Request for Assistance

Reference Guide

Document Approval and Control

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Document	Version	Amendment	Approved by	Date
Request for Assistance Reference Guide	V.1	Refer to Amendment Schedule	Deputy Commissioner – Disaster & Emergency Management	01/25

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1.   Purpose

This document is designed to explain how to use the Request for Assistance process and complete the Request for Assistance Form.

2.   What is a Request for Assistance?

Local government, have primary responsibility to manage a disaster in their local government area. If a local government identifies gaps in their capacity or capability to manage a disaster and requires additional resources to manage an event, they can request support through a formal Request For Assistance (RFA) that will be actioned by the next relevant level (e.g. local to district, district to State and State to the Australian Government via the National Emergency Management Agency [NEMA]). This process is known as a RFA.

The RFA process allows for the mobilisation of resources using the Queensland Disaster Management Arrangements (QDMA) to address identified needs. Where a State agency is attempting to acquire goods or services, they should action this through their established departmental acquisition processes before placing a RFA.

3.   Types of Requests for Assistance

RFAs could include:

- specialist skill sets
- plant and equipment
- goods and supplies.

In the context of RFAs the Australian Defence Force may be used as a force of last resort. Defence Assistance to the Civil Community (DACC) requests are made via the RFA process to the State Disaster Coordination Centre (SDCC). These requests are considered by the State Disaster Coordinator (SDC), and upon endorsement, are forwarded to the NEMA for consideration. DACC requests are only to be used when there is a need to:

- DACC 1 – Local emergency assistance: Emergency assistance provided to authorities at a local level where deliberate and decisive action is necessary to save human life, alleviate suffering, prevent extensive loss of animal life or prevent widespread loss and damage to property; where local civilian resources are inadequate, unavailable or cannot be mobilised in time. DACC 1 support is provided from within the resources of a local Defence unit or base, or the resources already force assigned to an established Joint Task Force. DACC 1 tasks are short term in nature (generally no more than 48 hours).

- DACC 2 – Significant crisis response or relief assistance: Significant emergency non-financial assistance, beyond that provided under DACC 1, due to the location, scale, complexity or expected duration of the request and is aligned to the scope of response and/or relief activity. An emergency may arise from an extensive or continuing natural or human induced crisis, where the civil emergency authorities request additional capacity or specialist niche capability that Defence may be able to provide.

- DACC 3 – Significant recovery assistance: is assistance associated with recovery from a civil emergency or disaster, where the imminent threat to life and or property has passed. Provision of this level of support involves longer term significant recovery support, such as reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing. Duration of assistance shall depend on the nature and scope of recovery effort and available resources. DACC 3 assistance is aligned in scope to recovery activity (as defined in the Australian Government's National Disaster Management and Recovery Continuum) and does not include reconstruction or risk reduction support. A COMDISPLAN must be activated for DACC 3 to apply.

Further information on the DACC process can be found at the [Defence Assistance to the Civil Community Initiative](#).

4.   Managing Requests for Assistance

The logistics function in the coordination centre at the relevant level (district or State) undertake a vital role in managing RFAs. To support the logistics function, organisational liaison officers are responsible for coordinating RFAs applicable to their organisation, including the provision of advice on their available capability and resources.

When an RFA is received in a coordination centre, in addition to completing the following process it is also suggested that the RFA is used to identify any additional potential RFAs and undertake contingency and resource planning from a whole of event perspective.

