



DISASTER AND RECOVERY MINISTRIES SA
DISASTER SUPPORT PLAN – RELIEF CENTRE 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 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 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 immediate need for deployment. Chaplains are asked to indicate availability for deployment to this region for the short term (1-6 hours), medium-term (6-24 hours) and longer term (greater than 24 hours) 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 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 (if available)
 - 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 Relief Centre/s (name and street address)
 - Name and mobile number of Centre Manager (if available)
 - 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 Centre Manager with name and mobile number of designated team leader (and possibly other chaplains) and estimated time of arrival.

ARRIVAL AT CENTRE/S

- 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.
- First chaplain to arrive at Relief Centre reports to Centre Manager, locates purple CHAPLAIN tabards as well as QUIET SPACE sign/s 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.

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.

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.
- D&RM Team leader contacts Duty Officer by phone or SMS when team members are about to leave the Centre
- 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.
- Chaplains take opportunities for debriefing (formal and informal) as needed. This can be facilitated through Coordinator if needed.

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