Local Disaster Management Plan (LDMP) Sub-Plan

Emergency Logistics and Resupply Sub Plan

V1 October 2021

TABLE OF CONTENTS

VERSION CONTROL & RECORD OF AMENDMENTS

The following Sub Plan updates have been issued and recorded:

Date	Version	Outline of Revisions	Made by	Approved
October 5 2021	V1	New LDMP Sub Plan	Resilient Projects	LDMG

SECTION 1: OVERVIEW OF PLAN

1.1   Context & Assumptions

Timely acquisition and deployment of supplies is critical to the efficient response to and recovery from a disaster event. Resource management, particularly of human and material resources, is an area which can cause extreme problems in the response to a major event, unless processes are planned in advance and further developed at the time of an event to manage the issue.

As well as an influx of requests for human and material assistance, the Logistics Sub Plan will need to implement processes to manage resources, <u>both requested and otherwise</u>, that may start to arrive in the affected area.

In small events, these issues may be adequately addressed via Cloncurry Shire Council's business as usual stores procedures, but larger-scale events may require specific logistics planning and processes to be employed. If additional warehousing facilities need to be established, Cloncurry Shire Council will work with external providers to manage these facilities on its behalf.

The Cloncurry Shire Council will implement processes to channel support towards relevant local charitable organisations and will work closely with organisations such as GIVIT and Volunteering Queensland as needed to access support in managing logistical issues.

1.2   Aim & Objectives of Plan

The aim of the Emergency Logistics and Resupply Sub Plan is to detail the logistics and resupply arrangements that are in place to meet the resource needs of disaster affected communities in the Cloncurry Shire Council. The key objectives are to:

- Provide arrangements for the efficient supply and coordination of local resources and detail the processes required to formally request additional resources via the QDMA.

- Provide appropriate transportation resources in the event of an emergency / disaster.

- Detail resupply arrangements and ensure individuals, rural properties and communities can be resupplied with food and essential goods for survival during times of extended isolation.

1.4   Ownership

This Sub Plan is owned by the Local Disaster Coordinator (LDC) on behalf of the LDMG. All significant amendments must be approved by the LDMG.

The 'Owner' will ensure the:

- Master document is retained together with relevant supporting documents

- Level of circulation of the Sub Plan is determined by the LDMG and details are recorded of copyholders

- Sub Plan is updated and reviewed on at least an annual basis, or after activation, whichever is the sooner

- Sub Plan is tested and exercised as determined by the LDMG.

1.5   Support Agencies

All member organisations of the LDMG are support agencies to this Sub Plan. In addition, the following local and state organisations are also identified as support agencies:

- Queensland Fire & Emergency Services (QFES)

- Department of Communities, Housing & Digital Economy (DCHDE)

- Department of Transport and Main Roads

- Transport operators (road, air, etc.)

- Hire companies

- Retailers

- Suppliers and contractors

- Community groups, service clubs and charities.

- GIVIT

- Volunteering Queensland

- Australia Post

1.6   Links with Other Documents

This Sub Plan is interdependent on, and should be read in conjunction with, the Local Disaster Management Plan (LDMP). This Sub Plan links directly to all other Sub Plans developed to respond to disasters in the Cloncurry Shire Council, including the LDMG Emergency Contact Lists.

SECTION 2: ACTIVATION & NOTIFICATION PROCEDURES

2.1   Activation of the Plan

This Sub Plan will be activated by the LDMG Executive whenever there is a need to manage the receipt and delivery of disaster supplies into the Cloncurry Shire Council LGA. The plan will be automatically activated if the Local Disaster Coordination Centre (LDCC) moves to STAND UP.

2.2   Notification Flowchart

2.3   Notification Process

Once the Emergency Logistics and Resupply Sub Plan is activated, the LDC will need to determine whether they will retain responsibility for the logistics function or delegate responsibility to a Logistics Team Leader.

The implementation of the Sub Plan will be managed by the Logistics Team Leader who will report to the LDC. The LDC will authorise all Requests for Assistance (RFA) to the Mt Isa District Disaster Management Group (DDMG).

This Sub Plan has been developed as an operational guide with pre-determined strategies to reflect the area's particular needs and profile and is able to be adapted to the specific circumstances of the event. See the operational checklist at Appendix A.

SECTION 3: EMERGENCY LOGISTICS

3.1 Logistics Planning

The Cloncurry Shire Council LDMG has undertaken significant pre-planning for disaster logistics operations. A risk-based approach to planning has been adopted based on local hazard exposure, and community need. Key suppliers and other stakeholders have been identified and documented.

