



HINCHINBROOK
LOCAL DISASTER
MANAGEMENT GROUP

RESUPPLY OPERATIONS SUB PLAN

VERSION 4

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Authority to Plan

This Resupply Operations Sub Plan has been prepared by the Hinchinbrook Local Disaster Management Group (LDMG) under the provisions of section 57 of the *Disaster Management Act 2003*. This Sub Plan forms part of, and is to be read in conjunction with, the Hinchinbrook Local Disaster Management Plan (LDMP).

Approval

The Resupply Operations Sub Plan has been developed in accordance with *Disaster Management Act 2003* to ensure that communities are resupplied with food and other essential items during times of extended isolation due to a disaster event.

It is recommended this Sub Plan be distributed to LDMG members via email and to the public via the Hinchinbrook Disaster Dashboard and Council's website and in accordance with item 1.2.

Amendment Control

The controller of the document is the Hinchinbrook Local Disaster Coordinator (LDC). Any proposed amendments to this sub plan should be forwarded in writing to:

Local Disaster Coordinator
Hinchinbrook Shire Council
25 Lannercost Street
INGHAM QLD 4850

The LDC may approve minor amendments to this document. Any changes to the intent of the document must be endorsed by the LDMG.

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Abbreviations List

ABBREVIATIONS LIST	
Abbreviation	Full Title
Council	Hinchinbrook Shire Council
DDC	District Disaster Coordinator
DDCC	District Disaster Coordination Centre
DDMG	District Disaster Management Group
DMO	Disaster Management Officer
GPS	Global Positioning System
Guardian	Guardian Incident Management Solution (software)
LDC	Local Disaster Coordinator
LDCC	Local Disaster Coordination Centre
LDMG	Local Disaster Management Group
LDMP	Local Disaster Management Plan
MOU	Memorandum of Understanding
QAS	Queensland Ambulance Service
QFD	Queensland Fire Department
QPS	Queensland Police Service
RFA	Request for Assistance
RFDS	Royal Flying Doctor Service
RFSQ	Rural Fire Service Queensland
SDCC	State Disaster Coordination Centre
SES	State Emergency Service
UHF	Ultra-High Frequency



1. Overview

1.1 Purpose

The purpose of the Resupply Operations Sub Plan is to outline the process and procedures used by the Local Disaster Management Group (LDMG) when planning and conducting resupply operations in times of extended isolation due to a disaster event. Resupply may be necessary when a community, rural properties or stranded persons become isolated from their normal sources of food and basic supplies, for an extended period. The Resupply Operations Sub Plan forms part of, and must be read in conjunction with, the Local Disaster Management Plan (LDMP).

1.2 Functional Responsibility

The Local Disaster Coordinator (LDC) or their representative, will ensure all agencies and members of the LDMG are aware of these arrangements, including retailers and Local Area Wardens.

Individuals and communities should not become reliant on resupply operations and are encouraged to be self-sufficient in all their needs, especially if they are in a known area of isolation risk. Preparation should include packing supplies for an emergency kit, including a minimum of 7 days' worth of fresh water and non-perishable food, as suggested in the Emergency Kit and Pantry List (Annexure A), fuel and medications.

1.3 Responsibilities of Agencies and Organisations

The release of information to the community regarding an emergency, disaster and associated hazards, is the responsibility of the Chair of the LDMG or their delegate. This will be done in conjunction with representatives of lead agencies and/or support agencies of the LDMG, who are responsible for the input of relevant data to this process. Each primary agency will be responsible for their own messaging.

Support agencies that have responsibilities in resupply operations include:

SUPPORTING AGENCIES	
Organisation	Responsibility
Local Disaster Coordination Centre (LDCC)/Council	- Monitor essential goods levels and determine resupply requirements; - Determine suitable transport, distribution and collection methods; - Process transport requests for resupply; - Ensure arrangement of local distribution or collection of goods; - Formal Request for Assistance (RFA) to the Memorandum of Understanding (MOU) of Councils not impacted by the event/s; and - Request assistance from the district if local levels are exhausted.
Retailers (Appendix B)	- Make arrangements with wholesale suppliers; - Respond to requests for resupply information/details and place resupply orders with their normal wholesale suppliers once approved; and - Arrange collection of supplies from delivery point.
Suppliers	- Receive resupply requests and payment of orders; - Provide and deliver orders to the nominated dispatch point: - properly prepared for transport by the nominated means; and - clearly marked with details of freight; and - Fully comply with regulations covering the transportation of Dangerous Goods.
Local Area Wardens	Assist with accepting delivery of resupply in their area, and distribution if required, as requested by the LDMG Chair or their delegate.



