

Queensland Resupply

Manual



Updated: November 2024

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Document	Version	Amendment	Approved by	Date
Resupply Manual	V.2	Refer to Amendment Schedule	Deputy Commissioner – Disaster & Emergency Management	11/24



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1. Purpose

This manual outlines the process for resupply operations in Queensland.

2. What is Resupply?

Resupply is the response from the Queensland Government to ensure that essential goods remain available to communities, impacted by disaster and/or isolation, through the normal retail arrangements, but the additional costs for transportation are not passed on to the retailer or consumer.

Resupply is not intended to substitute individual and retailer preparation and preparedness. Resupply must be used as a last resort.

Resupply operations are necessary to maintain the physical and/or psychological wellbeing of isolated individuals and communities. There are three types of Resupply, which support:

- **Isolated communities** by ensuring retail facilities can maintain access to essential goods without the burden of extraordinary transport costs where communities have been impacted by a disaster or are isolated. The need for resupply is determined based on the overall accessibility of goods in a community. The local government or Local Disaster Management Group (LDMG) coordinates the resupply of isolated communities, which may be completed in two ways:
 - using local resources, with notification to the district representative who will then inform the State Disaster Coordination Centre (SDCC); or
 - a request for resupply may be escalated to the district representative and subsequently the State for assistance.
- **Isolated rural properties** including primary producers and smaller towns or outstations within a local governments' area of responsibility that cannot access retail facilities to maintain sufficient levels of essential goods without incurring extraordinary transport costs due to impacts from a disaster or isolation. The local government or the LDMG coordinates the resupply of isolated rural properties, which may be completed in two ways:
 - using local resources, with notification to the district representative who will then inform the SDCC; or
 - a request for resupply may be escalated to the district representative and subsequently the State for assistance.
- **Stranded individuals (persons)** who are not at their usual place of residence and are unable to access retail facilities due to transport routes being cut off due to the impacts of a disaster or are isolated. The Queensland Police Service (QPS) coordinates resupply or evacuation of stranded persons.





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3. Essential Goods

Essential goods are those goods that are 'essential to maintain human and domestic animal health' until normal supply operations can recommence. Examples of essential goods include:

Item	Description/Purpose	Transport/Carrier Requirements
Basic food staples	Dried or tinned, or otherwise packaged to last 'on the shelf' without special storage	Nil
Frozen or chilled goods	Where alternative products are unavailable or unsuitable	Goods should be maintained at appropriate temperatures to prevent spoilage
Baby supplies	Foods, formula, and nappies	Nil
Pet food	Dried	Nil
Hygiene products	Personal hygiene products	Nil
Cleaning products	Disinfectants	Clearance by transport provider required
Medical	Medicines, supplies and water purification tablets	Clearance by transport provider required
Fuels (note fuel will also be transported in a separate load)	To support essential motor transport and power generation	Clearance by transport provider required
Aviation Fuel	To support reconnaissance activities or local homesteads	Clearance by transport provider required
Batteries	To power to essential items	Clearance by transport provider required

The following are generally not considered essential goods except when required on the advice of an appropriate health practitioner:

- food staples to support dietary requirements (for example gluten free products)
- canned or bottled soft drink
- canned or bottled alcoholic drinks
- tobacco, vaping or e-cigarette products

Non-essential goods include:

- entertainment equipment
- electrical goods (not listed as essential)





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4. Guiding Considerations for Resupply Operations

No two resupply operations are identical and usually occur in remote locations. When preparing to undertake or when undertaking resupply operations, the following should be considered:

