

PREPARATION

- Chaplains maintain accreditation by attending refresher training every 3 years, regularly submitting evidence of latest Working with Children Check and attending any other training opportunities which are provided.
- Up-to-date database of trained and accredited chaplains across SA is maintained

STAND-BY

- Duty Officer (usually Coordinator) is contacted by Emergency Relief Unit (ERU), SA Housing Trust, Government of SA) and placed on standby for one or more locations of potential Relief Centres.
- 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 an initial SMS to chaplains' mobile phones, (the SMS will begin with "From D&RM SA) asking them to "indicate their availability to respond to a requested deployment" by tapping on their personalised link or going to their saved DR Chaplain webpage on their mobile device. On receipt of this SMS, chaplains should then open the App and select the "Update my availability" button where there will be a brief description the immediate need for deployment. Chaplains are asked to indicate availability for deployment to this region for the sessions listed and this information will be conveyed back to the Duty Officer.
- Duty Officer consolidates this availability information and begins to construct a roster.

ACTIVATION

- If and when ERU confirms need for chaplains at a Relief Centre, Duty Officer ascertains:
 - Exact location of Relief Centre/s (name and street address)
 - Number of chaplains needed in the initial phase
 - Name and mobile number of Centre Manager
 - Any special conditions, needs or other information necessary for chaplains to know
- Duty Officer contacts via email (possibly preceded by a phone call) rostered chaplains who have indicated availability and conveys all information necessary for their deployment, including (where appropriate):
 - Exact location of Relief Centre/s (name and street address)
 - Name and mobile number of Centre Manager (if available)
 - Names and 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
- Chaplains indicate their willingness to accept the rostered shift by logging their status as "Standby" on the DR Chaplain App, even if that is several days before the shift in question. Once chaplains leave home, they should update their status to "Travelling".
- Duty Officer contacts Centre Manager with name and mobile number of designated team leader (and possibly other chaplains) and estimated time of arrival.

ARRIVAL AT CENTRE/S

- Rostered chaplains individually contact Duty Officer via DR Chaplain App once they have arrived at the Centre, using the “Log my status” button to indicate “On site”.
- First chaplain to arrive at Relief Centre reports to Centre Manager, locates the QUIET SPACE sign/s and the TEAM LEADER tabard, and is briefed as needed.
- First chaplain to arrive sets up QUIET SPACE area, in consultation with Centre Manager.
- Once designated D&RM Team Leader has arrived, s/he assumes responsibility for the D&RM chaplaincy team and is the main point of contact with the Centre Manager and leaders of other agency teams present in the Centre.
- For subsequent shifts, arriving chaplains liaise with outgoing D&RM team and Centre Manager (through Team Leader) for briefing and/or handover as appropriate

DURING SHIFTS

- Chaplains engage with disaster-affected people to provide pastoral and spiritual support as they enter the Centre, are waiting to be seen by other agencies, seek out the Quiet Space or leave the Centre.
- 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 Centre Manager, through the Team Leader, taking appropriate rest and comfort breaks, until such time as the shift ends and/or the next shift arrives.
- Chaplains update their status using the DR Chaplain App as needed (on site, off duty etc)
- **Chaplains may contact Duty Officer as needed via 0429 558 086 (SMS only) or 0408 803 034 (voice only)**

HAND OVER AND DEPARTURE

- In conjunction with the Centre Manager and Team Leader, chaplains participate in operational debriefing processes and also hand-overs to incoming teams.
- Chaplains update their status to “Travelling” once they are about to leave the Centre. If they are being accommodated nearby, status should be changed to “Off duty” once they arrive at this place.
- Chaplains update their status to “Home” once they arrive home safely. Very important!
- 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 on appropriate form, via email to Coordinator for eventual reimbursement.
- Chaplains take opportunities for debriefing (formal and informal) as needed. This can be facilitated through Coordinator if needed.

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