3.2 Logistics Team Leader

A Logistics Team Leader may be appointed to support the LDMG and / or LDCC. If a Logistics Team Leader is not appointed, this role is undertaken by the LDC.

The Logistics Team Leader will implement the Emergency Logistics and Resupply Sub Plan on behalf of the LDMG.

The Logistics Team Leader has overall responsibility for the procurement, delivery and receipt of appropriate supplies, ensuring supplies are in good condition, in the quantities required, and at the places and times they are needed to support disaster operations.

3.3 Management of Logistics Function During Operations

3.3.1 Small Scale Events

In smaller events, it will be possible to manage the logistics requirements as an extension of the existing Cloncurry Shire Council stores utilising the processes already in place for day-to-day operations.

3.3.2 Large Scale Events

Where the LDCC is activated, a Logistics Team will manage all logistics demands relating to the event. Further information on the Logistics role in the LDCC can be found in LDCC Sub Plan.

In major events where there is a magnitude of issues involved, or where in-house storage and warehousing capacity is exceeded, out-sourcing may be considered. There are specialist logistics companies who can potentially provide a service as required. Alternatively, the Department of Housing and Public Works could be engaged via a formal Request for Assistance (RFA) to provide a district-wide logistics management service.

3.4 Emergency Supply

Emergency supply relates to the acquisition and management of emergency supplies and services in support of disaster operations.

The Logistics Team Leader will have access to various resource lists that can be used at the time of an event to procure emergency supplies. These include:

An Emergency Supply Register is available in Guardian IMS which includes aviation providers, bedding suppliers, construction contractors, chemical/cleaning specialists, food stocks/stores/outlets, general hardware, hire equipment, fuel, refrigeration, transport providers, waste management and water suppliers.

The Cloncurry Shire Council pre-qualified suppliers for Plant and Equipment Hire and Trades and General Services are available in Guardian IMS.

The Cloncurry Yellow Pages phone directory of local businesses in the region by category.

Cloncurry Shire Council should exhaust all local resources prior to making a Request for Assistance (RFA) through the QDMA – refer 3.6 below.

3.5 Emergency Transportation

The Cloncurry Shire Council LDMG may be required to coordinate the use of transportation resources to support disaster operations. Suitable transport resources may be needed for:

- Emergency services personnel and other agencies involved in operations

- Persons requiring assistance to evacuate or return home

- Mobility impaired persons

- Medical, food, equipment and resources and other supplies.

The Cloncurry Shire Council LDMG will work collaboratively to supply and coordinate emergency transportation as required. Every effort will be made to provide suitable transport resources (i.e. buses, forklifts, elevated work platforms, aircraft, etc.) and suitably qualified transport operators in the event of a disaster for moving personnel, equipment, supplies and members of the public – refer Emergency Supply Register.

3.5.1 Fuel Supplies

During an event, the Logistics Team will monitor fuel supply issues. The LDC is to be advised of any emerging fuel problems.

Consideration will also be given to priority fuel provision for transport vehicles involved in disaster response as required. Consider fuel truck with metered output for the maintenance of fuel supplies.

3.6 QDMA Requests for Assistance (RFA)

When the Cloncurry Shire Council LDMG requires additional logistics support and/or resources to meet operational requirements, they must seek assistance through a formal request to the Mt Isa District Disaster Management Group (DDMG).

The Logistics Team Leader is responsible for preparing, submitting, tracking and monitoring the status of RFA's. All RFA's are to be approved by the LDC.

The CSC LDMG must clearly articulate the resource capability required or the problem and outcome they need using the official RFA template. The request must provide sufficient details about description, quantity and delivery time to ensure an efficient and timely response.

If the DDMG is unable to fulfil the request, it will be escalated to the SDCC for action.

The preparation of RFA's should be undertaken using Guardian IMS wherever possible. If Guardian IMS is unavailable, a copy of the RFA Form is available at Appendix B. A RFA Reference Guide RG.1.196 is also available for further assistance.

3.7 Council to Council (C2C) Support Program

Relationships with neighbouring Councils are effective and requests for support shall be coordinated between the relevant LDC's. The Mt Isa DDMG should be advised prior to the cross-boundary arrangements being implemented, to assist the state-wide coordination of resources.

Additionally, the Council-to-Council Support Program (C2C) responds to the needs of councils affected by natural disasters and acknowledges the desire of unaffected councils to support their colleagues during these events.

During a disaster event, Cloncurry Shire Council may seek assistance from other local councils and vice versa to provide personnel or physical resources (e.g., machinery, signs, bedding, vector control teams).