Consideration	Prompting Questions
Education and communication	have community members received messaging to prepare them for periods of isolation?
	are community members aware of their responsibility to be prepared for periods of isolation?
	have community members been made aware of resupply processes at the community and individual level?
	do local government and Local Disaster Coordination Centre (LDCC) staff understand the resupply process?
	have key stakeholders participated in resupply training?
Risk factors	what is the likelihood of the community and/or rural properties being isolated for a period that would necessitate resupply being required?
	what is the capacity of retailers, what is the quantity of goods they can hold and how long will supplies support the community?
	what is the composition of the rural properties (large cattle stations/peri-urban)?
Planning	does the level of risk indicate that a local resupply sub-plan needs to be developed?
	is there a listing of property contacts and locations including landing strips or helipads with global positioning data?
	is there a local logistics company that can support resupply activities?
	is an independent liaison officer required to support the local government or LDCC with resupply activities?
	is there a listing of transport providers and their capability/capacity, who can support resupply at the local level?
	have local procurement processes considered resupply activities?
Understand the logistics	what is the most practical way of transporting goods if supply routes are compromised?
	where will the goods be unloaded and transported?
	what assets are available to load and unload goods?
	what are the airstrip capabilities?
	what is the fuel capability?
	what are the boat/barge capabilities?
	is there a need to support a backloading operation to support community response and recovery efforts?
Understanding the supply and the supply chain	what is the storage capability within the community?
	how often do retailers receive goods both perishable and non-perishable?
	what is the normal point of origin for the goods provided to the community?
	where are the wholesalers based?
	what is the normal method of goods transportation to the community?
	where do community members do the bulk of their shopping?
	where do rural properties do the bulk of their shopping?
	what are the normal payment terms for the community?
	how much time is required for retailers / isolated properties to place orders?
	who are the suppliers and /or essential service providers in the community, including but not limited to: <ul style="list-style-type: none"> ○ retailers ○ hospitals and clinics ○ charity organisations (for example, meals on wheels, school-based meal programs) ○ postal contractors ○ fuel suppliers ○ vets ○ emergency services (Queensland Ambulance Service, Queensland Fire Department, QPS) ○ aged care facilities ○ any other local organisation that supplies essential goods or services?
	how frequently will a community need to be resupplied: <ul style="list-style-type: none"> ○ would one bulk order suffice? ○ are multiple resupply operations required?
	will failing to resupply a retailer create adverse impacts for the community?





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5. Roles and Activities

The following table provides an overview of who is responsible for completing the various activities that support resupply operations.

Activity	Isolated Communities	Isolated Rural Properties	Stranded Persons
Individual Property Owners			
place order with retailer		✓	
pay for goods		✓	
assume risk for any frozen or chilled goods transported		✓	
Retailers / Service Providers			
place order with wholesaler / supplier	✓		
pay for goods	✓		
assume risk for any frozen or chilled goods transported	✓		
Emergency Management Coordinators			
provide advice on resupply operations	✓	✓	
provide advice on financial support available for resupply operations	✓	✓	
review resupply request forms once complete	✓	✓	
support with obtaining quotes for resupply operations where possible	✓	✓	
facilitate resupply operations when required	✓	✓	
Local Government / LDMG			
prepare the community for periods of isolation	✓	✓	
communicate with community surrounding impending resupply	✓	✓	
provide advice if the LDMG can support resupply activities			✓
maintain a list of rural properties including contact details, number of residents, airstrip capacity and landing area, property location and UHF channel monitored		✓	
maintain contact records	✓	✓	
collate property resupply details sheet		✓	
notify the district disaster management group executive officer of resupply operations	✓	✓	
complete a resupply request form where required	✓	✓	
identify transportation options to facilitate resupply (where local resources are available)	✓	✓	
provide advice on airstrip specifications (unsealed/sealed surface, lighting, length, and direction of strip and whether they have sufficient stocks of aircraft fuel)	✓	✓	
provide advice on helipad / helicopter landing sites (unsealed/sealed surface, lighting, any hazards and whether they have sufficient stocks of aircraft fuel)		✓	
prioritise order of resupply		✓	
request approval for items to be resupplied on advice of a medical practitioner	✓	✓	
determine volume and mass (with consideration for bulky items) of all orders to obtain transport quotes	✓	✓	
collect mail and medications for inclusion in transportation		✓	
review orders to ensure goods are essential	✓	✓	
seek approval for goods that may not appear essential	✓	✓	
confirm no authorised variations are made to orders	✓	✓	
coordinate the preparation and placing of bulk resupply orders with retailers		✓	





