



DISASTER AND RECOVERY MINISTRIES SA

DISASTER SUPPORT PLAN – OUTREACH ACTIVATION

(revised January 2020)

PREPARATION

- Chaplains maintain accreditation by attending refresher training every 3 years, regularly submitting evidence of latest police check and attending any other training opportunities which are provided.
- Up-to-date contact list of trained and accredited chaplains across SA is maintained

STAND-BY

- Duty Officer (usually Coordinator) is contacted by Emergency Relief Unit (ERU), SA Housing Authority, Government of SA) and placed on standby for one or more deployments on outreach teams in the aftermath of a disaster.
- Duty Officer consults list of accredited chaplains within about one hour's drive of the potential Centres and contacts chaplains for possible deployment. This contact is usually made via SMS using Burst SMS (an online SMS service) and so will not come from a recognised contact number. Therefore the message will begin "DRMSA" and then contain a brief description of the need for deployment. Chaplains are asked to indicate availability for deployment to this region for the short term (1-2 days), medium-term (3-7 days) and longer term (more than one week) by return SMS to the Duty Officer.
- Duty Officer consolidates this availability information into a spreadsheet (or similar).

ACTIVATION

- If and when ERU confirms need for chaplains on outreach teams, Duty Officer ascertains:
 - Exact location of meeting point (name and street address)
 - Number of chaplains needed each day
 - Name and mobile number of Outreach Team Leader (if known)
 - Any special conditions, needs or other information necessary for chaplains to know
- Duty Officer contacts appropriate chaplains who have indicated availability and conveys all information necessary for their deployment, including:
 - Exact location of meeting point (name and street address)
 - Name and mobile number of Outreach Team Leader (if known)
 - Names (and possibly) mobile numbers of other chaplains deployed in this shift
 - The designated D&RM Team Leader for this shift
 - Any special conditions, needs or other information necessary for chaplains to know
 - Expected length of shift
- Duty Officer contacts SA Housing Authority or relevant Outreach Team Leader with name and mobile number of designated D&RM Team Leader (and possibly other chaplains) for each shift.

ARRIVAL AT MEETING POINT

- Team Leader contacts Duty Officer by phone or SMS once all deployed chaplains have arrived or if there are concerns about late arrival of any chaplains.
- Chaplains report to Outreach Team Leader, locates purple CHAPLAIN tabards (if appropriate) and are briefed as needed.
- D&RM Team Leader takes responsibility for the D&RM chaplaincy team and is the main point of contact with the Outreach Team Leader and leaders of other agency teams involved in the outreach.

DURING SHIFTS

- Chaplains engage with disaster-affected people to provide pastoral and spiritual support at their homes, workplaces or wherever they are encountered during outreach shift.
- Chaplains follow all protocols outlined in the D&RM Training Course, especially those regarding physical contact, the place of spiritual conversations and refraining from proselytising.
- Chaplains operate under the direction of the Outreach Team Leader, through the D&RM Team Leader, taking appropriate rest and comfort breaks, until such time as the shift ends and/or the next shift arrives.

HAND OVER AND DEPARTURE

- In conjunction with the Outreach Team Leader and D&RM Team Leader, chaplains participate in operational debriefing processes and also hand-overs to incoming teams.
- D&RM Team Leader contacts Duty Officer by phone or SMS when team members are about to leave the meeting point.
- Each chaplain contacts Duty Officer by phone or SMS once s/he arrives home safely
- Any unresolved issues, points of stress or other necessary information which may affect future chaplaincy shifts is communicated to the Duty Officer as soon as possible.

POST-SHIFT

- Chaplains record total kilometres travelled on each shift and communicate this, plus relevant bank account details, in writing (email) to Coordinator for eventual reimbursement. If agreed beforehand, chaplains may also be reimbursed for a main meal each day of outreach, but tax invoices must be retained and forwarded.
- Chaplains take opportunities for debriefing (formal and informal) as needed. This can be facilitated through Coordinator if needed.

Wendy Perkins

Disaster and Recovery Ministries Coordinator

P (08) 8236 4284 | **M** 0408 896 220 | **F** (08) 8236 4201

E WPerkins@sa.uca.org.au | **W** sa.uca.org.au