



WEIPA
TOWN AUTHORITY

RESUPPLY OPERATIONS

2.8

2024

Contents

Amendment Register.....	3
Administration and Governance	4
Purpose of the plan	4
Functional Responsibility.....	4
Context	4
Planning Assumptions	4
Types of Resupply.....	4
LDMG Responsibilities	5
LDCC Responsibilities.....	5
Appendices	7
Appendix A - Essential Supplies Guideline	8
Appendix B – Resupply to Isolated Communities (Template).....	10
B1: Letter to retailers.....	10
B2: Second Letter to retailers.....	11
B3: Isolated community resupply request form.....	12
Appendix C: Isolated property resupply information.....	14
C1: Isolated Property Resupply Letter.....	14
C2: Remote Property Contact Details.....	15
C3: Remote Property Resupply Details Sheet	16
C4: Flight Manifest.....	17
Appendix D: Glossary of Terms and Conditions	18

Amendment Register

Version Number	Date of Amendment	Amendment Detail	Approval/Author
2.0	10 Aug 2017	New Version	Richard Noonan
2.1	27 October 2017	Formatting Changes	Richard Noonan
2.2	June 2018	Formatting Changes	Caitlyn Williams
2.3	July 2019	Annual Review	Caitlyn Williams Stretch Noonan
2.4	Oct 2020	Annual Review	Jo Moloney
2.5	Oct 2024	Annual Review	Emily McGrath

Administration and Governance

Purpose of the plan

The purpose of the Resupply Operations Sub Plan is to outline the processes used by the Weipa Local Disaster Management group (WLDMG) when planning and conducting resupply operations. Resupply may be required in the event that a community, rural property or stranded persons become isolated from their normal source of food and basic commodities for an extended period of time.

Functional Responsibility

The Resupply Operational Sub Plan operates in accordance with the Queensland Resupply Guidelines developed by QLD Fire and Emergency Services. WTA has the functional responsibility for resupply operations.

Context

The isolation of the Weipa area and the nature of the hazards likely to affect this region makes it probable the community may be temporarily isolated by the effects of one or more natural events. When this occurs, the hardship imposed upon the community concerned could require a response from the LDMG. It is the policy of the QLD Disaster Management Committee (QDMC) that a set of procedures exists to ensure communities are not economically disadvantaged by isolation and food supplies and basic commodities can be provided to rural and remote communities which are vulnerable to isolation for extended periods of time.

The QDMC document 'Queensland Resupply Guidelines' exist to ensure a fair, equitable and consistent approach to resupply and outlines the various roles and responsibilities of different levels of the disaster management system

Planning Assumptions

Communities and individuals are responsible for looking after their own health and well-being and this responsibility does not change during periods of isolation. However, it is recognised that there may be times when access to the essentials of life, such as food and medication, becomes compromised by virtue of isolation from the normal supply system. 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 of isolation. This plan does not compromise the fundamental responsibility of individuals in relation to preparedness, self-help and mutual assistance. Resupply operations may need to be coordinated across our local government boundaries with Napranum, Mapoon and Cook Shire.

Types of Resupply

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

Isolated Community Resupply

This resupply operation is used when people residing in a community have ready access to retail outlets, but the retail outlets are unable to maintain the level of essential goods required due to normal transport routes being inoperable because of a natural event(s).

Isolated Rural Property 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, mining outstations or small communities that have no retail facilities. In many cases this would be Weipa's situation.

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. In some cases, this would relate to people located in Weipa.

Although the Government's responses will aim at alleviating hardship to a reasonable extent, individuals and communities should not become reliant on such responses and should make every effort to become self-sufficient in all their needs in case they become isolated.

LDMG Responsibilities

When determining the need for resupply the Local Disaster Coordinator (LDC) and the LDMG must take into account the level of goods available in the entire community rather than acting on requests from individual retailers. The purpose of resupply is not to maintain the normal trading levels of retailers during isolation.

