

# RESUPPLY PLAN

## Sub-Plan to the Fraser Coast Disaster Management Plan



*Fraser Coast*  
REGIONAL COUNCIL

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## Authority to Plan

This sub plan has been prepared by the Fraser Coast Regional Council Local Disaster Management Group under the provisions of Section 57(1) of the Disaster Management Act 2003.

## Approval

The preparation of this Resupply Sub Plan has been undertaken in accordance with the Disaster Management Act 2003, to provide for any resupply operations in the Fraser Coast local government area.

Endorsed by Fraser Coast Disaster Management Group



George Seymour

Chairman

Fraser Coast Disaster Management Group

Date: 29.11.23

Approved and adopted by Fraser Coast Regional Council



George Seymour

Mayor

Fraser Coast Regional Council

Date: 29.11.23

## Amendments and Review

This plan will be reviewed at least annually as required by *Section 59 of the Disaster Management Act 2003*, with relevant amendments made and distributed.

Approved amendments to the plan will be circulated as per the distribution and contacts lists, which are maintained by the Fraser Coast Regional Council on behalf of the Local Disaster Management Group.

## Document Control

### Amendment Control and Version Register

The controller of the document is the Fraser Coast Local Disaster Coordinator. Any proposed amendments to this plan should be forwarded in writing to:

*Fraser Coast Local Disaster Coordinator, Fraser Coast Regional Council, PO Box 1943, Hervey Bay Qld 4655*

The Local Disaster Coordinator may approve inconsequential amendments to this document. Any changes to the intent of the document must be approved by the Local Disaster Management Group.

### Amendment Register

Amendment		Plan Updated	
Version	Issue Date	Author	Reason for Change
2308866v2	July 2016	Sydney Shang	Revised and updated
3840070	June 30, 2019	Warren Bridson Consulting	Reviewed to suit requirements of resupply in FCRC area only.
3840070	November 2019	Brendan Guy	Minor Word Changes
3840070	June 2020	Brendan Guy	Change of Chair
	March 2023	Jane Shannon	Review with minor changes and reformat

### Distribution

This sub plan is not publicly available and is not for distribution and/or release to persons or agencies other than those identified in the Fraser Coast Local Disaster Management Plan.

## **1. Governance**

### **1.1. Overview**

This Resupply Sub Plan must be read in conjunction with the [Queensland Resupply Manual M.I.205](#) last reviewed 20 July 2022.

This sub plan will address the limited resupply requirements that may eventuate in the Fraser Coast local government area. It does not repeat the procedures, charts and forms that can be found in the Manual if resupply operation is to take place.

### **1.2. Purpose**

The purpose of the Resupply Sub-Plan is to guide and advise the Fraser Coast Local Disaster Management Group (LDMG) on the considerations to ensure that communities, isolated properties, stranded travellers, and tourists are resupplied with food and other essential items during times of extended isolation.

### **1.3. Aim**

The aim of the Resupply Sub Plan is to ensure a fair and equitable system for support to isolated persons without compromising the fundamental responsibilities of individuals and communities for self-help and mutual assistance.

Resupply operations endeavour to ensure isolated individuals and communities have essential items for survival.

Whole of Government response aims to alleviate hardship to a reasonable extent, individuals and communities should make every effort to become self-sufficient in all their needs in case they become isolated.

### **1.4. Education and Preparation**

The Fraser Coast Regional Council conducts community awareness programs with respect to the preparations to be made prior to the impact of a disaster event. Those programs include the encouragement of individuals to be more resilient and able to manage being isolated for a few days.

The Fraser Coast area has several communities that can become isolated, particularly by flooded roads. Fraser Island poses significant resupply issues for the small communities on the island.

Council ensures that the relevant officers are aware of the contents of this Resupply Sub Plan and can follow the procedures in this sub plan and the State Resupply Manual if resupply operations are to be conducted.

The most likely resupply requirements in the Fraser Coast Regional Council area will be to Fraser Island, the smaller outlying communities, settlements, and rural residential groups that may be isolated for extended periods.

Most of these locations have Community Coordination Committees and these committees may assist Council by identifying resupply requirements and be the liaison between those community members and the LDMG.

## 2. Resupply

### 2.1. Overview

Resupply operations that are likely to be conducted by the Fraser Coast Local Disaster Management Group will be limited to emergency food items or medical supplies to isolated residents. It is highly unlikely that the Local Disaster Management Group will conduct resupply operations to retailers in the larger centres in the local government area.

However, the three types of resupply operations are explained in this sub plan in case those unforeseen requirements occur.