Step	Action	Responsible Party
1.	Assess the RFA to: • determine if it is an appropriate request for the agency or group • ensure it contains all required information to enable the appropriate actioning of the request • seek clarification on the RFA specifics from the requesting officer where necessary and document any updates on the RFA Form.	• Logistics Capability
2.	Share the RFA • advise organisational liaison officers of the RFA • facilitate discussions to support the actioning of the RFA • determine if the RFA can be actioned and escalate as required.	• Logistics Capability • Organisational Liaison Officers
3.	Monitor the RFA • track the progress of the RFA • facilitate support to finalise the RFA as required • record the details of the solution for the RFA and any return requirements associated with the RFA • ensure requesting organisation is aware of the outcome of the RFA.	• Logistics Capability • Organisational Liaison Officers
4.	Finalising the RFA • support the return of resources where required.	• Logistics Capability • Organisational Liaison Officers

RFAs can be managed through the electronic information management systems operated at the local, district and State levels including the Guardian Control Centre (Guardian), the Disaster Incident Event Management System (DIEMS) and the Event Management System (EMS) respectively. Additionally, RFA forms can be emailed or faxed to the relevant level Disaster Coordination Centre.

5. Request for Assistance Process Map

```
Local government identifies gaps in their
capacity or capability to manage a disaster
and requires additional support to manage
an event through a Request for Assistance
(RFA)
            │
            ▼
Complete the RFA Form and submit to the
District Disaster Management Group
(DDMG)
            │
            ▼
```

Seek clarification on the RFA and document any updates on the RFA Form ◄── **More information required** ──► DDMG to assess the RFA to:
- determine if it is an appropriate request for the agency or group
- ensure it contains all required information to enable the appropriate actioning of the request

            │
            ▼

Share the RFA:
- advise organisational liaison officers of the RFA
- facilitate discussions to support the actioning of the RFA

            │
            ▼

Can the RFA be actioned at the district level? ── **Yes** ──► Monitor the RFA:
- track the progress of the RFA
- facilitate support to finalise the RFA as required
- record the details of the solution for the RFA and any return requirements associated with the RFA
- ensure requesting organisation is aware of the outcome of the RFA

            │ **No**
            ▼

Submit the RFA Form to the State Disaster Coordination Centre (SDCC)

            │
            ▼

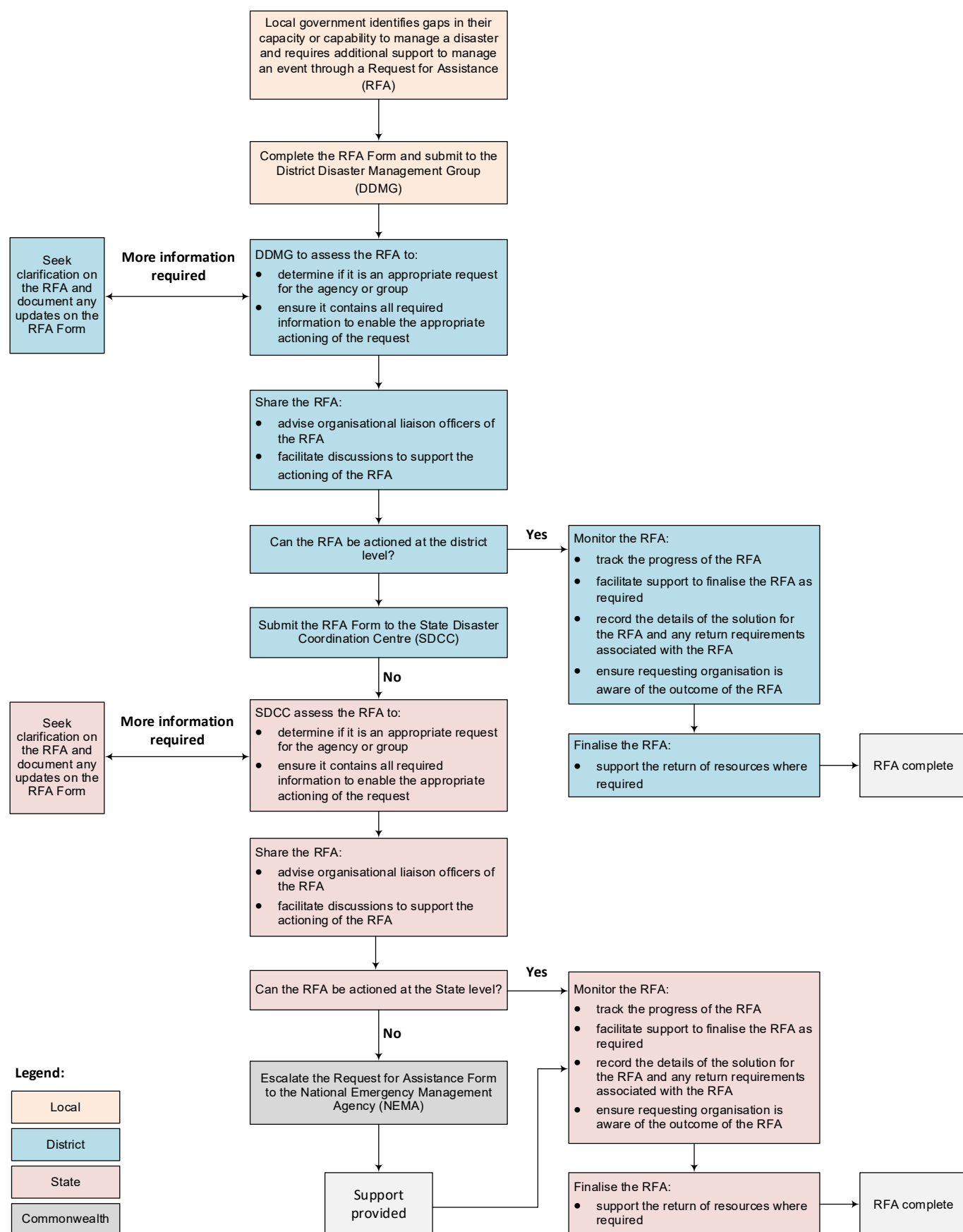Seek clarification on the RFA and document any updates on the RFA Form ◄── **More information required** ──► SDCC assess the RFA to:
- determine if it is an appropriate request for the agency or group
- ensure it contains all required information to enable the appropriate actioning of the request

