



**Guidelines for
Isolated Rural Property Resupply**

QFCI

Date: 25/05/11 Jm

Exhibit Number: 486

Resupply to Isolated Rural Properties

The aim of resupply operations to isolated rural properties is to maintain access to essential goods. The definition of rural properties for the purpose of this policy includes both primary producers and smaller towns or outstations within the local governments' area of responsibility that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods.

It is the responsibility of the Isolated Rural Property to place their orders with the retailer and pay for goods, the LDMG and DDMG will 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. In addition to essential goods isolated rural properties may require additional goods such as medications to be delivered as part of the resupply.

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 and who to contact should resupply be required.

The LDMG should maintain a list of rural properties in the shire and include:

- Contact details (Phone, fax, email),
- Number of residents (and ages),
- Airstrip capacity,
- GPS location (latitude, longitude) of the houses,
- Landing area (rotary wing) and hazards,
- UHF channel monitored, and
- Other details that may assist in the provision of resupply or assistance during events.

Resupply to isolated rural properties is conducted at a local level with the approval of the DDC.

When the need for resupply is identified the LDMG should ensure that there are sufficient supplies in the community to supply the rural properties. It may be necessary to conduct a resupply to isolated communities prior to conducting resupply to isolated rural properties.

LOCAL DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply to Isolated Rural Properties

1. The LDMGs are to certify by a **Isolated Rural Properties-Request for resupply** (annex K) to EMQ that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected properties.
2. Where resupply operations for isolated rural properties are being contemplated, the council should canvass all properties in the area prior to submitting an Isolated Rural Properties-Request for resupply to EMQ to ensure the most effective and efficient use is made of transport resources.
3. Councils will be the focal point for processing any request for resupply by any rural property in their area of responsibility.
4. Council will also be responsible for:
 - a. Coordinating the activities of the rural properties in preparing and placing orders, and ensuring their compliance with guidelines issued with respect to those goods which will be considered essential to the needs of the isolated persons;
 - b. Collecting copies of rural properties orders for use in checking supplies delivered to ensure no unauthorised variations are made by rural properties with retailers after providing copies of their orders to the council;
 - c. Collating all orders to provide details of volume and mass of the consolidated orders, so that calculations with respect to the number and type of aircraft/watercraft required to uplift the supplies are accurate.

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.
 - d. Ensuring goods are delivered from the retailer to the transport departure point.
 - e. Checking the manifests of supplies delivered against the copies of the orders provided to them;
 - f. Certifying to the appropriate EMQ Officer that all supplies have been delivered and that delivery manifests are correct.
 - g. Collection of mail and medications that are to be transported.
5. The Shire is responsible for the payment of transport costs. The use of rotary wing aircraft may amount to significant expenditure therefore the LDMG must ensure that engagement of transport providers is in accordance with the local government's procurement policy.

6. The LDMG is to maintain regular contact with isolated rural properties throughout the period of isolation.
7. Following approval of the DDC the LDMG is to engage the transport provider and coordinate the logistics of conducting resupply to isolated rural properties.

DISTRICT DISASTER MANAGEMENT GROUP RESPONSIBILITIES

Resupply to Isolated Rural Properties

8. The EMQ member on the DDMG is to examine the request for a resupply operation and, if it is considered an operation is warranted, refer the request to the DDC accompanied by pertinent recommendations.
9. DDCs should be aware they are requesting operations that may be unbudgeted for and not claimable under NDRRA. They are accountable for their decision in committing State Government funds and should not support the resupply if it does not meet the requirements of this guideline. Such requests should be clearly identified to the ADG EMQ and the request sent to the SDCC for consideration of financial support.
10. The DDC and EMQ member on the DDMG must consider other resupply to isolated rural properties in adjoining shires. The DDMG should explore the option of combining resupply operations across local government boundaries.
11. The DDC and EMQ member on the DDMG are to consider the cost effectiveness of the LDMG request for resupply. The DDMG should consider the type of transport method requested, the proposed hours of engagement and any additional tasking that the aircraft may be utilised for.
12. EMQ member will be responsible for:
 - a. Checking LDMG requests for resupply to ensure they comply with the guidelines before processing them any further. Where any apparent discrepancies arise, that cannot be resolved with the LDMG, they are to be referred to the DDC for resolution;
 - b. Where variations to the 'essential supplies' guidelines are being sought by a LDMG, examining those requests and making recommendations on them to the DDC; and
13. The DDC is to inform the SDCC of the resupply operations including number of persons receiving resupply, quantity of goods and notify the SDCC upon completion of the operation.

STATE DISASTER COORDINATION CENTRE RESPONSIBILITIES

Resupply to Isolated Rural Properties

14. The SDCC is to inform the ADG EMQ and DCS media of the resupply operations including the number of rural properties resupplied, the number of persons receiving resupply and the quantity of goods delivered.

Process for the conduct of Resupply to isolated rural properties

The following flowchart details the processes involved in the request and approvals that are required to conduct resupply operations to isolated rural properties.

Annex G provides more detailed information in the form of operational guidelines on the conduct of resupply of isolated rural properties and includes a sample letter (Annex H) that may be used to provide information to properties in relation to resupply operations.

No two resupply operations are identical; it is therefore recommended that the local disaster management group adapt these operational guidelines to suit the requirements of the community and the logistical considerations in conducting resupply operations for the local government area. A copy of any local operational guidelines must be included in the local disaster management plan and a copy provided to the district group.

Process for the conduct of Resupply to isolated rural properties