### 2.2. Types of Resupply

The supply of essential goods to individuals will fit within three different categories:

- **Isolated Community resupply:** This type of resupply operation is used when:
  - When the persons residing in that community have ready access to retail outlets.
  - The retail outlet is unable to maintain the level of essential goods required due to normal transport routes being inoperable as a result of a disaster event(s).
- **Isolated Rural Properties Resupply:** For the purposes of these guidelines isolated rural properties are groups of individuals that are isolated from retail facilities due to normal transport routes being inoperable as a result of a disaster event(s). This may include primary producers, outstations or settlements that have no retail facilities.
- **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 a disaster event(s) and are not at their normal place of residence. This normally pertains to stranded travellers and campers.

### 2.3. Principles for Resupply Operations

The following general principles will apply to the conduct of resupply operations:

- a. Resupply operations will normally be conducted using either fixed wing or rotary wing aircraft or heavy vehicles. There may be occasions when it is both safe and feasible to use watercraft to transport supplies.
- b. Wherever practicable, only one resupply operation will be undertaken for each affected area. Bulk orders, therefore, should be sufficient to last affected communities, properties or individuals until normal services can be restored.
- c. Orders are to be:
  - Properly prepared for transport by the nominated means
  - Clearly marked with volume, mass, and details of recipient to ensure correct delivery.
  - Fully comply with regulations covering the transportation of Dangerous Goods
- d. Transport costs incurred during State approved resupply operations must conform to the Queensland Fire and Emergency Services (QFES) Financial Practices Manual, which requires that three written competitive quotes be obtained where practicable. When resupply operations are conducted at a Local level, without State approval the procurement should be in accordance with the relevant Local government financial arrangements.

## **2.4. Essential Supplies Guidelines**

Those items currently regarded as ‘essential supplies’ are defined in **Annexure A** to this plan. The list provides a guide to the types of items that will be provided. No variations to these guidelines will be made without the approval of the LDC.

## **2.5. Frozen or Chilled Goods**

Resupply operations conducted under the terms of the Resupply Manual may not have access to aircraft or watercraft equipped to carry refrigerated or frozen goods. It is recommended that alternative products are considered (UHT or powdered milk instead of fresh milk).

## **2.6. Transporting/back loading of goods**

In special cases, consideration will be given to transporting/back loading personnel or stores from the isolated community, property or persons via aircraft/watercraft used in resupply operations. No back loading is to be undertaken without the approval of QFES. If the Chief Executive, QFES and LDC approve the back loading, the SDCC will advise the LDMG of the administrative arrangements.

# **3. Resupply to Isolated Communities**

## **3.1. Purpose**

The purpose of resupply for isolated communities is to ensure that members of the community can access essential goods required to maintain the safety and wellbeing of humans and domestic animals during periods of isolation. This is achieved by the State government contributing to the cost of transporting goods by alternate methods.

## **3.2. Local Disaster Management Group Responsibilities**

When determining the need for resupply the Local Disaster Coordinator and the LDMG must consider the level of goods available in the entire community. The purpose of resupply is not to maintain the normal trading levels of retailers during isolation.

Resupply of isolated communities may be undertaken by local governments solely through their LDCC, with notification to district and State levels, or they may pass a request for resupply to the District Disaster Coordinator for district or State assistance in arranging transport.

If a Local Disaster Coordinator organises a resupply operation from within local resources without district level approval, they should ensure that suitable financial measures have been activated to enable cost recovery. If such financial measures are NOT activated, then they should seek district or State level approval to ensure financial cover is available.

Regardless of whether resupply is arranged at a local or district level, LDCCs will be the focal point for processing any request for resupply by any community in their area of responsibility.

## **3.3. Local Resupply Operations**

The Local Disaster Coordinator should satisfy requests for resupply operations to isolated communities by using resources available to them and notify the District Disaster Coordinator of those operations. This will involve the Local Disaster Coordinator arranging transport for resupply themselves, instead of requesting district support to arrange transport. All practical local options should be ruled out before a request for resupply is passed to the District Disaster Coordinator.