Finalise the RFA:
- support the return of resources where required ──► RFA complete

            │
            ▼

Share the RFA:
- advise organisational liaison officers of the RFA
- facilitate discussions to support the actioning of the RFA

            │
            ▼

Can the RFA be actioned at the State level? ── **Yes** ──► Monitor the RFA:
- track the progress of the RFA
- facilitate support to finalise the RFA as required
- record the details of the solution for the RFA and any return requirements associated with the RFA
- ensure requesting organisation is aware of the outcome of the RFA

            │ **No**
            ▼

Escalate the Request for Assistance Form to the National Emergency Management Agency (NEMA)

            │
            ▼

Support provided

Finalise the RFA:
- support the return of resources where required ──► RFA complete

Legend:

Local
District
State
Commonwealth

6.   Request for Assistance Form

The Request for Assistance (RFA) Form is intended to clearly describe a desired outcome or provide specific details about the resources required to support disaster operations.

The requesting disaster management group must clearly articulate the resource capability required and/or the problem to be solved and desired outcome using the **Appendix 1: Request for Assistance Form**. Instructions on completing the RFA Form are outlined in **Appendix 2: Guiding Instructions to Complete the RFA Form**.

The fields contained in the RFA Form provide vital information for those actioning the request to ensure the requesting group's 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 and intent of request, the date and time fulfilment of the request is required by.

The RFA may require action by more than one organisation, which requires those requesting the RFA to work together to coordinate the completion of the RFA Form.