District Coordination Centre (DDCC)	Consider LDMG requests for resupply operations in accordance with instructions issued by the state and while monitoring resupply operations in their disaster district to ensure the most efficient use of resources and submission to SDCC for approval.
Queensland Police Services (QPS)	- Provide information about local incidents including directives for evacuations; and - Coordination of resupply or evacuation of stranded persons.
State Emergency Service (SES)	- Assist with accepting delivery of resupply as requested by the LDMG Chair or their delegate; and - Assist and support the LDMG, QPS and Local Area Wardens in the coordination and delivery of resupply operations, if requested and able.

2. Resupply Operations

Resupply may be required for isolated communities, to isolated rural properties or stranded persons. Resupply will be conducted in accordance with the Queensland Resupply Manual and the Prevention, Preparedness, Response and Recovery Disaster Management Guideline, both are held in the Local Disaster Coordination Centre (LDCC).

Retailers and Local Area Wardens will be informed of the commencement of resupply operations.

Resupply is designed to provide essential needs, it is not designed or capable of providing for all the needs of the community.

2.1 Resupply of Isolated Communities/Retailers

When the LDMG is notified of the need for resupply in an isolated community/retailer, the procedure for resupply operations is commenced.

Resupply is generally not available to individual members of an isolated community where a general goods store/retailer is in operation and accessible, for example, Spar Halifax, Forrest Beach Supermarket and Lucinda Store. Resupply will be provided to the general goods store/retailer only.

It is generally expected that resupply would occur after a lengthy period of isolation, for example, seven (7) days or more. Resupply to an entire community is to provide basic needs. It is not designed or capable of supplying everything, or for ensuring that retailers trade at normal levels.

The LDCC is the central point for organising ordered pick-up and delivery of resupply requests.

When determining the need for resupply, the LDCC will consider the level of goods available in the entire community, rather than acting on requests from individual retailers.

Resupply operations may be undertaken by the LDCC from within local resources and with notification to district and state levels, or as a request for resupply submitted to district or state for assistance in arranging transport.

All practical local options should be ruled out before a request for resupply is escalated to the district.

2.2 Resupply of Isolated Rural Properties or Households

Isolation from the normal supply of essential goods and services occurs frequently for people living on rural properties in Queensland. For many, this is a regular seasonal occurrence that they have experienced for generations. Normally there is very little demand from rural properties as the people who live there are resilient and accustomed to isolation.



Experience is showing that as individuals move from the city areas to the rural sector looking for the “country change”, the demands on the resupply system are increasing as people expect the same services they enjoyed in populated areas.

The definition of rural properties for the purposes of this procedure is ‘primary producers and smaller towns or outstations within the local governments’ area of responsibility that are isolated and cannot access retail facilities to maintain sufficient levels of essential goods’.

Resupply to isolated rural properties may continue for some time after resupply to isolated communities is no longer required and may include additional goods to the essential items initially supplied.

People on rural properties are encouraged to follow the resupply process.

What is delivered to isolated rural properties or households will be dependent on logistic capabilities and requested items. Factors for consideration are:

- Community members may be isolated for a lengthy period of time;
- Providing some ‘non-essential’ items (not in Essential Supplies List) may be warranted; and
- Decision will also consider the logistical capacity of the aircraft/boat and whether it can be lawfully carried in this manner.

The decision must stand up to public scrutiny, as ultimately, taxpayers’ money is used to transport these goods. The other important factor is to keep it equitable, one rule for everyone. If it is decided not to supply certain items, this should apply to all requests.