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Activity	Isolated Communities	Isolated Rural Properties	Stranded Persons
coordinate the preparation and placing of bulk resupply orders with wholesalers/suppliers	✓		
obtain resources to support with loading or unloading transportation	✓		
engage transport provider to facilitate resupply	✓	✓	
request transportation to facilitate resupply	✓	✓	
pay transport providers		✓	
notify community of arriving resupply activities	✓	✓	
oversee community collection of ordered goods	✓		
obtain a detailed goods manifest from the retailers/wholesalers and isolated properties	✓	✓	
organise onward delivery of goods		✓	
confirm receipt of delivery and manifests are accurate	✓		
monitor levels of essential goods in the community	✓	✓	
consider resupply operations in after-action review	✓	✓	
District Responsibilities			
support and provide advice on the provision of quotes for resupply activities (if required)	✓		
request approval for items to be resupplied on advice of a medical practitioner (if required)	✓	✓	
obtain quotes to support resupply activities (if required)	✓	✓	
endorse resupply requests (if required)	✓	✓	
refer resupply requests to the State Disaster Coordination Centre (SDCC) where appropriate	✓		
use district resources to facilitate resupply activities where available	✓		
ensure efficient use of district resources	✓		
monitor resupply activities	✓		
provide quote to the SDCC for processing of the resupply request (if required)	✓	✓	
ensure collaboration across local government areas to support resupply operations (e.g., efficient use of resupply transport)		✓	
consider the proposed hours of engagement and any additional tasking transport resources could be used for (if required)		✓	
inform the SDCC of resupply operations completed including the number of people assisted and quantity of goods provided	✓	✓	✓
consider resupply operations in after-action review	✓	✓	
State Disaster Coordination Centre			
provide authorisation to the district to contract resources for resupply (if required)	✓	✓	
raise a purchase order and pay transporters (where required)	✓	✓	
provide advice on available financial support	✓	✓	
arrange for suitable transport services (if not available at district level)	✓	✓	
consider the regular carriage of mail	✓	✓	
consider resupply operations in after action review	✓	✓	
Queensland Police Service – Regional Policing Operations			
facilitate resupply activities			✓
facilitate the evacuation of individuals			✓
advise LDMG of support provided to stranded persons			✓
report on resupply or evacuation operations			✓
inform the SDCC of resupply operations completed including the number of people assisted and quantity of goods provided			✓
consider resupply operations in after-action review			✓





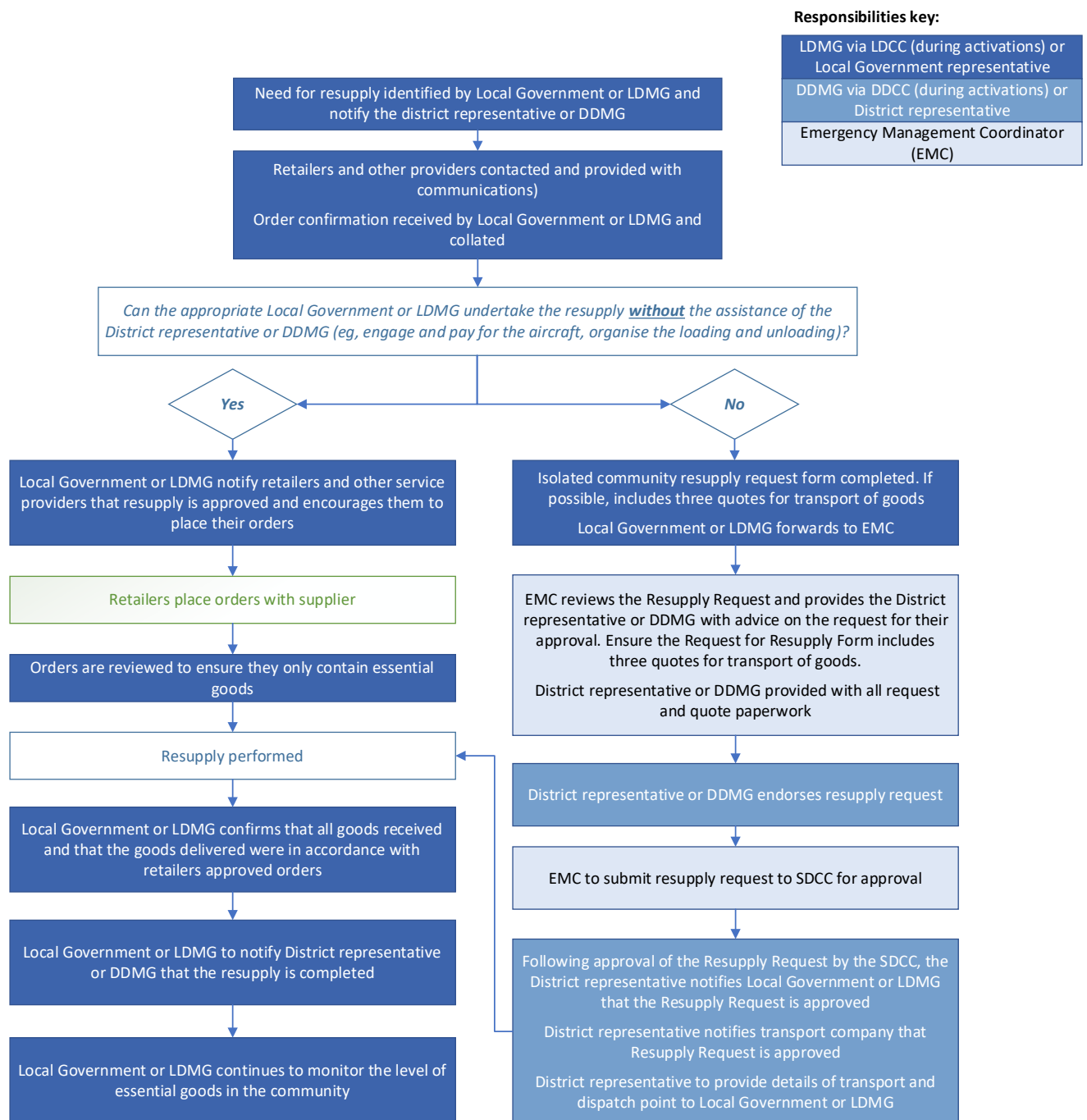
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6. Funding Considerations

