Tablelands Regional Council

Local Disaster Management Sub-Plan

Logistics Sub-Plan

V7 October 2023

Acknowledgement of Country

We acknowledge the Native Title parties across the Tablelands Regional Council area and other family groups who are the traditional custodians of this land. We recognise your continuing connection to Country and pay respect to Aboriginal and Torres Strait Islander Elders past, present and emerging including:

- Bar Barrum of the area around the Walsh River and to the west of the Wild River
- Dulabed and Malanbarra Yidinji of the Gillies Range area
- Girramay of the Kirrama area
- Gugu Badhun of the Wairuna/Lamonds Lagoon area
- Jirrbal of the Koombooloomba, Ravenshoe and Herberton areas
- Mamu of the Millaa Millaa area
- Ngadjon-Jii of the Malanda and Topaz areas
- Tableland Yidinji of the Kairi, Tolga, Tinaroo and Lake Barrine areas
- Warrungu of the Gunnawarra/Goshen area.

Contents

Version Control & Record of Amendments

Issue Date	Version	Outline of Revisions	Prepared by	Approved
11/12/2013	1.0	V1.0 issued as live operational plan for LDMG approval.	SD	RL
05/11/2014	2.0	Annual update – minor revisions.	SD	RL
04/11/2015	3.0	Annual update – minor revisions.	SD	RL
16/11/2016	3.1	Minor changes - LDMG Chairperson and new DDMG arrangements.	SD	JP
10/11/2017	3.2	Minor changes throughout and included initial wording on management of spontaneous volunteers	SD	JP
18/12/2018	3.3	Annual update – minor revisions.	SD	JP
20/01/2021	4	Changes to LDMG Chairperson and minor amendments throughout.	SD	BW
15/12/2021	5	Comprehensive rewrite to include Resupply, Logistics, Financial Management and Emergency Transportation Sub Plans	SD	BW
19/10/2022	6	Annual update – minor revisions.	SD	BW
18 October 2023	7	Annual update – minor revisions.	SD	BW

Section 1: Overview of Plan

1.1   Context & Assumptions

Timely acquisition and deployment of services and supplies is critical to the efficient response to and recovery from a disaster. Resource management, particularly of human and material resources, is an area that 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.

As well as an influx of requests for human and material assistance, the Logistics Sub-Plan will need to implement processes to manage resources, both requested and otherwise, that may start to arrive in the affected area. These issues may be adequately addressed in small events by Tablelands Regional Council's (TRC) business as usual (BAU) stores procedures, but larger-scale events may require specific logistics planning and processes to be applied.

TRC will implement processes to channel support towards local charitable organisations and will work closely with organisations such as GIVIT and Volunteering Queensland to access support in managing logistical issues.

If additional warehousing facilities need to be established, TRC will work with external providers to manage these facilities on its behalf.

1.2   Aim & Objectives of Plan

The aim of the Logistics Sub-Plan is to detail the logistics and resupply arrangements to meet the resource needs of disaster-affected communities in the TRC area. 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 Queensland Disaster Management Arrangements (QDMA)
* provide appropriate transportation resources before and after an event
* detail resupply arrangements and ensure individuals, rural properties and communities can be resupplied with food and essential goods for extended isolation.

1.3   Ownership

This sub-plan is owned by the Local Disaster Coordinator (LDC) on behalf of the Local Disaster Management Group (LDMG). All significant amendments must be approved by the LDMG.

The LDC will ensure the:

* master document is retained 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.

1.4   Support Agencies

Member organisations of the LDMG are support agencies to this sub-plan. These local and state organisations are also support agencies:

- Department of Energy and Public Works
- Department of Transport and Main Roads
- Transport operators (road, air)
- Hire companies
- Retailers
- Suppliers and contractors
- Community groups, service clubs and charities
- GIVIT
- Volunteering Queensland
- Queensland Reconstruction Authority
- Australia Post.

1.5   Links with Other Documents

This sub-plan is interdependent on, and should be read in conjunction with, the Local Disaster Management Plan (LDMP). It links directly to all other sub-plans 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 LDC and LDMG Chair whenever there is a need to manage the receipt and delivery of disaster services and supplies into the TRC area. The plan will be automatically activated if the Local Disaster Coordination Centre (LDCC) moves to stand up.

