



## **SALVATION ARMY EMERGENCY SERVICES TEAM DISASTER RECOVERY VOLUNTEER LIST – FAQ'S**

### **How do I join the disaster recovery volunteer list?**

Applications to join the Disaster Recovery Volunteer List are submitted by completing a volunteer application form & nomination form (supplied upon request). If your application is successful, you will receive a confirmation email or letter from the Salvation Army Emergency Services (SAES) Team.

### **If I am on the disaster volunteer list how will I be contacted if there is a disaster?**

If there is a disaster response requiring volunteers, the Salvation Army Emergency Services team will contact volunteers on the list either by text or phone. Where possible they will send a text message to volunteers on the list to give notice to either be on stand-by or to request availability over a coming range of days or weeks.

Due to the unpredictability of disasters, we ask our volunteers to be prepared for phone calls and text messages outside of business hours (e.g. weekends or evenings) and to be prepared for a deployment request with less than 24 hours' notice.

### **What expenses are covered if I volunteer in a disaster?**

Travel, accommodation and meal costs whilst on official duty for disaster volunteers are covered. The meal allowance for work-related trips for officers, employees and volunteers is according to TSA personnel meals allowance.

### **Is there specific training for disaster volunteers?**

The Salvation Army offers a range of internal training courses such as Disaster Recovery Volunteer Induction Training, Psychological First Aid, SAMIS, Safe Salvos, Trauma Informed Care, Critical Incident Training and Managing Challenging Behaviour. These are all recommended training courses for disaster volunteers.

### **As an employee what will happen to my salary if I am asked to volunteer in a disaster recovery?**

Workplace Support Leave will provide part-time/full-time employees an additional five (5) days paid leave to support a Salvation Army program or activity of their choice. This leave will enable employees to get involved with TSA mission and operations outside of their substantive role. Prior to expressing an interest in an opportunity, employees must first gain written permission from their line manager. Once an opportunity has been formalised, this leave must be recorded in Salvos Workday as per the newly published Workplace Support Program procedure.

### **How long will I be asked to volunteer for?**

Generally, if travel and accommodation is required volunteer deployments are for a minimum 7-day period (5 days volunteer work + 2 days of travel time). Please keep in mind that every disaster response is unpredictable and every event is unique. Not all deployments will require travel, we also need skilled volunteers to assist with admin, logistics, volunteer coordination and phone outreach and assessments.

### **For how long will you be needing volunteers?**

Every disaster response is unpredictable and every event is unique. We work closely with Government and communities to determine how long we are required. This decision is made according to community needs, Government instruction, and resources available. We will continue to communicate our needs for volunteers.

### **Will I get a day off when I return home after deployment?**

We strongly recommend you take at least 1 day off before returning to your normal work/ role. If you are a TSA employee/ Officer this needs to be approved by your line manager.

Founder **William Booth**  
General **Brian Peddle**  
Territorial Commander **Commissioner Robert Donaldson**

*Wherever there is hardship or injustice, Salvos will live, love and fight  
alongside others to transform Australia one life at a time with the love of Jesus*

#### **How long will be I be on the disaster volunteer list?**

Once you are put on the list you will remain on the list unless you request to be removed or you leave The Salvation Army. You can request to be taken off the list at any time by contacting the [Salvation Army Emergency Services](#) team via email: [saesrecovery@salvationarmy.com.au](mailto:saesrecovery@salvationarmy.com.au)

#### **Can I say no if I am contacted to volunteer in a disaster?**

A disaster can occur at any time of the year. It is understandable that you will not always be in a position to say yes to a deployment request. If you are going on extended leave or will be uncontactable for a long period of time we do request that you contact the Strategic Emergency & Disaster Management team in advance.

\*If you have any other questions please contact the Salvation Army Emergency Services team via email: [saesrecovery@salvationarmy.com.au](mailto:saesrecovery@salvationarmy.com.au)