As well as retailers, the local disaster management group must consider other organisations which may include:

- Weipa Integrated Health Centre (Hospital) and other clinics
- Charity organisations
- Postal contractors including road freight companies
- Fuel suppliers (aviation fuel, essential fuel supplies only)
- Tableland Veterinary Clinic
- Queensland Ambulance Service
- Rio Tinto
- Aged care facilities
- Any other local organisation that supplies essential goods or services

Resupply of isolated communities may be undertaken by local governments solely through the LDCC with notification to District and State levels, or they may pass a request for resupply to the DDCC for District and State assistance in arranging transport.

If an LDCC organises a resupply operation from within local resources without district level approval they should ensure that suitable measures have been activated under SDRA or DRFA to enable cost recovery. If such measures are NOT activated, then they should seek District or State level approval to ensure financial cover is available. **As Weipa Town Authority is not eligible for DRFA funding, all supply operation requests must be requested from the District Disaster Management group via a request for assistance form.**

Regardless of whether resupply is arranged at a local or district level, the Local Disaster Coordination Centre is the focal point for processing any request for resupply by any community in their area of responsibility.

LDCC Responsibilities

The Local Disaster Coordination Centre is responsible for:

- Coordinating the activity of retailers, fuel suppliers and hospitals in preparing and placing bulk orders and ensuring their compliance with the essential supply's guidelines (Appendix A).
- Collecting copies of retailers' orders for use in checking supplies delivered to ensure no unauthorised variations are made by retailers with wholesalers after providing copies of their orders to the LDCC.
- Collating all orders, to provide details of volume and mass of the consolidated orders, so the number and type of aircraft/watercraft required to transport the supplies can be correctly calculated.

NOTE: *As the volume and mass details provided are used to obtain quotes for carriage of the orders, any increases to volume and/or weights of orders when they are delivered to the dispatch point and measured by the selected company prior to loading may force a recalling of quotes. This could cause delays in the delivery of the supplies or result in supplies being left behind.*

- Ensuring retailers arrange for the collection of their supplies from the delivery point or organising local delivery.

- Checking the manifests of supplies delivered against copies of the retailers' orders provided.
- Certifying to the appropriate LDCC or DDCC contact that all supplies have been delivered and that delivery manifests are correct.

NOTE: LDCC's are advised to consider the appointment of an independent liaison officer for the collation of local orders. This appointment may prevent claims of bias against elected officials. Where possible, the appointed officer should not be involved in food retail outlets or fuel suppliers.

Appendices

- A. Essential Supplies Guideline
- B. Resupply to Isolated Communities (Templates)
 - B1. Letter to Retailers
 - B2. Second letter to Retailers
 - B3. Isolated Community Resupply Request Form
- C. Isolated Property Resupply Information (Templates)
 - C1. Isolated Property Resupply Letter
 - C2. Remote Property Contact Details
 - C3. Remote property Resupply Details Sheet
 - C4. Flight Manifest
- D. Glossary of terms and acronyms

Appendix A - Essential Supplies Guideline

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 available from the Manager of Operational services and dieticians based at the Weipa Integrated Health Clinic)
- 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 handheld/portable radio transmitters/receivers
- j. Other goods which, in the opinion of the QPS (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 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)
- d. Any merchandise to allow retailers to trade in anything other than those items considered essential to maintain human/animal health

NOTES:

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

milk). However, if the DDC deems frozen and/or chilled goods to be 'essential' or alternative products are unavailable or unsuitable then the DDC may approve a resupply request containing chilled/frozen goods. In these cases, arrangements should 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. Where possible, insulated containers and freezer packs should be used.

- Accurate coordination is required to ensure foodstuffs reach their destination without spoiling, as small boats or light aircraft may not have suitable refrigeration. It is critical 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 based on 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.
- 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 and the transportation would be beneficial. No back loading is to be undertaken without the approval of the DDC. If the DDC approves the back loading, the SDCC will advise the administrative arrangements.