Currently Woolworths and Coles do not accept payment via telephone. Orders are only able to be placed via Woolworth ‘Direct to boot’ or Coles ‘Click and Collect’ methods. You must set up a valid account to place an order. Follow the directions on the Coles and Woolworths websites.

To place a resupply order, follow the process from 3.1.

Local Area Wardens will liaise between the LDMG/LDCC and the individual for delivery.

2.3 Resupply of Stranded Persons

Queensland Police Service (QPS) is responsible for the resupply or evacuation of stranded persons. If the LDCC is activated, QPS may request to utilise the resources of the LDCC to assist.

3. Resupply Process

Requests for a resupply will be logged through the Disaster Call Centre. Items on the Essential Supplies List and Order Form (Appendix C) are considered essential however, it is not an exhaustive list and common sense must prevail. Every effort will be made to resupply a general goods store with essential items as quickly as possible to provide for the community.

To place a resupply order, follow the process from 3.1.

Local Area Wardens will liaise between the LDMG/LDCC and the general goods store/retailer for delivery.

3.1 Resupply of Essential Items Process

The Resupply Order Form is available at **Appendix C** to this document and must be printed and clearly completed.



The Order Form is also available as a fillable document at Council's website https://s3-ap-southeast-2.amazonaws.com/os-data-2/hsc/documents/resupply_order_form_pdf_writable_email2.pdf. This document can be saved and emailed.

The completed Order Form must be either telephoned through to the LDCC on 07 4776 4600 or emailed to disaster@hinchinbrook.qld.gov.au.

The process from requesting a resupply to delivery of essential items is as follows:

- **Complete the Order Form**
 - The individual fills out the Resupply Order Form and submits it to the LDCC by:
 - Phone: **07 4776 4600**
 - Email: **disaster@hinchinbrook.qld.gov.au**
 - This allows LDCC to check that all requested items are essential.
- **Order Review and Approval**
 - LDCC reviews the Order Form.
 - The individual is advised if any non-essential items need to be removed.
 - The individual is provided with a unique Log Number, eg Loggers-00001.
 - Once approved, the individual places the order with the retailer and pays for the items.
 - The individual contacts the LDCC, quoting their unique Log Number and verifies placement of the order.
 - **Note:** Non-essential items will not be delivered, even if paid for.
- **Collection and Dispatch**
 - The individual is advised of the pick-up time.
 - The individual calls or emails the LDCC, quoting their unique Log Number, to advise the pick-up time.
 - LDCC arranges pick-up, checking, and delivery of the approved order to the dispatch point (transport provider).
- **Transport Scheduling**
 - The dispatch point advises LDCC of the anticipated delivery time.
- **Notification of Delivery**
 - LDCC informs the individual or Local Area Warden of the expected delivery time to the designated location.
- **Final Pickup**
 - The individual or Local Area Warden collects the goods from the designated location.
- **Record Keeping**
 - LDCC records all updates in **Guardian**.



3.2 Placing an online order with Woolworths and Coles

Woolworths Online Ordering Process

1. **Create or Log into Your Account**
 - Visit <https://www.woolworths.com.au> or use the Woolworths app.
 - Set up your account with delivery address and payment details.
2. **Select Delivery or Pick-Up Option**
 - Enter your home address and choose a delivery time slot (this will be determined by the LDCC based on transport availability regardless of the timeframe you select).
3. **Shop for Items**
 - Browse categories or use the search bar.
 - Add items to your cart (ensure only essential items are selected, see **APPENDIX C**).
4. **Bag Fees**
 - Woolworths charges for paper bags.
 - Bag fees are added at checkout and apply to all delivery orders (if bag fees are not paid, the order will not be collected or delivered).
5. **Checkout and Payment**
 - Review your cart, confirm delivery details (your home address must be included).
 - Pay using credit/debit card or other accepted methods.
6. **Advise the LDCC**
 - Confirm your order with the LDCC.