The C2C program is a streamlined method for providing assistance from one local government group to another within Queensland's disaster management arrangements.

Local requests for C2C support are made through the RFA process to the DDC via the LDMG.

3.8 Managing Offers of Assistance

The Queensland Policy for Offers of Assistance indicates that the public may generously offer assistance to disaster affected individuals and communities in the form of financial donations, volunteering, and goods and services.

Offers of assistance can provide significant support to those affected by a disaster event and aid local businesses and the wider community to recover. However, if not appropriately managed the Cloncurry Shire Council LDMG may become quickly overwhelmed.

Public messaging around offers of assistance needs to be clear and consistent. All offers of assistance will be managed in accordance with the Managing Offers of Assistance Manual M.1.202.

3.8.1 Financial Donations

Financial donations may be offered spontaneously or in response to disaster appeal funds to provide financial relief and assistance to those affected. Each event may be different. CLONCURRY SHIRE COUNCIL will direct financial donations towards local charities and relief organisations. In the unlikely event that CLONCURRY SHIRE COUNCIL needs to establish an appeal fund, this will be outsourced to an organisation such as GIVIT or the Australian Red Cross - refer Financial Management Sub Plan.

3.8.2 Goods and Services

Includes solicited or unsolicited goods and services offered by members of the public, community, businesses, organisations and corporate entities to support individuals and communities following disaster events.

During large scale disasters, consideration will be given to working with GIVIT who match donated goods to those in need and provide virtual warehousing solutions.

3.8.3 Spontaneous Volunteers

Spontaneous volunteers are individuals or groups who arrive unsolicited following a disaster and wish to help the community. Spontaneous volunteers often want to assist immediately but may not be prepared (or insured) for the risks, conditions or environmental dangers. Refer Communities Responding to Disasters: Planning for Spontaneous Volunteers.

During large scale disasters, consideration will be given to working with Volunteering Queensland who can assist Cloncurry Shire Council with processes to ensure spontaneous volunteers are properly registered and insured so they can provide the required support to the community in a way that is safe and builds resilience.

3.9 Financial Management

Refer to Financial Management Sub Plan which outlines the financial management arrangements to be used during disaster events.

SECTION 4: RESUPPLY OPERATIONS

4.1 Resupply Preparation

Most events that isolate communities in the Cloncurry Shire Council area occur on a seasonal basis and their effects on access routes can be predicted with reasonable accuracy. Communities which are likely to be affected by such events are expected to prepare well in advance for both the event and the expected period of isolation. Refer to Chapter 2 of Manual M.1.205 Queensland Resupply.

Cloncurry Shire Council should consider conducting community education programs and coordinating preparation activities. Refer to section 2.4 of Manual M.1.205 Queensland Resupply.

The size and geographic diversity of the Cloncurry Shire Council area and the nature of the hazards likely to affect those communities guarantees that at some time, some communities will be temporarily isolated by the effects of one or more of those hazards. When this occurs, the hardship imposed upon the communities concerned could require a response from the Cloncurry Shire Council Local Disaster Management Group (LDMG).

Resupply is not a substitute for preparation. Resupply is a last resort measure. It requires a significant amount of planning and effort to conduct and is expensive. The community should be encouraged to prepare for periods of isolation rather than rely on resupply for their essential goods. 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 Sub Plan does not compromise the fundamental responsibility of individuals in relation to preparedness, self-help and mutual assistance.

It is the policy of the State that a set of procedures exists to ensure that communities are not economically disadvantaged by isolation and that food supplies and basic commodities can be provided to rural and remote communities which are vulnerable to isolation for extended periods of time.

Under the Queensland Resupply arrangements, the State Government will pay the additional transport costs involved in delivering items essential for survival to isolated communities. Manual M.1.205 Queensland Resupply.is a toolkit to the QLD PPRR Disaster Management Guideline. It exists 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.

It is essential that the correct procedures are applied when conducting resupply operations to facilitate financial accountability and reimbursement for any measures taken.

4.2 Resupply Execution

When a need for resupply is identified by the Cloncurry Shire Council LDMG, it will fit within one of three distinctly different categories:

4.2.1 Isolated Community Resupply

This resupply operation occurs when people residing in a community have access to retail outlets but those outlets are unable to maintain the level of essential goods required due to normal transport routes being inoperable as a result of a natural disaster event. In this scenario, the state government contributes to the cost of transporting goods by alternate methods.

This operation ensures essential goods are available to the community through the normal retail facilities within that community. This maintains the safety and wellbeing of humans and domestic animals during the period of isolation.

