are resilient and accustomed to isolation.

Experience is showing that as individuals move from the city areas to the rural sector looking for the “country change”, the demands on the resupply system are increasing as people expect the same services they enjoyed in populated areas.

The definition of rural properties for the purposes of this procedure is ‘primary producers and smaller towns or outstations within the local governments’ area of responsibility that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods’.

Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required and may include additional goods to the essential items initially supplied.

People on rural properties are encouraged to contact the LDCC should resupply become necessary.

Some households in the Shire, whilst not considered ‘rural properties’, will become isolated and may require resupply during prolonged periods of flooding.



3. Resupply Process

Requests for resupply from isolated households will be logged through the Disaster Call Centre. Items on the Essential Supplies List and Order Form (Appendix C) are considered essential, however, it is not an exhaustive list and common sense must prevail.

What is delivered to isolated individuals will be dependent on logistic capabilities and items requested. Factors for consideration are:

- Community members may be isolated for a lengthy period of time;
- Providing some 'non-essential' items (not in Essential Supplies List) may be warranted; and
- Decision will also consider the logistical capacity of the aircraft/boat and whether it can be lawfully carried in this manner.

The decision must stand up to public scrutiny, as ultimately, taxpayers' money is used to transport these goods. The other important factor is to keep it equitable, one rule for everyone. If it is decided not to supply certain items, this should apply to all requests.

3.1 Resupply of essential items

- 3.1.1. Disaster Call Centre Logger advises the resupply procedure including list of approved items;
- 3.1.2. Logger records list of essential items required by household into Guardian as a request using the Essential Supplies List and Order Form, obtaining approval from LDC for any unlisted items;
- 3.1.3. After approval confirmation, LDCC emails order to retailer and householder contacts the retailer to confirm order and make payment;
- 3.1.4. Once order has been completed, the householder is to advise LDCC;
- 3.1.5. LDCC will arrange delivery of the order to dispatch point;
- 3.1.6. Dispatch point (transport provider) will advise LDCC anticipated delivery time of goods;
- 3.1.7. LDCC will advise householder of anticipated delivery time to designated location and request relevant Local Area Warden attendance if necessary (e.g., if helicopter delivery); and
- 3.1.8. Householder will arrange pickup from designated location.

3.2 Resupply of medication

- 3.2.1 Disaster Call Centre Logger confirms with householder that the medication has been deemed by the prescribing doctor as urgent and essential. If uncertain, LDC to confirm with prescribing doctor;
- 3.2.2 Disaster Call Centre Logger advises householder to contact their pharmacy to organise supply of required medication, and to then advise LDCC of completed request;
- 3.2.3 Pharmacy will supply and package medicine with name, address, contact number and locality;
- 3.2.4 Pharmacy will deliver the package to LDCC or advise of alternative arrangements for delivery;
- 3.2.5 LDCC will organise delivery of medicine to dispatch point;
- 3.2.6 LDCC will advise householder and relevant Local Area Warden of anticipated delivery time to designated location and request attendance of Local Area Warden if necessary;
- 3.2.7 Householder to arrange pickup from designated location.
- 3.2.8 Local Area Warden/householder to notify LDCC when package has been delivered; and
- 3.2.9 LDCC to record updates in Guardian.

4. Education and Preparedness

Council will consider the following in conducting internal and community education programs and coordinating preparation activities:

- Ensuring staff in relevant departments of Council are aware of the resupply process and are able to answer questions from the community;
- Using appropriate messaging to ensure communities know to prepare for the possibility of resupply;
- Providing information at relevant community meetings/groups to explain how resupply operations are implemented if required; and
- Encouraging retailers to make arrangements with their wholesale suppliers to extend credit if necessary.