2.2   Notification Flowchart
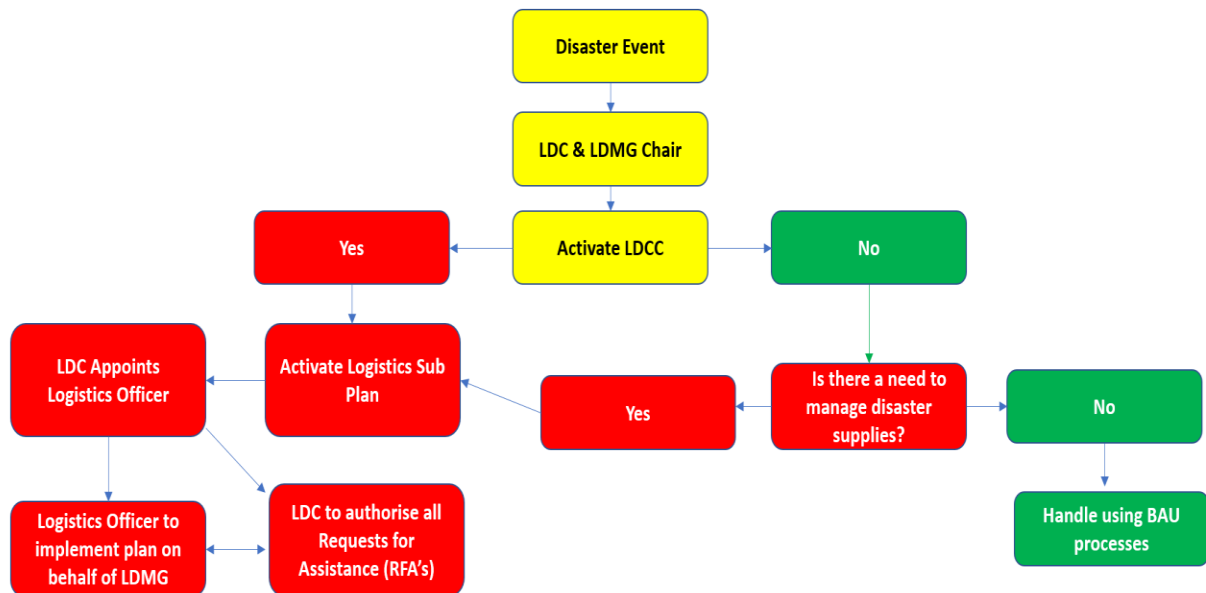
2.3   Notification Process

Once this sub-plan is activated, the LDC will need to determine whether they will retain responsibility for the logistics function or delegate responsibility to the Logistics Officer.

The implementation of the sub-plan will be managed by the Logistics Officer who will report to the LDC. The LDC will authorise requests for assistance (RFA) to the District Disaster Management Group (DDMG).

This sub-plan has been developed as an operational guide with pre-determined strategies to reflect the area's profile and needs and can be adapted to the specific circumstances of the event. Refer operational checklist at Appendix A.

Section 3: Emergency Logistics

3.1 Logistics Planning

The LDMG has undertaken significant 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 Officer

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

The Logistics Officer has overall responsibility of the procurement, delivery and receipt of services and supplies, ensuring requests are to an acceptable level of quality, in the quantities required, and at the places and times they are needed.

3.3 Management of Logistics Function During Operations

3.3.1 Small Scale Events

In smaller events, logistics requirements can be managed by BAU operations from TRC stores at Tolga and Ravenshoe.

3.3.2 Large Scale Events

If the LDCC is activated, the Logistics Team will manage logistical demands relating to the event. Further information on the logistics role in the LDCC can be found in the Activation & Operation of the LDCC Sub-Plan.

Out-sourcing may be considered in major events where there is a magnitude of issues, or where in-house storage and warehousing capacity is exceeded. There are specialist logistics companies who can provide a service or the Department of Energy and Public Works could be engaged via a 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 Officer will have access to various resource lists to procure emergency supplies.

An Emergency Supply Register is available in Guardian IMS which references and includes aviation providers and airstrips, bedding suppliers, construction contractors, chemical/cleaning specialists, food stocks/stores/outlets, general hardware, fuel, refrigeration, transport providers, waste management and water suppliers. The Emergency Supply Register also includes a list of pre-qualified suppliers for plant and equipment and hire.

There is also an Atherton Tablelands Yellow Pages phone directory of local businesses by category.

Local resources must be exhausted before making a RFA to the DDMG. Refer to Section 3.6.

3.5 Emergency Transportation

The LDMG may be required to coordinate transportation resources to support disaster operations. Transport resources may be needed for:

- emergency services personnel and other agencies
- persons requiring assistance to evacuate or return home
- people requiring mobility assistance

- medical, food, equipment, resources and supplies.

The LDMG will work collaboratively to supply and coordinate emergency transportation. Every effort will be made to provide suitable transport resources and suitably qualified operators. Refer to Emergency Supply Register in Guardian.

3.5.1 Fuel Supplies

The Logistics Team will monitor fuel supply during an event and will advise the LDC of emerging issues.