Resupply can be funded by the Local Government or may be eligible for funding assistance using the State Disaster Recovery Funding Arrangements (SDRA) or the Disaster Recovery Funding Arrangements (DRFA). Disaster funding arrangements are outlined in the [Queensland Disaster Funding Guidelines 2021](#) which explain Queensland's two disaster relief and recovery arrangements: the DRFA and the SDRA.

7. Resupply Process – Isolated Communities

The following process map highlights the steps involved in completing a resupply operation for isolated communities.

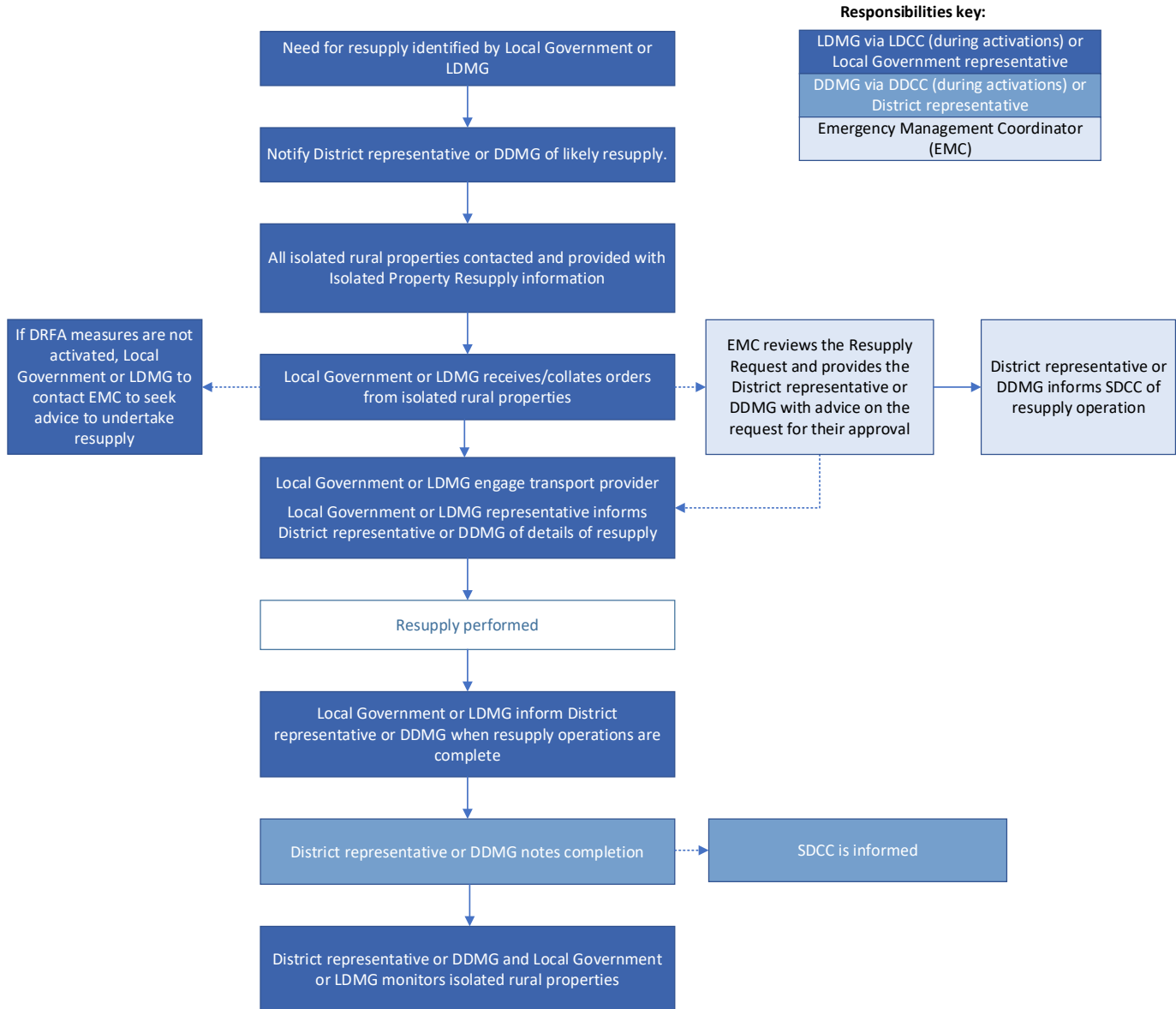




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8. Resupply Process – Isolated Rural Properties

The following process map highlights the steps involved in completing a resupply operation for isolated rural properties.





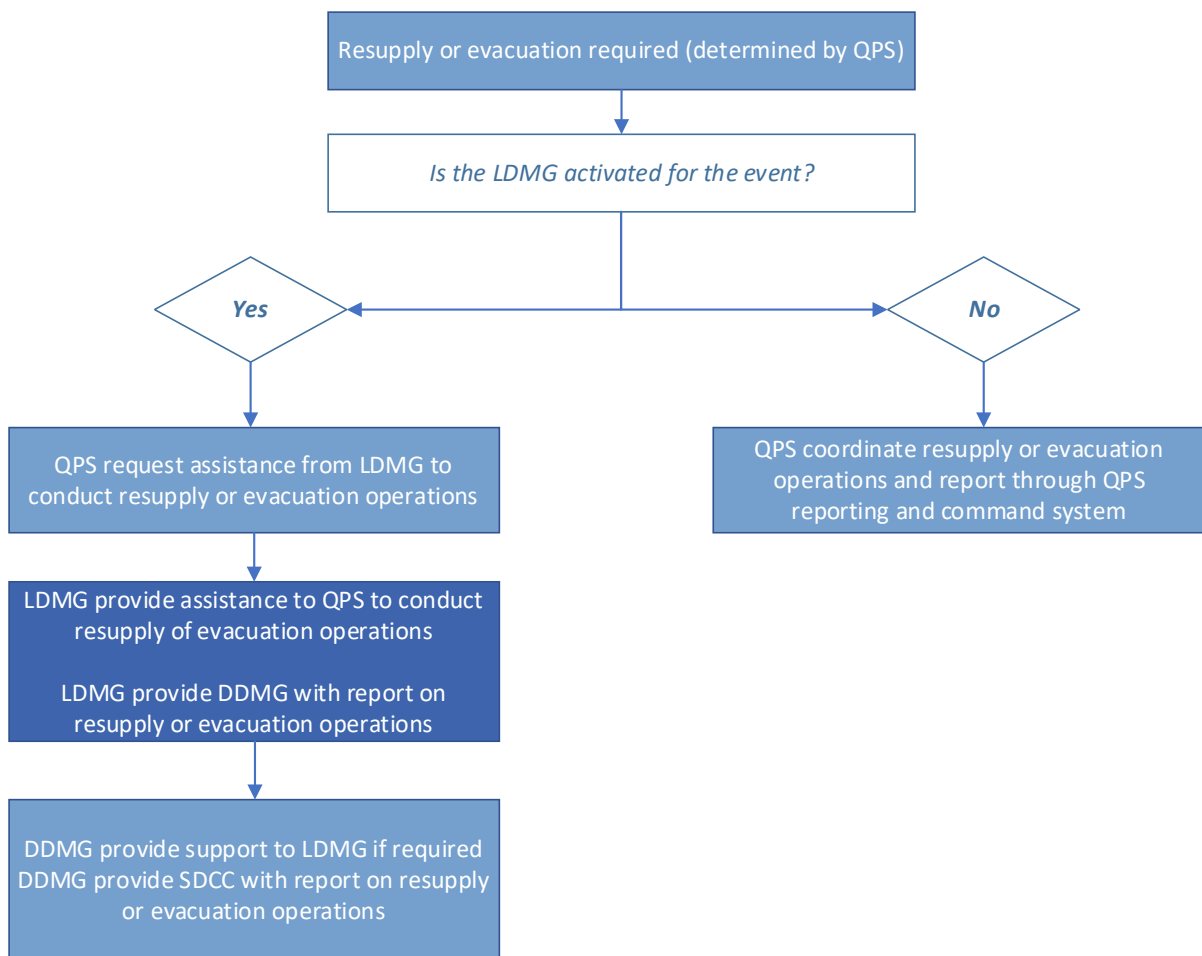
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9. Resupply Process – Stranded Persons