5. Other Considerations

ELEMENT	ISSUES FOR CONSIDERATION / ACTION
Planning	<ul style="list-style-type: none"> • Provide community education regarding resupply via Local Area Flood Wardens; and • Approved resupply forms to be distributed.
Rural Properties	<ul style="list-style-type: none"> • Local Area Flood Wardens – defined areas encompass all rural properties; • Contact details including GPS location collected and request for assistance logged through Guardian; • Note helicopter capacity and landing area/hazards if relevant; and • UHF channel monitored within LDCC.
Retailers	<ul style="list-style-type: none"> • Identification of retailers (see appendix B); and • Monitor shelf price for profiteering.
Transportation	<ul style="list-style-type: none"> • Suitable transport (helicopter) providers sourced annually (quotes for services provided and availability confirmed) including type of transport; • Dispatch and delivery points identified at Ingham Aerodrome, Ingham State High School and SES headquarters; and • Brief suitable personnel on basic aircraft safety procedures – managed by local air service provider and QFES – Rural Operations.
Fuel suppliers	<ul style="list-style-type: none"> • Ensure priority fuel provision for emergency and transport vehicles – managed by local air service provider; and • Sufficient stocks of aircraft fuel.
Essential goods and mail	<ul style="list-style-type: none"> • Essential items only (see Appendix C); and • Dangerous Goods identified (aerosol cans, batteries, cleaning agents, corrosive products etc).
Other organisations that should be considered as retailers as they regularly provide goods to local communities.	<ul style="list-style-type: none"> • Hospitals and clinics; • Charity organisations; • Postal Contractors; • Fuel Suppliers (aviation fuel, essential fuel supplies only); • Vets; • Queensland Ambulance Service; • Royal Flying Doctor Service; • Aged care services and facilities; and • Other local organisations that may supply essential goods and services.

Further Reading/References:

Queensland Resupply Manual – M.1.205 available at <http://www.disaster.qld.gov.au>



Appendix A - Emergency Kit and Pantry List



PREPARE YOUR EMERGENCY KIT



Having an emergency kit is an important step to prepare for, survive and cope with emergencies.

KNOW
All householders need to know where your Emergency Kit is kept.

CHECK
Inspect and update the contents of your Emergency Kit regularly, to ensure everything is in working order and has not expired.

DISCUSS
Make sure everyone in your household knows where your Emergency Kit is, and what to do in an emergency.

For more information visit Council's website, Disaster and Emergency page. Your Emergency Kit should contain the listed items.

FOOD AND WATER

- ☐ Range of non perishable food items
- ☐ Bottled water

MEDICAL AND SANITATION

- ☐ First Aid Kit and manual
- ☐ Essential medications, prescriptions
- ☐ Toilet paper, tissues and face mask
- ☐ Disinfectant wipes/hand sanitiser
- ☐ Toothbrush and toothpaste
- ☐ Soap, shampoo and conditioner
- ☐ Personal hygiene items

COMMUNICATIONS

- ☐ Battery powered radio with extra batteries
- ☐ Prepaid phone cards or coins for phone calls
- ☐ Phone charger and power bank

TOOLS AND SUPPLIES

- ☐ Whistle, utility knife, duct/masking tape
- ☐ Plastic garbage bags, ties
- ☐ Safety glasses and sun glasses
- ☐ Flashlight/torch with extra batteries
- ☐ Battery powered lantern

CLOTHING AND FOOTWEAR

- ☐ Warm jumper/waterproof jacket
- ☐ Hat and gloves for everyone
- ☐ Closed toed shoes or boots for everyone

MISCELLANEOUS

- ☐ Special items for infants (nappies, formula etc.)
- ☐ Special items needed by elderly
- ☐ Special items needed by people with special needs
- ☐ Spare house key and car keys
- ☐ Pet food, water and other animal needs

IMPORTANT DOCUMENTS
Keep original or certified copies of these documents in your Emergency Kit.

- ☐ Insurance papers for your home
- ☐ Inventory of valuable household goods
- ☐ Wills and life insurance documents
- ☐ House deeds/mortgage documents
- ☐ Birth and marriage certificates
- ☐ Passports/visa details
- ☐ Stocks and bonds
- ☐ Medicare and pension cards, immunisation records
- ☐ Bank account/credit card details
- ☐ Copy of important computer files saved on USB
- ☐ Emergency Plan with emergency contact numbers



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EMERGENCY PANTRY LIST



Having an emergency pantry list is an important step to prepare for, survive and cope with emergencies.

This factsheet provides general information and should only be used as a guide for items that may assist in an emergency situation and should be customised to meet individual household needs. It is suggested that:

- Households should hold sufficient food, water and essential items to enable them to be confined at home for up to 14 days;
- Food supplies should be continually used and replenished; and
- Ensure food is rotated and use-by dates are checked regularly.

Managing at home
Tips to ensure you manage your supply of food in the best possible way:

- If the power is out, use refrigerator/frozen food products first;
- Consume other perishable products (e.g. fresh fruit and vegetables, bread etc) before consuming long life products;
- When purchasing products for your pantry aim for ready-to-eat products that do not require cooking (in case power or gas supply is disrupted); and
- Ration food/water supplies based on how long you expect to be confined at home.

For more information visit Council's website, Disaster and Emergency page.