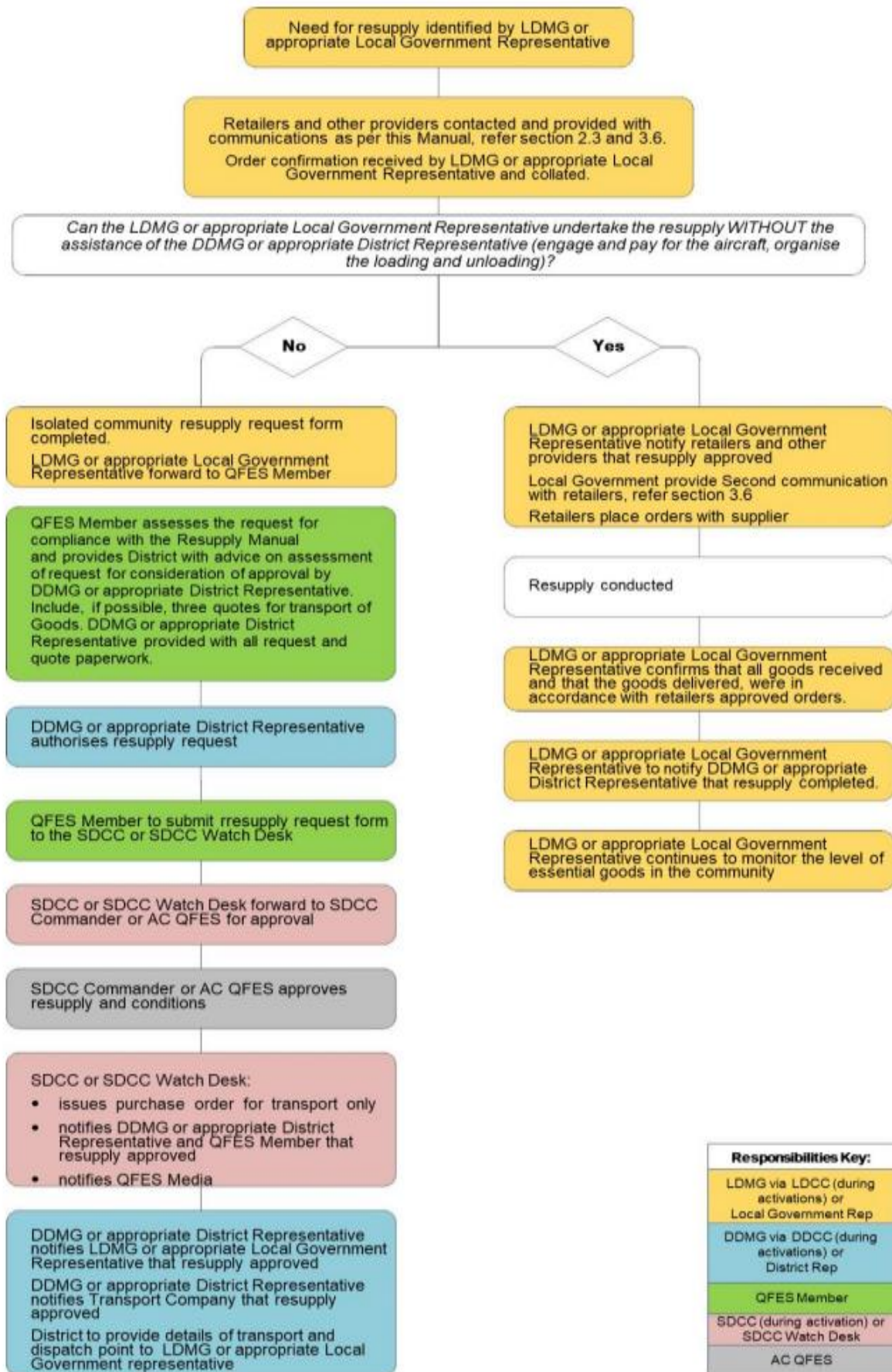
Where resupply operations are conducted without financial measures activation, the QFES member can provide advice to the Local Disaster Coordinator on the available options for conducting resupply and their financial implications.

### **3.4. District and State Assisted Resupply Operations**

When the LDMG requires district or State assistance for resupply operations, the Local Disaster Coordinator is to certify by an Isolated Community Resupply Request Form to the District Disaster Coordinator that a resupply operation is necessary to maintain the physical and/or psychological welfare of the inhabitants of the affected communities.



### 3.5. Process for the Resupply of Isolated Communities



## **4. Resupply to Isolated Properties**

### **4.1. Aim**

The aim of resupply operations to isolated properties is to maintain access to essential goods.

The definition of rural properties for the purpose of this sub plan is:

*'Primary producers and small settlements or outstations within the local government's area of responsibility that are isolated and cannot access retail facilities in order to maintain sufficient levels of essential goods'.*

### **4.2. Arrangements**

It is the responsibility of the isolated property to place their orders with the retailer and pay for goods; the Local Disaster Coordinator and District Disaster Coordinator will facilitate and meet the cost of transport only.