Consideration will also be given to priority fuel provision for transport vehicles involved in disaster response. Fuel trucks with metered output should be considered for the maintenance of fuel supplies.

3.6 QDMA Requests for Assistance (RFA)

When the LDMG requires additional logistics support and/or resources to meet operational requirements, they must seek assistance through a formal request to the DDMG.

The Logistics Officer is responsible for preparing, submitting, tracking and monitoring the status of RFAs. RFAs are to be approved by the LDC.

The LDMG must clearly articulate the resource capability required or the problem and outcome they need on the 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 State Disaster Coordination Centre (SDCC) for action.

RFAs should be prepared in Guardian and a RFA form is available at Appendix B if Guardian is unavailable. The RFA Reference Guide RG.1.196 has further information.

3.7 Council to Council (C2C) Support Program

Relationships with neighbouring Councils are effective and requests for support shall be coordinated between the relevant LDCs. If required, the Joint Council Disaster Management MOU (refer Guardian references) will be activated. The DDMG should be advised if this MOU is being implemented, to assist the state-wide coordination of resources.

The LGAQ C2C Support Program is a streamlined method for providing assistance between Councils within Queensland's disaster management arrangements. Requests for C2C support are made through the RFA process to the DDMG via the LDMG.

The C2C program also acknowledges the desire of unaffected Councils to provide support.

3.8 Managing Offers of Assistance

The Queensland Policy for Offers of Assistance recognises the public may 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 and aid local businesses and community to recover. However, if not appropriately managed the LDMG may become quickly overwhelmed with these offers.

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

3.8.1 Financial Donations

Financial donations may be offered spontaneously or in response to disaster appeal funds. TRC will direct financial donations to local charities and relief organisations. If TRC establishes an appeal fund, this will be outsourced to an organisation such as GIVIT or Australian Red Cross.

3.8.2 Goods & Services

Solicited and unsolicited goods and services may be offered by the community, businesses, organisations and corporate entities. During large scale disasters, consideration will be given to working with GIVIT who match donated goods to need and provide virtual warehousing solutions.

3.8.3 Spontaneous Volunteers

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

During large scale disasters, consideration will be given to working with Volunteering Queensland and / or FNQ Volunteers who assist 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 the Financial Management Sub-Plan, which outlines the financial management arrangements to be used during disasters.

Section 4: Resupply Operations

4.1   Resupply Preparation

The size and geographic diversity of the TRC area and the nature of the hazards guarantees that some communities will be temporarily isolated by the effects of one or more hazards. The hardship imposed upon the communities concerned could require a response from the LDMG.

Most events that isolate communities in the TRC area occur on a seasonal basis and their effects on access routes can be predicted with reasonable accuracy. Communities that 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.

TRC should consider conducting community education programs and coordinating preparation activities. Refer to section 2.4 of Manual M.1.205 Queensland Resupply. They should be encouraged to prepare for periods of isolation rather than rely on resupply.

Resupply is a last resort measure and is not a substitute for preparation. Resupply is expensive and requires significant planning and effort. The community is responsible for looking after their health and wellbeing, and this does not change during periods of isolation. This sub-plan does not compromise the fundamental responsibility of individuals in relation to preparedness, self-help and mutual assistance.

There may be times when, despite preparation, access to essentials of life such as food and medication is compromised by isolation from the normal supply system.

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 additional transport costs for delivering items essential for survival to isolated communities. Manual M.1.205 Queensland Resupply is a toolkit to the Prevention, Preparedness, Response and Recovery (PPRR) Disaster Management Guideline. It ensures a fair, equitable and consistent approach to resupply, and outlines the 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.

4.2   Resupply Execution

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 the Manual M.1.205 Queensland Resupply.

The need for resupply falls in one of three categories:

4.2.1 Isolated Community Resupply

This resupply 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 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 template letters to retailers in Chapter 3 of the 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 inoperable transport routes. This may include primary producers, outstations or small communities that have no retail facilities.

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.

The LDMG should ensure all rural properties are aware of resupply processes, protocols and contacts.

There are template letters to isolated properties in Chapter 4 of the Manual M.1.205 Queensland Resupply.

4.2.3 Resupply of Stranded Persons

This type of resupply provides essential goods to individuals who are isolated from retail facilities due to inoperable transport routes and are not at their normal place of residence e.g. stranded travellers and campers.

The resupply or evacuation of stranded people is coordinated by Queensland Police Service (QPS). QPS may also use the resources of the LDCC. QPS decides whether to resupply or evacuate. 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 the Manual M.1.205 Queensland Resupply.