Coles Online Ordering Process

1. **Create or Log into Your Account**
 - Visit <https://www.coles.com.au> or use the Coles app.
 - Provide name, home address, and payment details.
 -
2. **Choose Delivery or Click & Collect**
 - Select a delivery slot or pick-up time (this will be determined by the LDCC based on transport availability regardless of the timeframe you select).
3. **Shop for Items**
 - Browse specials or search for products.
 - Add items to your trolley (ensure only essential items are selected, see **APPENDIX C**).
4. **Bag Fees**
 - Coles charges for paper bags, regardless of order size.
 - No option to opt out of bags for delivery.
 -
5. **Checkout and Payment**
 - Confirm substitutions, packing preferences, and delivery details.
 - Pay via credit/debit card or PayPal.
6. **Advise the LDCC**
 - Confirm your order with the LDCC.

3.3 Resupply of Medication Process

The process from requesting medication to delivery is as follows:

- **Place and Pay for Order**
 - The individual contacts their preferred chemist, places the order for essential medication, and pays for it.
- **Notify LDCC**
 - The individual contacts the Local Disaster Coordination Centre (LDCC) by:
 - Phone: 07 4776 4600
 - Email: disaster@hinchinbrook.qld.gov.au
 - Advise LDCC of the chemist's details and confirm the order.
- **Chemist Confirms Order Status**
 - The chemist contacts LDCC to advise when the order will be ready for collection.
- **Collection and Dispatch**
 - LDCC arranges pick-up of the completed order and delivery to the dispatch point (transport provider).
- **Transport Scheduling**
 - The dispatch point advises LDCC of the anticipated delivery time to the designated location.
- **Notification of Delivery**
 - LDCC informs the individual or Local Area Warden of the expected delivery time.
- **Final Pickup**
 - The individual or Local Area Warden collects the medication from the designated location.
- **Record Keeping**
 - LDCC records all updates in Guardian.

4. Education and Preparedness

Council will consider the following in conducting internal and community education programs and coordinating preparation activities:

- Ensuring staff in relevant departments of Council know the resupply process and can answer questions from the community;
- Using appropriate messaging to ensure communities know to prepare for the possibility of resupply;
- Providing information at relevant community meetings/groups to explain how resupply operations are implemented if required; and



- Encouraging retailers to discuss extending credit with their wholesale suppliers if necessary.

5. Other Considerations

OTHER CONSIDERATIONS	
Element	Issues For Consideration / Action
Planning	• Provide community education regarding resupply via Local Area Wardens; • Approved resupply forms to be distributed;
Rural Properties	• Local Area Wardens – defined areas encompass all rural properties; • Contact details including GPS location collected and request for assistance logged through Guardian; • Note helicopter capacity and landing area/hazards if relevant; and • UHF channel monitored within LDCC.
Retailers	• Identification of retailers (see appendix B); and • Monitor shelf price for profiteering.
Transportation	• Suitable transport (helicopter) providers sourced annually (quotes for services provided and availability confirmed) including type of transport; • Dispatch and delivery points identified at Ingham Aerodrome, Ingham State High School and SES headquarters; and • Brief suitable personnel on basic aircraft safety procedures – managed by local air service provider and QFD – Rural Fire Service Queensland Operations.
Fuel suppliers	• Ensure priority fuel provision for emergency and transport vehicles – managed by local air and fuel service providers; and • Sufficient stocks of aircraft fuel.
Essential goods and mail	• Essential items only (see Appendix C); and • Dangerous Goods identified (aerosol cans, batteries, cleaning agents, corrosive products etc).
Other organisations that should be considered as retailers as they regularly provide goods to local communities.	• Hospitals and clinics; • Not-for-profit organisations; • Postal Contractors; • Fuel Suppliers (aviation fuel, essential fuel supplies only); • Vets; • Queensland Ambulance Service (QAS); • Royal Flying Doctor Service (RFDS); • Aged care services and facilities; and • Other local organisations that may supply essential goods and services.

Appendix A

Emergency Kit



PREPARE YOUR EMERGENCY KIT



Having an emergency kit is an important step to prepare for, survive and cope with emergencies.

KNOW
All householders need to know where your Emergency Kit is kept.

CHECK
Inspect and update the contents of your Emergency kit regularly, to ensure everything is in working order and has not expired.