The following process map highlights the steps involved in completing a resupply operation for stranded persons.

Responsibilities key:

LDMG via LDCC (during activations) or Local Government representative
DDMG via DDCC (during activations) or District representative
Emergency Management Coordinator (EMC)





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10. Resupply Form

The Resupply Request Form (Appendix 1) is used to coordinate resupply operations. The fields contained in the Resupply Request Form provide vital information for those actioning the request to ensure needs are met. Consequently, it is important to provide as much detail as possible when completing the form, with a particular focus on the details for isolation and resupply activities.

11. Further Information

Contact your local Emergency Management Coordinator or District Disaster Management Group Executive Officer.

12. Related Links

Soft copies of the supporting documentation can be found in the following locations:

- [Resupply Request Form](#)
- Optional communication with retailers – Isolated Communities, templates one and two
- Optional communication with Isolated Rural Properties template
- Optional Property contact details template
- Property resupply details template
- Isolated Rural Properties resupply flight manifest ***Error! Reference source not found.***





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Appendix 1: Resupply Request Form

ISOLATED COMMUNITY RESUPPLY REQUEST FORM			
Local Disaster Coordination Centre (LDCC) is to complete this form and forward to the District Disaster Coordination Centre (DDCC)			
Event:		Date / Time:	: (24-hr)
To:	Choose an item District Disaster Coordination Centre	Email:	
From:	Choose an item Local Disaster Coordination Centre	Requester name:	
Reference:		Phone:	
PART A – FOODS AND BASIC GOODS RESUPPLY REQUEST DETAIL			
Location:			
Delivery notes:			
Total Weight of Supplies:	Kg		
Have all businesses/providers been contacted and advised of the situation?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is there bread or other bulky items being requested?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
List retailers/service providers (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 District 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>			
Is the local government able to resupply the isolated community utilising available resources?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Action taken: <small>LDCC complete resupply or Request State assistance</small>	Choose an item		
Reference number:			
I hereby certify that a resupply operation is necessary to maintain the physical and/or psychological welfare of the community and/or properties.			
Certified by:			





Signature:	
<p><i>If resupply is being conducted by the LDCC, no further information is required. Forward to the DDCC for information only. If the LDCC requires assistance to resupply the isolated community, it must complete Part B of the form and forward to the DDCC. The DDCC is to process and forward to the State Disaster Coordination Centre (SDCC) Watch Desk.</i></p>	

PART B – LDCC TO COMPLETE	
Date last normal supplies received:	
Statement about isolation <i>How long have you been isolated, expected duration and reason</i>	
Are mail services to area being maintained:	<input type="checkbox"/> Yes <input type="checkbox"/> No
If approved, date supplies required:	

PART C – DDCC/EMC USE ONLY	
Resupply to be conducted by: <i>Air, water vessel or additional road transportation costs</i>	Choose an item

DETAILS OF QUOTES	
<i>Quotes must be attached</i>	
Quote 1: <i>Company and cost</i>	
Quote 2: <i>Company and cost</i>	
Quote 3: <i>Company and cost</i>	

RECOMMENDATION AND REASON FOR LESS THAN 3 QUOTES (IF APPLICABLE)	
Action taken:	
Certified by:	
Signature:	

PART D – SDCC COORDINATOR	
I note the contents of the above request for resupply and Choose an item the expenditure associated with the conduct of this resupply.	
Payment to:	
For the amount of:	\$
Approved by:	
Position:	
Signature:	





FINANCE OFFICER TO COMPLETE	
Action taken (SAP entry):	
Date provided to the supplier:	





Appendix 2: Optional communication with retailers - Isolated Communities

Initial communication with retailers

Example only

Dear Insert full name,

The Choose an item Local government / Local Disaster Management Group (LDMG) has requested a resupply of essential goods on or around Click or tap to enter a date, due to our isolation and decreasing levels of essential goods.