Resupply to isolated properties is conducted at a local level with the approval of the Local Disaster Coordinator. Advice of these operational activities is provided to the District Disaster Coordinator through the LDCC Situation Reports.

### **4.3. Local Disaster Management Group Responsibilities**

The Local Disaster Coordinator is encouraged to contact isolated rural properties (and small communities) to ascertain their level of safety and well-being and assess the requirement for resupply operations to maintain the physical and/or psychological welfare of the inhabitants of the affected properties. Canvassing properties in the area, to the extent that circumstances allow, can assist the most effective and efficient use to be made of transport resources.

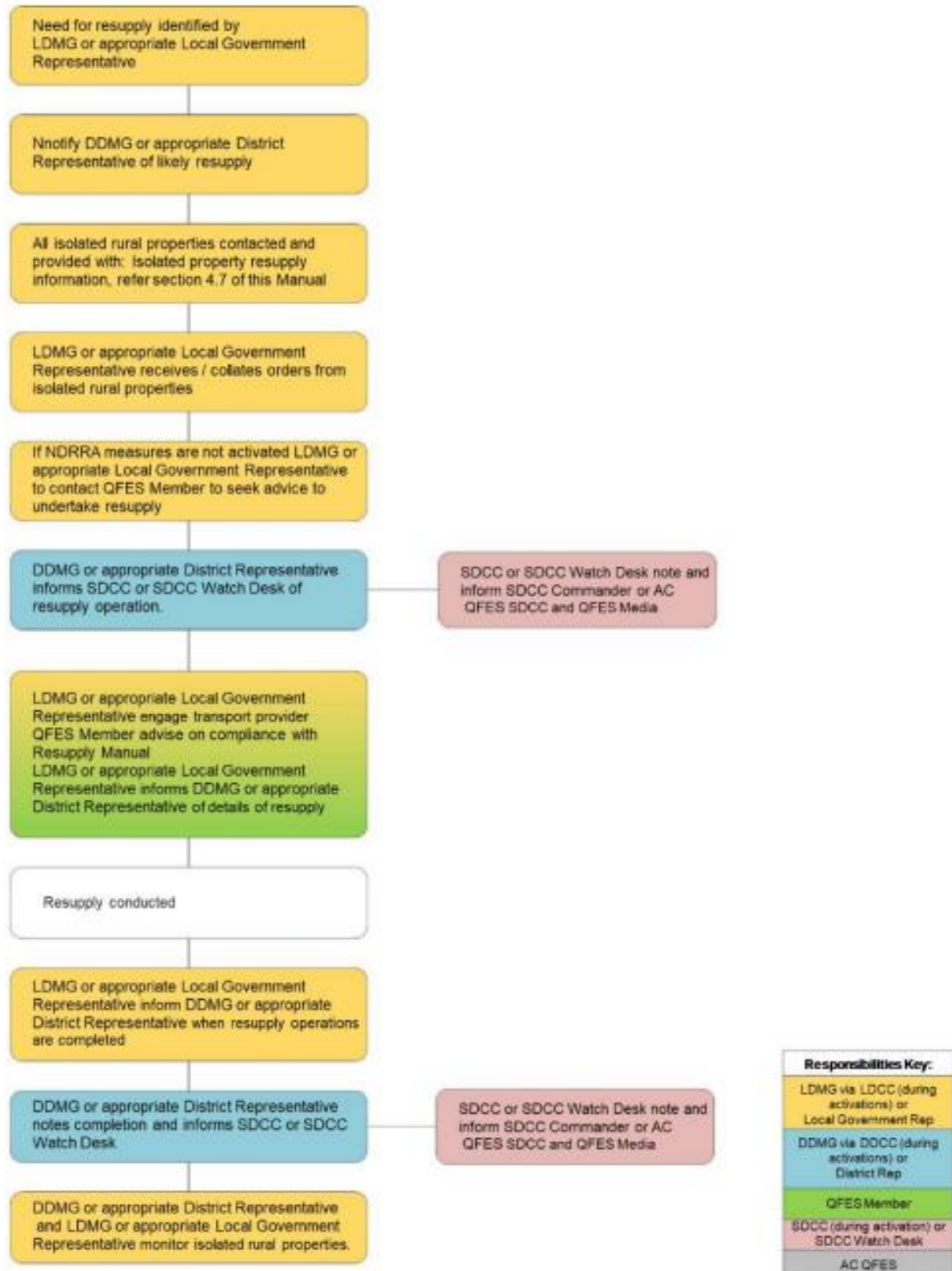
The Local Disaster Coordinator is to advise the District Disaster Coordinator where resupply operations are being conducted.