Appendix B – Resupply to Isolated Communities (Template)

B1: Letter to retailers

Weipa Local Disaster Management Group

1 Hibberd Drive, Rocky Point
Weipa QLD 4874

Telephone: 07 4030 9400

Email: wdmg@weipatownauthority.com.au

<Insert Date>

<Insert name>

<Insert Company Name>

<Address 1>

<Address 2>

<Town> <State> <Postcode>

Dear <Click here and type Name>

The Weipa Local Disaster Management Group has requested a resupply of essential goods on or around the Date, this has resulted from our isolation and decreasing levels of essential goods.

The resupply shipment will depart from (***) for delivery to (***) by aircraft then goods will be transported to (***) by Transport type. Retailers and their suppliers are responsible for transporting goods to the departure point of the resupply transport.

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. Luxury items or items that the Local Disaster Management Group 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. You are required to purchase the goods as per your normal arrangements. However, the goods you order will be transported at no cost to the retailer, the cost of transport will be met by the State Government.

As the supply shipment will be departing from (***), retailers must arrange with their suppliers to deliver the ordered goods there for shipment. Unfortunately, in the past some retailers have inflated the shelf price of items during periods of isolation. The Local Disaster Management Group 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 Local Disaster Management Group will advise when you should submit the order.
- Complete the attached Resupply Order Form. This is a summary of the goods you require and will assist in determining the best method of transporting the goods.
- Both the completed Resupply Order Form and any other necessary information needs 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 faithfully

WTA LDMG Chairperson

Weipa Local Disaster Management Group
1 Hibberd drive, Rocky Point
Weipa QLD 4874

Telephone: 07 4030 9400
Email: wdmg@weipatownauthority.com.au

<Insert Date>

<Insert name>
<Insert Company Name>
<Address 1>
<Address 2>
<Town> <State> <Postcode>

Dear <Click here and type Name>

As you would be aware the Weipa Town Authority Local Disaster Management Group has requested a resupply of essential goods due to the current (event) situation. We thank you for submitting the required paperwork to the group. The resupply operation has been approved. 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 Local Disaster Management Group 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 current resupply policy or may be considered dangerous to transport. Please be assured that the same rational of reviewing orders was applied to all retailers in the local area.

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

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 weighs and receivers' 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 (***) they will be delivered to your address by local courier, the Weipa Local Disaster Management Group will facilitate this (depending on local arrangements).

Should you have any questions or concerns regarding this process please feel free to contact **Who** on Numbers.

Yours faithfully

WTA LDMG Chairperson

B3: Isolated community resupply request form

**Retail Outlet or Isolated Community is to complete form and forward to the
Local Disaster Coordination Centre (LDCC)**

TO: (Local Govt to enter details)	FROM:
LDCC Fax:	Telephone:
LDCC 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
<i>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.</i>			

LDCC USE ONLY			
Is the local government able to resupply the isolated community utilising available resources?			YES / NO
Action taken:	LDCC complete resupply / LDCC request State resupply		
Approval Number		Order Number	
ABOVE ACTION CERTIFIED BY:			
POSITION:	Local Disaster Coordinator		

**If LDCC requires assistance to resupply the isolated community it must complete this section of the form and forward to DDCC.
DDCC to review and forward to SDCC for the action of ADG EMQ.**

Last date normal supplies received:			
Period of isolation (current and expected):			
Reason for isolation: (eg 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:	

DDCC/EMQ LIAISON USE ONLY

Action taken:			
A) Request to Assistant Director General – EMQ:			
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:	District Disaster Coordinator	Signature:	

Appendix C: Isolated property resupply information

C1: Isolated Property Resupply Letter

Weipa Local Disaster Management Group
1 Hibberd drive, Rocky Point
Weipa QLD 4874

Telephone: 07 4030 9400
Email: wdmg@weipatownauthority.com.au

Date here

File Ref:

<Insert name>
<Insert Company Name>
<Address 1>
<Address 2>
<Town> <State> <Postcode>

Dear <Click here and type Name>

INFORMATION TO ISOLATED PROPERTIES

The Weipa Local Disaster Management Group is planning to resupply isolated properties in the Weipa Town Authority area 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 by transport.