DISCUSS
Make sure everyone in your household knows where your Emergency Kit is, and what to do in an emergency.

For more information visit Council's website, [Disaster and Emergency page](#). Your Emergency Kit should contain the listed items.

FOOD AND WATER

- ☐ Range of non-perishable food items
- ☐ Bottled water

MEDICAL AND SANITATION

- ☐ First Aid Kit and manual
- ☐ Essential medications, prescriptions
- ☐ Face mask
- ☐ Toilet paper/tissues
- ☐ Disinfectant wipes/hand sanitiser
- ☐ Toothbrush/toothpaste
- ☐ Soap/shampoo/conditioner
- ☐ Personal hygiene items

COMMUNICATIONS

- ☐ Battery powered radio with extra batteries
- ☐ Prepaid phone cards or coins for phone calls

CLOTHING AND FOOTWEAR

- ☐ Warm jumper, waterproof jacket
- ☐ Hat and gloves for everyone
- ☐ Closed-toed shoes or boots for everyone

TOOLS AND SUPPLIES

- ☐ Whistle, utility knife, duct/masking tape
- ☐ Plastic garbage bags, ties
- ☐ Safety glasses and sun glasses

LIGHT

- ☐ Flashlight/torch with extra batteries
- ☐ Battery powered lantern

MISCELLANEOUS

- ☐ Special items for infants (nappies, formula etc)
- ☐ Special items needed by elderly
- ☐ Special items needed by people with special needs
- ☐ Spare house and car keys
- ☐ Pet food, water and other animal needs

IMPORTANT DOCUMENTS
Keep original or certified copies of these documents in your Emergency Kit.

- ☐ Insurance papers for your home
- ☐ Inventory of valuable household goods
- ☐ Wills and life insurance documents
- ☐ House deeds/mortgage documents
- ☐ Birth and marriage certificates
- ☐ Passports/visa details
- ☐ Stocks and bonds
- ☐ Medicare, pension cards, immunisation records
- ☐ Bank account/credit card details
- ☐ Copy of important computer files saved on USB
- ☐ Emergency Plan with emergency contact numbers



council@hinchinbrook.qld.gov.au

HinchinbrookShireCouncil

4776 4600

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Pantry List



EMERGENCY PANTRY LIST



Having an emergency pantry list is an important step to prepare for, survive and cope with emergencies.

This factsheet provides general information and should only be used as a guide for items that may assist in an emergency situation and should be customised to meet individual household needs. It is suggested that:

- Households should hold sufficient food, water and essential items to enable them to be confined at home for up to 14 days;
- Food supplies should be continually used and replenished; and
- Ensure food is rotated and use-by dates are checked regularly.

Managing at home

Tips to ensure you manage your supply of food in the best possible way:

- If the power is out, use refrigerator/frozen food products first;
- Consume other perishable products (e.g. fresh fruit and vegetables, bread etc) before consuming long life products;
- When purchasing products for your pantry aim for ready-to-eat products that do not require cooking (in case power or gas supply is disrupted); and
- Ration food/water supplies based on how long you expect to be confined at home.

For more information visit Council's website, [Disaster and Emergency page](#).

DRIED AND LONG LIFE FOOD

- ☐ Ready-to-eat meals
- ☐ Breakfast cereal
- ☐ Flour/Bread mix
- ☐ Milk powder/UHT milk
- ☐ Soup mix
- ☐ Dried vegetables
- ☐ Rice and pasta
- ☐ Long life cheeses
- ☐ Tea/Coffee/Sugar

SNACK FOOD

- ☐ Dried fruits
- ☐ Nuts
- ☐ Biscuits
- ☐ Crackers
- ☐ Snack bars

DRINKS

- ☐ Bottled water
- ☐ Concentrated juice
- ☐ Sports drinks

BABY SUPPLIES

- ☐ Baby food and formula
- ☐ Nappies and wipes

TOILETRIES

- ☐ Toilet rolls
- ☐ Soap
- ☐ Shampoo/Conditioner
- ☐ Feminine hygiene products

HOUSEHOLD CLEANING SUPPLIES

- ☐ Rubbish bags
- ☐ Tissues
- ☐ Paper towel
- ☐ Disinfectant
- ☐ Disinfectant wipes
- ☐ House/Laundry cleaning