DRIED AND LONG LIFE FOOD

- ☐ Ready-to-eat meals
- ☐ Breakfast cereal
- ☐ Flour/Bread mix
- ☐ Milk powder/UHT milk
- ☐ Soup mix
- ☐ Dried vegetables
- ☐ Rice and pasta
- ☐ Long life cheeses
- ☐ Tea/Coffee/Sugar

SNACK FOOD

- ☐ Dried fruits
- ☐ Nuts
- ☐ Biscuits
- ☐ Crackers
- ☐ Snack bars

DRINKS

- ☐ Bottled water
- ☐ Concentrated juice
- ☐ Sports drinks

BABY SUPPLIES

- ☐ Baby food and formula
- ☐ Nappies and wipes

TOILETRIES

- ☐ Toilet rolls
- ☐ Soap
- ☐ Shampoo/Conditioner
- ☐ Feminine hygiene products

HOUSEHOLD CLEANING SUPPLIES

- ☐ Rubbish bags
- ☐ Tissues
- ☐ Paper towel
- ☐ Disinfectant
- ☐ Disinfectant wipes
- ☐ House/Laundry cleaning

READY TO EAT CANNED OR BOTTLED FOOD

- ☐ Canned meat
- ☐ Canned fish
- ☐ Fruit
- ☐ Vegetables
- ☐ Soup
- ☐ Pasta sauce
- ☐ Manual can opener

PET FOOD

- ☐ Canned/Dry pet food

COMMUNICATIONS AND LIGHT

- ☐ Batteries
- ☐ Portable radio
- ☐ Portable power bank/Battery
- ☐ Torch, candles and matches
- ☐ Phone charger

HEALTH SUPPLIES

- ☐ First aid kit
- ☐ Adult medication
- ☐ Children medication
- ☐ Prescribed medications
- ☐ Face masks
- ☐ Protective gloves
- ☐ Thermometer
- ☐ Alcohol-based sanitiser

OTHER SUPPLIES

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____



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Appendix B - Essential Supplies Retailers

RETAILER	TELEPHONE CONTACT NUMBER
Coles Supermarket, Ingham	4776 2201
Espiago's Foodland, Ingham	4776 2522
Forrest Beach Pharmacy, Forrest Beach	4777 9611
Guardian Pharmacy, Ingham	4776 2169
Hinchinbrook Community Pharmacy, Halifax	4777 7695
Ingham Wholelife Pharmacy & Healthfoods, Ingham	4776 2733
JK's Deli	2103 5800
Lou's Food Emporium, Ingham	4776 1587
Sadleirs Pharmacy, Ingham	4776 5777
Spar Express, Forrest Beach	4798 0054
Spar, Halifax	4777 7466
Trebonne Convenience and Takeaway, Trebonne	4797 3182
Woolworths Supermarket, Ingham	4752 8100



Appendix C - Essential Supplies List and Order Form

Phone orders to Disaster Call Centre or LDCC: 4776 4600 for approval.

HOUSEHOLDER/RETAILER DETAILS			
Name		Logger name	
Phone		LDMG notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Payment to retailer arranged?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Emailed to retailer	<input type="checkbox"/> Yes <input type="checkbox"/> No
Address			

BASIC ITEMS AVAILABLE	QUANTITY REQUESTED	SUGGESTED MAX QTY	DESCRIPTION/DETAILS
Foodstuff			
Dried/tinned fruit		5 in total	
Dried/tinned vegetables		5 in total	
<i>Fresh fruit and vegetables may be ordered only once all dried/tinned stocks are exhausted</i>			
Rice/pasta/noodles		3 in total	
Powdered or long-life milk (not fresh)		5L in total	
Flour		2	
Tea/coffee/sugar		1 of each	
Canned meats/tuna etc.		5 in total	
Bread (bread mixes are preferable)		3 in total	
Sao/Cruskits type crackers		3 pkts	
Vegemite/Peanut Butter/Nutella		1 of each	
Cereals (Weet-Bix/muesli/oats)		2 in total	
Baby Items			
Formula/baby bottles		2 tins	
Tin/jar baby food		10 jars	
Nappies		1 bulk pk	
<i>Foodstuffs other than the above required to meet special dietary requirements - pending approval</i>			
Other Items			
Dried pet food only		5 kg	
Batteries for torches/radios			
Toilet paper		1 bulk pk	
Sanitary items			
Bandages/first aid essentials			
Disinfectant		4L	
Bath soap		5 bars/1L	
Bottled water		24 pk 600ml	
Any items requested not appearing on this list must be preapproved by LDC before supply			

This form is available on Council's website *Disaster and Emergency Information* page:

<https://www.hinchinbrook.qld.gov.au/community-environment/disaster-and-emergency-information/>