7.   Further Information

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

8.   Related Links

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

- [Request For Assistance Form](#)

Appendix 1: Request for Assistance Form

REQUEST FOR ASSISTANCE FORM					
Event:		**Date:**		**Time (24hr):**	
Forwarded to:	LDMG ☐		DDMG ☐		SDCC ☐
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 and/or GPS coordinates as required)*

Co-ordinates: X Long: Y Lat:

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

Name:		**Phone:**		**Mob:**	

Priority: *To be delivered on-site by* **"<u>specific 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 skillsets for human resources. Refer to the <u>Request for Assistance Checklist</u> below).*

Details of exhausted resources: *(Describe the operational actions taken to demonstrate resources at capacity).*

Request for Assistance Checklist: *(Ensure the following information is included in the request if applicable)*

☐ Have all local/district resources been exhausted?		☐ Requesting officer noted?
☐ Is transport needed?		☐ Priority noted?
☐ Any access issues?		☐ Are skill sets clearly stated?
☐ Are there any hazardous situations?		☐ Special handling requirements (e.g. forklift)?

Authorising Officer

Name:	[insert name]	**Position:**	[insert position]		
Signature:		**Date:**	[insert date]	**Time:**	[insert time]

DDC Authorisation

Name:	[insert name]	**Position:**	[insert position]		
Signature:		**Date:**	[insert date]	**Time:**	[insert time]

Appendix 2: Guiding Instructions to Complete the RFA Form

Details where the request was forwarded to for actioning. This can also be used to track the path through the disaster management system if support is required from another level.

Task Tracking No. (TTN) allows each level within the disaster system to track the request in the event TTN's are different between levels (unique reference for each request)

Denotes the intended recipient, who forwarded the RFA, and their contact details. It is important to note that the forwarding officer may not be the requesting officer.

The requesting officer is the person who has firsthand knowledge of the request requirements and is therefore best placed to provide additional information.
It is vital this officer remain readily contactable especially if the request is time critical.

Detail the delivery address in such a way that it assumes the delivery operator has never been to that location before. This includes providing additional information that will assist in locating the delivery point (e.g. landmarks, GPS coordinates).

A specific time and date provides all parties with a definitive target and enables the identification of issues that will affect the timeframe.
Issues impacting on the ability to meet a timeframe include whether inside/outside of normal business hours, quantities required, acquisition, loading, transport including access issues and unloading.

This provides prompts for specific areas to be considered prior to submitting the request.

Official event name

Time of request

REQUEST FOR ASSISTANCE FORM

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

Requesting officer's name, organisation and 24hr contact details: *(Must be the person who has __detailed knowledge__ of the request and is able to answer __any__ questions)*

Name:		Phone:		Mob:	
Organisation:		Email:			

Delivery address: *Physical street address (include landmarks and/or GPS coordinates as required)*

Co-ordinates:	X Long:		Y Lat:	

On-site contact person and phone no: *(Must be available to accept the deliv...)*

Required to identify/confirm issues that may not be noted on the RFA (e.g. a forklift to unload the resources)

Name:		Phone:	

Priority: *To be delivered on-site by "__specific time and date__" (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 Assistance Checklist below)

The information provided needs to be as detailed as possible. If an outcome is required, be specific about what is to be achieved. If resources are required, ensure unit quantities and any specifications that will assist in acquiring the resources are provided. Information considered irrelevant to the requesting officer may be important to those who action the request.

Details of exhausted resources: *(Describe the operational actions taken to demonstrate resources at capacity).*

Provide further context of the operational actions undertaken and articulate how local resources are at capacity.

Request for Assistance Checklist: *(Ensure the following information is included in the request if applicable)*

☐ Have all local/district resources been exhausted?
☐ Is transport needed?
☐ Any access issues?
☐ Are there any hazardous situations?

☐ Requesting officer noted?
☐ Priority noted?
☐ Are skill sets clearly stated?
☐ Special handling requirements (e.g. forklift)?

Authorising Officer

Name:	[insert name]	Position:	[insert position]		
Signature:		Date:	[insert date]	Time:	[insert time]

DDC Authorisation

Name:	[insert name]	Position:	[insert position]		
Signature:		Date:	[insert date]	Time:	[insert time]

Authorisation indicates the request is legitimate; the information is accurate and the RFA has been completed correctly. Ensure the name is clearly written and signed.