LDCCs will be the focal point for processing any request for resupply by any rural property in their area of responsibility.

The local government is responsible for the initial payment of transport costs. The use of rotary wing aircraft may amount to significant expenditure therefore the Local Disaster Coordinator must ensure that engagement of transport providers is in accordance with the local government's procurement policy.

The Local Disaster Coordinator should be aware they are requesting operations that may not be budgeted for and may not be reimbursable under the financial arrangements. They are accountable for their decision in committing council funds and should not undertake resupply if it does not meet the requirements of the Resupply Manual.

#### 4.4. Process for the Resupply of Isolated Properties



## 5. Resupply of Stranded Persons

### 5.1. Arrangements

The resupply or evacuation of stranded persons is coordinated by the Queensland Police Service (QPS). QPS may utilise the resources of the LDCC, if it is activated, in response to an event in the local government area.

If the LDCC is not activated QPS will conduct resupply or evacuation of stranded individuals and report through the normal police reporting system.

If the local disaster management arrangements are activated in response to an event in the local government area, QPS will coordinate the resupply or evacuation of stranded persons and report through the disaster management reporting system as well as the normal QPS reporting system.

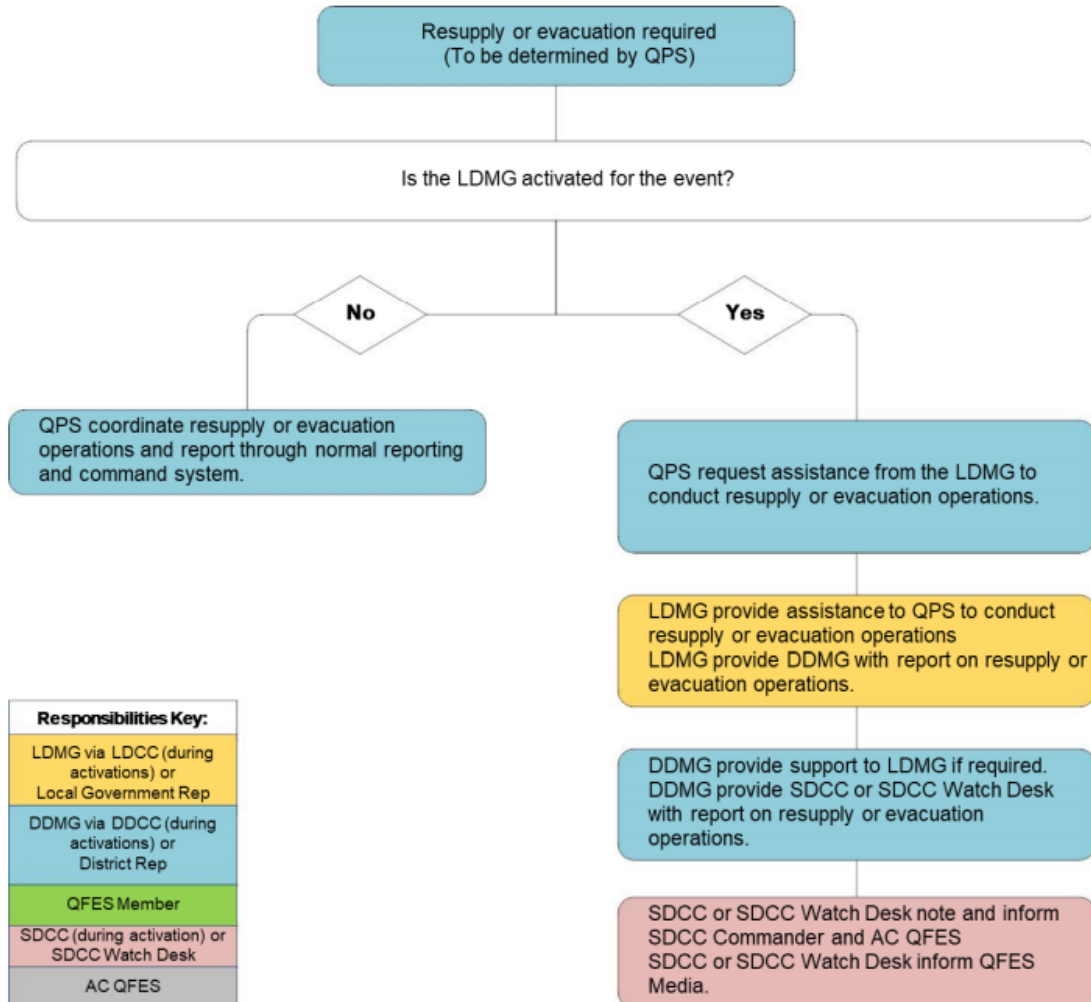
### 5.2. Queensland Police Service Responsibilities