There are a number of template letters to retailers that can be adapted for use in the Cloncurry Shire Council area.

Refer to Chapter 3 of Manual M.1.205 Queensland Resupply

4.2.2 *Isolated Rural Property Resupply*

Isolated rural properties are groups of individuals isolated from retail facilities due to normal transport routes being inoperable as a result of a natural disaster event. This may include primary producers, outstations or small communities that have no retail facilities and require resupply. The aim of resupply operations to isolated rural properties is to maintain access to essential goods, including medications.

Isolated rural property owners are responsible for placing and paying for their orders with retailers. The LDCC and DDCC facilitate and meet the cost of transport only. Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required.

LDMGs whose area of responsibility contains rural properties that are subject to isolation should ensure that all rural properties are aware of the resupply process, protocols and contacts.

There is a template letters to isolated properties that can be adapted for use in the Cloncurry Shire Council area.

Refer to Chapter 4 of Manual M.1.205 Queensland Resupply

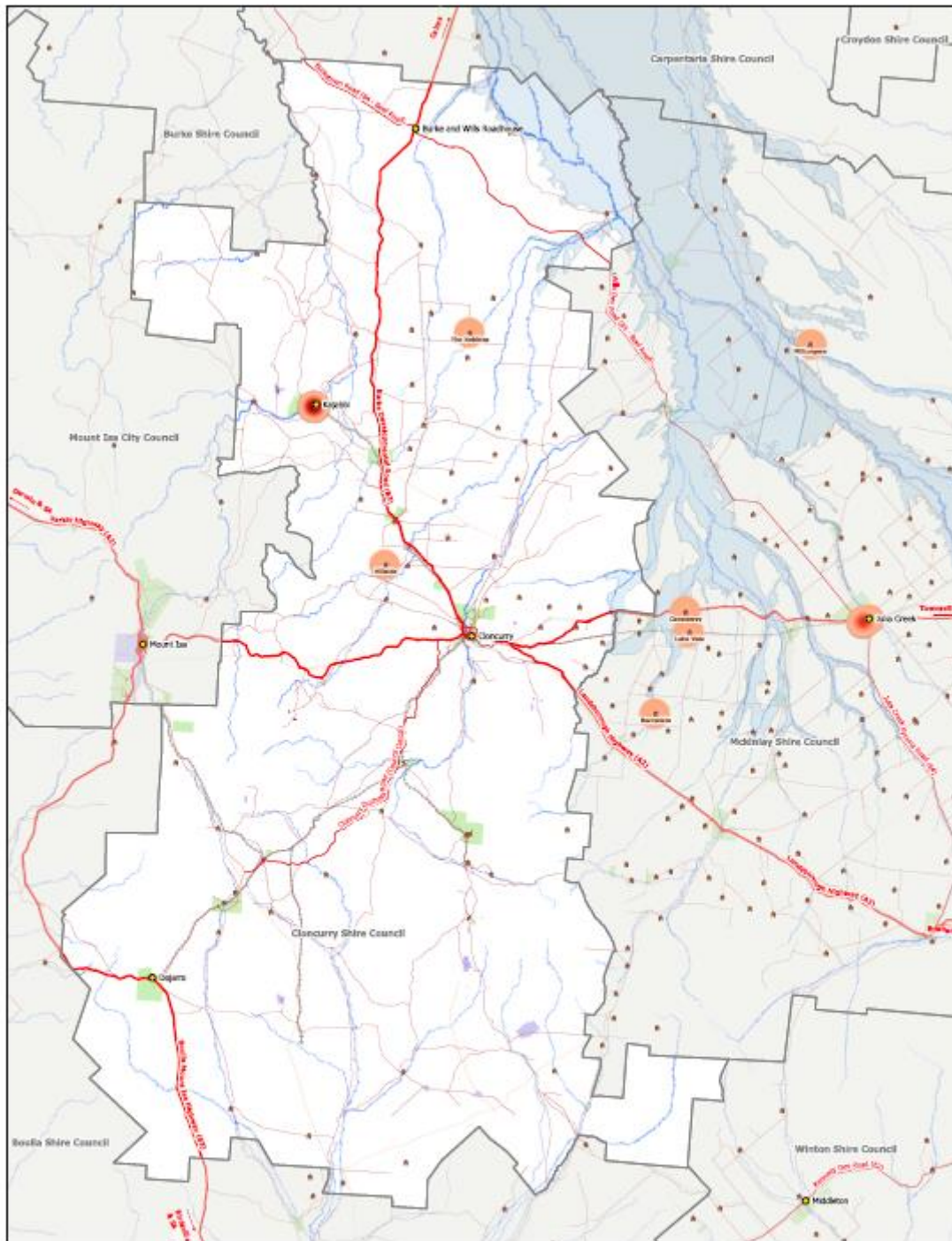### 4.2.3 *Resupply of Stranded Persons*

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 an event and are not at their normal place of residence. This normally relates to stranded travellers and campers.