READY TO EAT CANNED OR BOTTLED FOOD

- ☐ Canned meat
- ☐ Canned fish
- ☐ Fruit
- ☐ Vegetables
- ☐ Soup
- ☐ Pasta sauce

PET FOOD

- ☐ Canned/Dry pet food

EMERGENCY POWER SUPPLY

- ☐ Batteries
- ☐ Portable radio
- ☐ Manual can opener
- ☐ Portable power bank/Battery
- ☐ Torch, candles and matches

HEALTH SUPPLIES

- ☐ First aid kit
- ☐ Adult medication
- ☐ Children medication
- ☐ Prescribed medications
- ☐ Face masks
- ☐ Protective gloves
- ☐ Thermometer
- ☐ Alcohol-based sanitiser

OTHER SUPPLIES

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____



council@hinchinbrook.qld.gov.au

HinchinbrookShireCouncil

4776 4600

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Appendix B

ESSENTIAL SUPPLIES RETAILERS	
Retailer	Telephone Details
Channel Inn Convenience Store	07 4777 8327
Coles Supermarket, Ingham	07 4776 2201 www.coles.com.au/ways-to-shop/click-and-collect
Espiago's Foodland, Ingham	07 4776 2522
Forrest Beach Pharmacy, Forrest Beach	07 4777 9611
Cantatore Pharmacy, Ingham	07 4776 2169
Hinchinbrook Community Pharmacy, Halifax	07 4777 7695
Wholelife Pharmacy & Healthfoods, Ingham	07 4776 2733
JK's Delicatessen, Ingham	07 4776 2828
Lou's Food Emporium, Ingham	07 4776 1587
Lucinda Store, Lucinda	07 4777 8280
Terry White Pharmacy, Ingham	07 4776 5777
Forrest Beach Supermarket	07 4798 0054
Spar, Halifax	07 4777 7466
Woolworths Supermarket, Ingham	07 4752 8100 www.woolworths.com.au/shop/services/direct-to-boot-now



Appendix C

Contact the LDCC: 07 4776 4600 or email disaster@hinchinbrook.qld.gov.au when order is placed and paid.

HOUSEHOLDER/RETAILER DETAILS			
Name		Logger name	
Phone		LDMG notified?	☐ Yes ☐ No
Payment to retailer arranged?	☐ Yes ☐ No	Emailed to retailer	☐ Yes ☐ No
Address			

Supplies List

SUPPLIES LIST			
Any items you request not appearing on this list, including for special dietary requirements, must be approved by the LDC before supply			
Basic Items Available	Quantity Requested	Suggested Max Quantity	Description/Details
Foodstuff			
Dried/tinned fruit		5 in total	
Dried/tinned vegetables		5 in total	
<i>Fresh fruit and vegetables may be ordered only once all dried/tinned stocks are exhausted</i>			
Rice/pasta/noodles		3 in total	
Powdered or UHT long-life milk (not fresh)		5L in total	
Flour		2	
Tea/coffee/sugar		1 of each	
Canned meats/tuna etc.		5 in total	
Bread/Wraps (bread mixes only)		3 in total	
Sao/Cruskits type crackers		3 pkts	
Vegemite/Peanut Butter/Nutella		1 of each	
Cereals (Weet-Bix/muesli/oats)		2 in total	
Baby Items			
Formula/baby bottles		2 tins	
Tin/jar/sachet baby food		10 jars	
Nappies		1 bulk pack	
Other Items			
Dried pet food only		5 kg	
Batteries for torches/radios		2 packs of 24	
Toilet paper		1 bulk pack	
Sanitary items			
Bandages/first aid essentials			
Disinfectant		4L	
Bath soap		5 bars/1L	
Bottled water		24 pk 600ml	

This form is available on Council's website *Disaster and Emergency Information* page: <https://www.hinchinbrook.qld.gov.au/community-environment/disaster-and-emergency-information/how-to-be-prepared/resupply-to-isolated-properties/>