- a. QPS will determine the most appropriate course of action in response to reports of a stranded individual, or group of individuals. QPS will make the decision to resupply stranded individuals or to evacuate them to a safer environment.
- b. If there is no activation of the LDCC, QPS will coordinate the conduct of resupply or evacuation of stranded individuals through the normal QPS reporting and command structure.
- c. Should the LDCC be active in response to an event in the local government area, QPS may request to utilise the resources of the local group in order to conduct resupply or evacuation of stranded individuals.
- d. QPS remain responsible for the safety and welfare of stranded individuals regardless of the involvement of the LDCC.

### 5.3. Local Disaster Management Group Responsibilities

- a. The LDCC, if activated, is to provide assistance to the QPS to conduct resupply or evacuation operations for stranded individuals, or groups of individuals.
- b. The Local Disaster Coordinator and District Disaster Coordinator should maintain good communications and contact and inform each other of any resupply or evacuation operations including:
  - Number of persons resupplied or evacuated (including age and gender)
  - Location evacuated from
  - Location evacuated to
  - The circumstances of the operation
- c. The LDCC may be requested to organise food and essential goods or accommodation for stranded individuals.
- d. The Local Disaster Coordinator is to discuss the suitability of this request with the QFES member of the LDMG.

### 5.4. Process for Resupply of Stranded Persons



Responsibilities Key:
LDMG via LDCC (during activations) or Local Government Rep
DDMG via DDCC (during activations) or District Rep
QFES Member
SDCC (during activation) or SDCC Watch Desk
AC QFES

## **Annexure A: Essential Goods Guidance 1**

The following guidance is to be used to determine if goods are considered ‘essential’ to maintaining human life and/or health until normal resupply operations can recommence.

### **Essential Goods**

- a. Basic foodstuffs – preferably either dried or tinned or otherwise packaged to last on the shelf without special storage requirements by the isolated communities.
- b. Basic cleaners, disinfectants, and the like to enable communities to maintain adequate hygiene practices (subject to clearance by the carrying agency).
- c. Baby foods, formula feeds for babies and nappies (the use of cloth nappies instead of ‘packaged’ nappies should be encouraged wherever possible)
- d. Foodstuffs other than above to meet special dietary requirements (on certification by an appropriate medical authority).
  - i. Medicines and medical supplies, water purification tablets/treatments (subject to clearance by the carrying agency).
  - ii. Dried pet foods (tinned pet food should be obtained prior to isolation).
  - iii. Fuels (subject to clearance by the carrying agency) for essential motor transport, to keep electrical generators running to provide power for cooking, heating, lighting, refrigeration, water pumps and similar electrically powered appliances used to prepare or preserve food, maintain life, or provide purified water.
  - iv. Aviation fuel (subject to it being used for reconnaissance or to resupply local homesteads).
  - v. Batteries (subject to clearance by the carrying agency) for powering transistor radios, or handheld/ portable radio transmitters/receivers.
  - vi. Other goods which, in the opinion of the Chief Executive QFES (on advice from the appropriate authority), are deemed necessary to maintain the physical and/or psychological welfare of the inhabitants of the isolated communities.

### **The following are not considered ‘essential goods’**

- a. Any alcoholic drinks and canned or bottled soft drinks (except on the advice of appropriate health authorities).
- b. Any tobacco products.
- c. Entertainment equipment and electrical goods of any description (other than those to replace unserviceable household food preparation and similar goods); and
- d. Any merchandise to allow retailers to trade in anything other than those items considered essential to maintaining human/animal health.

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<sup>1</sup> <https://www.disaster.qld.gov.au/dmg/st/Documents/M1205-Queensland-Resupply-Manual.pdf> Chapter 2.3

**Annexure B: Operational Checklist for Resupply to Isolated Communities/settlements**

LDC = Local Disaster Coordinator  
 DDC = District Disaster Coordinator  
 LDCC = Local Disaster Coordination Centre