Appendix A: Logistics Officer Operational Checklist

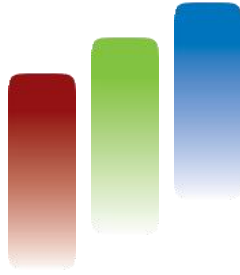| DUTY CARD	LOGISTICS OFFICER	
Reports to:	Local Disaster Coordinator	Tick
RESPONSIBILITIES		
• Maintain watching brief / state of readiness and receive initial information from LDC.		
• Commence operations log in Guardian and maintain records of all logistics activities.		
• Regularly review Guardian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

Appendix B: QDMA Request for Assistance Form

Request for Assistance

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

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		Mobile	
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		Mobile	

Priority to be delivered on-site by **detail 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 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:

- Transport needed
- Hazardous situations
- Special handling requirements (forklift)
- Access issues

- Requesting officer
- Priority
  - 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
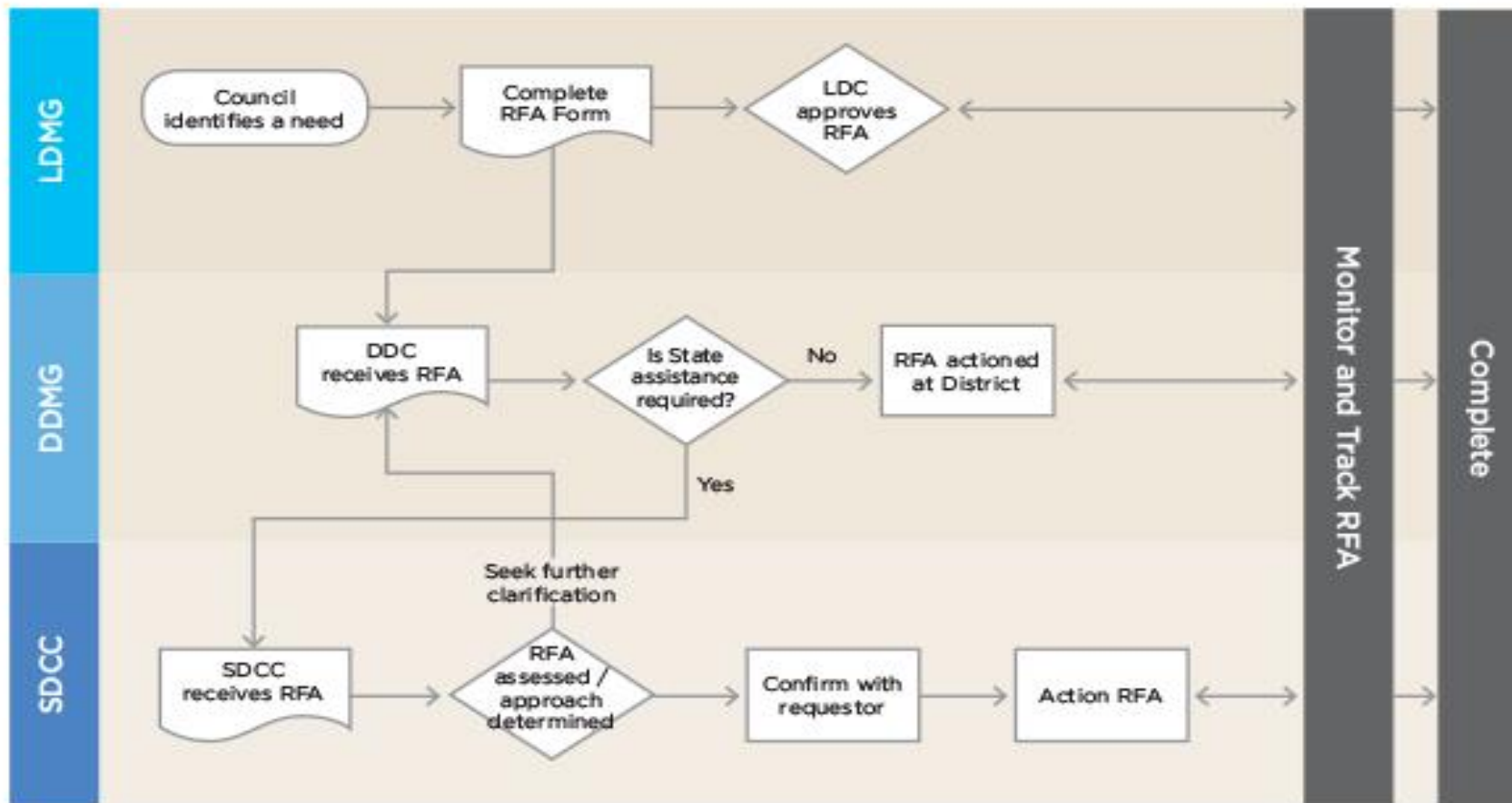
Live, discover and invest in a Tablelands community

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