The process for this type of resupply is that you order the goods that you require through local suppliers and pay for the goods that you order as you normally would. There will be no cost to you for the transport of these goods; QFES will pay for the hire of the transport.

Where possible, please order sufficient supplies for the expected period of isolation. However, as you will appreciate, space on helicopters is limited; please keep this in mind when placing your orders. **The limit per property is Kg (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 A copy of the orders that you place must also be sent to the Local Disaster Coordination Centre by fax: or email.....

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

Yours faithfully,

WTA LDMG Chairperson

C2: Remote Property Contact Details

This form can be modified into a spread sheet by the LDCC to record all property details in one location. Data that has already been collated on remote properties can be found at:

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.	

C3: Remote Property Resupply Details Sheet

This form can be modified into a spread sheet by the LDCC to record all property details in one location.

Name of Property:			
Order placed with	Number of boxes	Date time collected	Date time loaded

Other Details

Appendix D: Glossary of Terms and Conditions

TERM	DEFINITION
Community	The term community for the purposes of these guidelines refers to a populated location, normally a town that includes retail facilities for essential goods.
Counter Disaster Operations	Counter Disaster Operations is an NDRRA relief measure invoked by the Queensland Government to alleviate personal hardship.
Essential Goods	Goods considered essential to maintaining human and domestic animal life and or health until normal supply can recommence - see listing Appendix A.
Franchise Arrangements	The guidelines of this policy do not extend to local and/or State franchise arrangements.
Isolated	For the purpose of this policy, a community, rural properties or individuals are defined as being isolated when they cannot be accessed by any road, or rail route, or in the case of island communities and communities on the coast who are normally accessed by sea, by vessels that would normally service those communities. Distance is not considered an isolating factor if such communities, rural properties or individuals are accessible by road, rail or water transport.
Local Disaster Coordination Centre	The centres support disaster management groups in coordinating information, resources and services necessary for disaster operations in the local government area. For the purposes of this guideline, the term LDCC is generally used when referring to activities during disaster events and LDMG when referring to activities outside disaster events.
Local Disaster Management Group	A Local Government Committee chaired by a mayor or elected member of Council. Responsible (under this policy and the Disaster Management Act 2003) for public education, collating of local orders, requests for resupply to DDC and monitoring local conditions.
Local Suppliers	For the purpose of this guideline, the term means and includes any business or organisation that supplies essential goods or services to the public. These may include commercial organisations, government services or charities.
Natural Disaster Relief & Recovery Arrangements	The prime mechanism utilised by the Queensland Government for aiding communities affected by natural disaster events. These longstanding arrangements provide a cost sharing formula (between the Queensland and Commonwealth Government) as well as a range of pre-agreed relief measures which may be activated by the Queensland Government immediately following a disaster event, once a need has been established.
Normal Retail Outlets	Includes local suppliers but does not include private individual arrangements where supplies are purchased outside local retail outlets and normally transported at private costs.
Rural Property	Includes primary producers, outstations and small towns with no retail facilities.
Stranded Person	Small groups or individuals that are unable to access essential goods due to isolation and are away from their normal residence.

ACRONYM	MEANING
CDO	Counter Disaster Operations
DDC	District Disaster Coordinator
DDMG	District Disaster Management Group
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
MACC	Media & Corporate Communications
NDRRA	Natural Disaster Relief & Recovery Arrangements
QPS	Queensland Police Service
SDCC	State Disaster Coordination Centre
QDMC	QLD Disaster Management Committee
SDRA	State Disaster Relief Arrangements
QPS - EMC	Queensland Police Service (Emergency Management Coordinator)
XODDMG	Executive Officer District Disaster Management Group