ITEMS	RESPONSIBLE	ACTIONS	NOTE	COMPLETED	COMMENTS		
1	LDC	Advise the DDC that a resupply will be required and determine the date required.	Quantities are not required. The DDC will make the decision to allow or disallow fresh, frozen, and dairy products. The DDC will make this decision in consultation with the LDC based on the community need and logistics.	By: Date:			
2	LDC	Initial communication to retailers, businesses, and services. Allocate a single point of contact for the resupply. Ensure all businesses and services are included.	If possible and practical meet with retailers to explain the process. Include: <ul style="list-style-type: none"> <li>▪ Retailers,</li> <li>▪ Clinic/Hospital,</li> <li>▪ Postmaster,</li> <li>▪ Fuel suppliers (generator fuels only)</li> </ul>	By: Date:			
3	LDC	Copies of orders and Isolated Communities-Resupply Order Form received by LDC	Check against list of persons contacted. If no response received follow up with a phone call.	By: Date:			
4	LDC	Orders checked by LDC; the items ordered must be essential as per the policy.	If the Chair/LDC is not able to make a decision to allow or disallow a certain item/s pass this to the DDC. The QFES LDMG member can advise on compliance with resupply and funding guidelines.	By: Date:			
5	DDC/LDC	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>District/State Resupply</b>                      Orders collated onto Isolated Community Resupply Request Form Forward this and copies of orders to the DDC.                 </td> <td style="width: 50%; vertical-align: top;"> <b>Local Resupply</b>                      Orders collated.                 </td> </tr> </table>	<b>District/State Resupply</b> Orders collated onto Isolated Community Resupply Request Form Forward this and copies of orders to the DDC.	<b>Local Resupply</b> Orders collated.	Kg for aircraft or m <sup>3</sup> for the barge.	By: Date:	
<b>District/State Resupply</b> Orders collated onto Isolated Community Resupply Request Form Forward this and copies of orders to the DDC.	<b>Local Resupply</b> Orders collated.						

ITEMS	RESPONSIBLE	ACTIONS		NOTE	COMPLETED	COMMENTS
6	LDC/DDC	<b>District/State Resupply</b> DDC/LDC to discuss the best way to deliver the resupply. Is there a requirement to backload goods.	<b>Local Resupply</b> LDC informs DDC of details of planned resupply	Consider the opportunity to minimise the unrefrigerated transit time of goods by road transport to the nearest airport. The delivery method must get the goods there on time, in good condition and be cost effective.	By: Date:	
7	DDC/LDC	<b>District/State Resupply</b> DDC check request complies with resupply policy. QFES member ensure quotes obtained. Complete DDC section of Local Government Request for Resupply. Pass this to the SDCC	<b>Local Resupply</b> LDC request quotes from transport companies.	<ul style="list-style-type: none"> <li>▪ Include road and air transport quotes.</li> <li>▪ Stipulate if this is to include the loading of the aircraft/helicopter.</li> <li>▪ When asking for quotes stipulate a date/time they are to be submitted.</li> <li>▪ If recommending that the LDC or SDCC accept the quote that is not the cheapest include justification</li> <li>▪ Stipulate the date of delivery and if fuel is available at the other end.</li> </ul>	By: Date:	
8	SDCC/LDC	<b>District/State Resupply</b> For CE QFES approval and Purchase order.	<b>Local Resupply</b> Approval as per local government's procurement policies.		By: Date:	
9	DDC	<b>District/State Resupply</b> On receipt of approval from the CE QFES advise the LDC.		Advice needs to include the following: <ul style="list-style-type: none"> <li>▪ Confirmation of dates and times.</li> <li>▪ Delivery location and times</li> <li>▪ Packaging instructions.</li> <li>▪ Transit times</li> <li>▪ Type of aircraft</li> <li>▪ Unloading instructions (hand or forklift)</li> <li>▪ Load size (per lift)</li> <li>▪ If fuel will be required.</li> </ul>	By: Date:	



ITEMS	RESPONSIBLE	ACTIONS	NOTE	COMPLETED	COMMENTS	
10	LDC	Retailers advised of the resupply times and dates. Retailers advised to submit their orders to their suppliers	If no company exists to load and unload use retailers or the SES, council may need to provide lifting and transport equipment if not available commercially.	By: Date:		
11	DDC/LDC	<b>District/State Resupply</b> DDC organise loading of the aircraft if this is required.	<b>Local Resupply</b> LDC organise loading of the aircraft if this is required.	This may involve the SES for smaller lifts or if there is going to be mixed transport. For larger resupplies consider the use of a logistics company at the loading end.	By: Date:	
12	DDC/LDC	Resupply Commences	DDC or LDC to liaise with transport company and LDC to ensure times and loads are adhered to and the LDC is aware of the arrival times and loads of each flight.	By: Date:		
13	LDC	LDC organise and/or monitor the progress of the resupply to the community. Speak with retailers to ensure they have received what they ordered. If district/State organised resupply, LDC report any issues during the operation to the DDC.	This may include mix ups in loads or delays in aircraft.	By: Date:		
14	LDC	Resupply complete. If district/State organised resupply, LDC advise the DDC that the resupply is complete.		By: Date:		
15	LDC/DDC	Once the resupply is complete advise the DDC/SDCC with complete figures on number of lifts, type of goods transported and total weight of goods.	The LDC and DDC should keep a separate running sheet of local and community resupply that is undertaken. Ensure that the SDCC has an up-to-date copy of this so that information is the same.	By: Date:		
16	DDC/LDC	Post resupply review	Examine stock levels and usage rates, if the isolation is expected to be protracted there may be a need to commence planning for the next resupply.	By: Date:		