The resupply or evacuation of stranded persons is coordinated by the QPS. QPS may also use the resources of the LDCC – if it is activated – in response to a disaster event in the LGA.

QPS determines the most appropriate course of action: whether to resupply stranded individuals or to evacuate them to a safer environment. If the LDCC is not activated, QPS will resupply or evacuate stranded individuals and report through the normal police reporting system. Refer to Chapter 5 of Manual M.1.205 Queensland Resupply

Ensure that the Essential Goods Guidance is used to determine if goods are considered 'essential' to maintaining human and domestic animal life and/or health until normal resupply operations can recommence. Refer to section 2.3 of Manual M.1.205 Queensland Resupply.

Cloncurry Shire Council has some experience of conducting resupply operations. A heat map is depicted below which highlights the aerial resupply jobs undertaken by Cloncurry Shire Council during the 2019 Monsoon Flood Event.
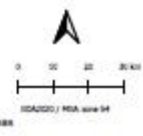
Aerial Resupply - 2019 Monsoon Event - Cloncurry Shire & Surrounds

APPENDIX A: LOGISTICS TEAM LEADER OPERATIONAL CHECKLIST

DUTY CARD	LOGISTICS OFFICER	
Reports to:	Local Disaster Coordinator	Tick
RESPONSIBILITIES		
• Maintain watching brief / state of readiness and receive initial information regarding disaster event from Local Disaster Coordinator (LDC).		
• Commence operations log in Guardian IMS. Maintain adequate records of all logistics activities.		
• Regularly review Guardian IMS for tasks and to maintain situational awareness.		
• Implement Logistics Sub Plan.		
• Implement systems to obtain, record, manage and track the movement of human and physical resources, facilities, services and materials assigned to the event.		
• Undertake staff rostering as required.		
• Determine what premises are suitable for use as warehousing and storage (if required).		
• Identify specific transportation resources required (i.e. forklifts, EWP's).		
• Monitor fuel stocks and instigate priority fuel supply planning to ensure continuity.		
• Capture all expenditure associated with the operation to ensure maximum reimbursement under DRFA.		
• Prepare Requests for Assistance to the DDMG for authorisation by the LDC.		
• Purchase equipment and supplies and organise catering as required.		
• Coordinate resupply operations – refer section 4 Logistics Sub Plan.		
• Manage personnel assigned to the Logistics Team (briefings, debriefings, welfare requirements). Potential units might include Supply, Communications Support, Finance, Facilities, Catering).		
• Contribute to Incident Action Plan and Situation Reports (SITREPS) as required.		
• Participate in debriefs as required.		

APPENDIX B: QDMA REQUEST FOR ASSISTANCE FORM

Event:		Date:		Time (24hr):	
Request forwarded to:	LDMG ☐	DDMG ☐	SDCC ☐	Council to Council ☐	
Task tracking no:					
To:					
From:		Phone:		Mob:	

Requesting officer's name, organisation and 24hr contact details:
(must be the person who has <u>detailed knowledge</u> of the request and is able to answer <u>any</u> questions)

Name:		Phone:		Mob:	
Organisation:		Email:			

Delivery address: physical street address (include landmarks, GPS coordinates as required)

Co-ordinates: X Long: Y Lat:

On-site contact person and phone no: (must be available to accept delivery)

Name:		Phone:		Mob:	

Priority : to be delivered on-site by **"<u>detail time and date</u>"** (Urgent or ASAP is not acceptable)

Date:		Time:	

Details of Request: be specific about the required outcome **OR** clearly detail the resources required. Do Not use acronyms, state unit quantities only and list skill sets for human resources. Refer to the Request for Assistance checklist below.

<u>**Request for Assistance Checklist:**</u> Ensure the following information is included in the request if applicable:

- Is transport needed
- Any hazardous situations
- Special handling requirements (forklift)
- Any access issues

- Requesting officer noted
- Priority noted
- Are skill sets clearly stated

Authorising Officer

Name:		Position:	

Signature:		Date:		Time:	

DDC Authorisation

Name:		Position:	
Signature:		Date:		Time:	

APPENDIX C: REQUEST FOR ASSISTANCE (RFA) PROCESS MAP