The resupply operation will depart from Insert location 1 for delivery to Insert location 2 by aircraft then goods will be transported to Location 3 by Insert transportation type.

Only essential goods should be ordered. Fresh produce and dairy products Choose an item and items that the Choose an item local government/ LDMG considers unnecessary will be removed from the order.

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 goods from the wholesaler/supplier in accordance with your normal arrangements however transport costs will be met by the State Government.

As the goods will be departing from Insert location 1, should you currently not have established accounts with suppliers in Insert location 1,, you will be required to arrange this.

Unfortunately, in the past some retailers have inflated the shelf price of items during periods of isolation. The Choose an item local government/ LDMG will monitor the shelf price of items and will report any suspected profiteering to the appropriate authorities.

- If you would like to be resupplied as part of this operation please: Compile an order for your suppliers. 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 Choose an item local government will advise when you should submit the order.
- Return the order to Insert full name and position on Insert email address by the Click or tap to enter a date.

Once all the orders have been received, you will be advised in writing of 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 Insert full name and title on Insert phone number.

Yours sincerely

Insert full name

Choose an item.

Choose an item Local Government / LDMG





Follow up communication with retailers

Example only

Dear Insert full name,

We thank you for submitting your paperwork supporting your resupply due to isolation from the current. Insert event type (e.g. flooding)

Attached is a copy of the order that you supplied to the Choose an item Local Government / Local Disaster Management Group (LDMG) on the Click or tap to enter a date. There may be items crossed off your order as those items are not essential goods or may be considered too dangerous to transport. Please be assured that the same methodology was applied to all retailers when orders where reviewed.

You are now required to submit the attached order to your supplier/s without alteration.

Please pass the following details to your supplier:

- Delivery location: Insert location 1 – Exact drop-off point for goods, name of company or hanger number at airport
- Delivery Date: Click or tap to enter a date
- Delivery time: Between Insert time (24-hour) and Insert time (24-hour) (other information such as there is cold storage available at the delivery location)
- Packaging instructions: Insert text – Varies dependent on type of aircraft
- All weights and receiver details must be clearly marked on the goods
- Pallets are not to exceed 120cm in height
- Transit time is insert number 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: Insert full name and title on Insert 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 Insert location 1 they will be delivered to your address by local courier, the Choose an item local government/ council/ LDMG will facilitate this.

Should you have any questions or concerns regarding this process please feel free to Insert full name and title on Insert phone number.

Yours sincerely

Insert full name

Choose an item.

Choose an item Local Government / Disaster Management Group





Last Updated: October 2024

Appendix 3: Optional communication with Isolated Rural Properties

Example only

Dear Insert full name,

The Choose an item Local government/ Local Disaster Management Group (LDMG) is planning to resupply isolated properties in the local government area with essential goods due to the isolation that we are currently experiencing.

It is intended that the resupply will commence on the Click or tap to enter a date It will be conducted by helicopter.

Please order and pay for the essential goods you require through local suppliers. There will be no cost to you for the transport of these goods; the Choose an item will pay for the hire of the transportation.

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

Dangerous goods cannot be flown, including most flammable liquids.

If you require medications, please contact your health practitioner 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 Click or tap to enter a date and provide a copy of the order to Insert full name and position on Insert email address .

Should you have any questions or concerns regarding this process please feel free to Insert full name and title on Insert phone number.

Yours sincerely

Insert full name

Choose an item.

Choose an item Local Government / LDMG





Appendix 4: Operational property contact details

Note: This form can be modified into a spreadsheet by the local government to record all property details in one document if required

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 property 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 (LDMG).	





Appendix 5: Property resupply details template

Note: This form can be modified into a spreadsheet by the local government authority to record all property details in one document

Name of property:			
Order placed with	Number of boxes	Date time collected	Date time loaded
Other details			