## Annexure C: Operational Checklist for Resupply to Isolated Rural Properties

Item:	Actions:	Note:	Completed:	Comments:
1	Request for resupply received from property/properties.		By: Date:	
2	Inform DDC of proposed actions.		By: Date:	
3	Contact list for properties is completed.	Checked against council rates notices and local knowledge.	By: Date:	
4	All isolated properties in the local government area contacted and informed of potential resupply operations.	Confirm there is enough stock in town to satisfy these requests. Contact isolated properties in local government area.	By: Date:	
5	Copies of orders received from isolated properties (carbon copy of orders supplied to retailers).	These need to be approved by the LDC.	By: Date:	
6	Contact helicopter (or aircraft) providers and obtain quotes and determine availability.	This should be in accordance with procurement policy. The quote will only be for \$/hr. Consider the use of a local provider that knows the area. Also consider the type of aircraft and the possibility of concurrent activity. Check aviation fuel levels.	By: Date:	
7	Ensure requests comply with the resupply guidelines.	LDC can liaise with the QFES member to ensure requests are warranted and compliance with guidelines.	By: Date:	
8	LDC approves quote from aircraft provider.	The LDC must be satisfied that this offers value for money. The total cost will be an estimate at this stage. The LDC must ensure that the intended use of the aircraft fit the funding guidelines, or the council accepts the cost.	By: Date:	
9	Transport provider engaged.		By:	

<b>Item:</b>	<b>Actions:</b>	<b>Note:</b>	<b>Completed:</b>	<b>Comments:</b>
			Date:	
10	All properties and retailers informed of the commencement date for resupply.	Include medical clinic and post office.	By: Date:	
11	On arrival of aircraft meet with pilot.	The pilot should be provided with a list of the properties to be resupplied and the quantities for each property. The pilot will develop a flight plan based on this data.	By: Date:	
12	Assign LDCC person/s to assist pilot.	This person will work with the pilot and retailers to ensure that goods are loaded in the right order at the right time. They will collect the goods and deliver them to the airport.	By: Date:	
13	Resupply commences and the property and the property resupply details are completed during the resupply operation by the person assisting the pilot.	LDC/LDMG to be kept informed of progress at all times. DDC informed of quantity of goods and number of properties that are being resupplied.	By: Date:	
14	Resupply completed.	LDC/LDMG and DDC to be informed.	By: Date:	
15	Final Check.	LDC/LDMG is to authorise the release of the aircraft. The LDC must be certain that the resupply is complete and that there are no other tasks for the aircraft before it is released.	By: Date:	

## Annexure D: – Airport and Helipad Locations

Hervey Bay Airport	<ul style="list-style-type: none"> <li>• 2,000m long x 30m wide sealed runway</li> <li>• Helipad</li> </ul>
Hervey Bay Hospital	<ul style="list-style-type: none"> <li>• Helipad</li> </ul>
Maryborough Airport	<ul style="list-style-type: none"> <li>• 1,587m long x 30m wide sealed runway</li> <li>• 885m long x 30m wide grass runway</li> <li>• Helipad</li> </ul>
Maryborough Hospital	<ul style="list-style-type: none"> <li>• Helipad</li> </ul>
Pacific Haven Airfield (non-commercial)	<ul style="list-style-type: none"> <li>• 1,000m (3,280 ft.) — paved</li> <li>• Private helicopter</li> </ul>
Fraser Island Authorised Landing Areas	<ul style="list-style-type: none"> <li>• Happy Valley</li> <li>• Helipad</li> </ul>
	<ul style="list-style-type: none"> <li>• Orchid Beach</li> <li>• Helipad</li> </ul>
	<ul style="list-style-type: none"> <li>• Eurong</li> <li>• Helipad</li> </ul>
Fraser Island Landing Areas	<ul style="list-style-type: none"> <li>• Sandy Cape</li> <li>• Tobys Gap</li> <li>• Eli Creek</li> </ul>