



C4.3.1.1 Disaster Resilience & Recovery Framework

Quick Reference Guide

Supporting Presbyteries & Congregations

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Purpose

A simplified reference guide to the Disaster Resilience and Recovery Framework – which supports Presbyteries and Congregations in preparing for, responding to, and recovering from disasters. It aligns with Queensland Government Disaster Management Arrangements. For detail and further information, refer to the full Disaster Resilience & Recovery Framework at [Disaster Management - Uniting Church Australia](#).



Scope

This framework applies to Ministry Agents, employees and volunteers involved in Presbytery and/or Congregation disaster or crisis events.

Core Principles

- Build community connections and relationships that promote a sense of mutual care, collaboration, and resilience.
- Enhancing our ability to be prepared and respond to needs before, during and after disruptive events.
- Applying and aligning with government standards for credibility and compliance.

About Government Disaster Management Arrangements (QDMA)

The Disaster Resilience & Recovery Framework is designed to align with the [Queensland Disaster Management Arrangements \(QDMA\)](#), ensuring effective coordination in disaster management. It outlines the role and responsibilities of government agencies, non-governmental organisations (NGOs), and community volunteer groups. For key features within these government arrangements, refer to the full framework document available through [Disaster Management - Uniting Church Australia](#).

About Disaster Declaration & Activation

A disaster or crisis event is officially declared by the government to prevent/minimise loss of life, injury, property damage, or environmental harm. Additionally, the Moderator and General Secretary can also make this declaration for Uniting Church Queensland Presbyteries and Congregations. It is helpful to understand the stages which government disaster responses are activated.



These *Activation Levels* progress through - **Alert** → **Lean Forward** → **Stand Up** → **Stand Down**.

- Alert** Awareness that Community Recovery operations may be required
- Lean Forward** Heightened awareness and operational readiness
- Stand Up** Resources mobilized, personnel activated, operations commence
- Stand Down** Transition back to core business

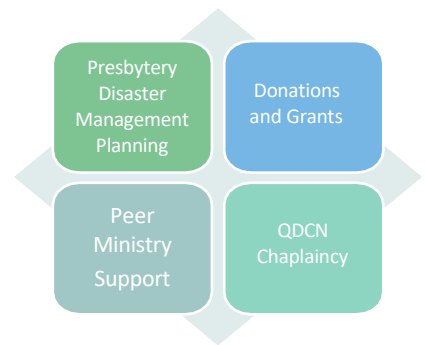
About the Disaster Resilience & Recovery Framework

Key Features of the Disaster Resilience & Recovery Framework are:

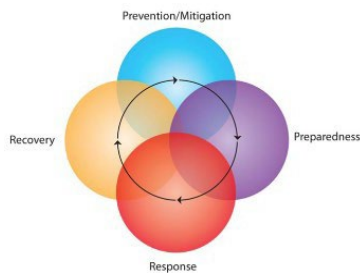
- A. **Activities organised** into the **Emergency Management Cycle** phases for structured planning and response.
- B. **Four Key Focus Areas** are defined and contextualised **throughout** each phase of the Emergency Management Cycle.

The four Key Focus Areas are:

- Presbytery / Congregational Local Disaster Management Action Planning
- Donations and Grants
- Peer Ministry Support
- Queensland Disaster Chaplaincy Network (QDCN)



Emergency Management Cycle – Key Activities



- ① **Prevention/Mitigation**
- ② **Preparedness**
- ③ **Response**
- ④ **Recovery**

① **Prevention / Mitigation** - *activities should be happening all the time*
Preventative measures and actions undertaken in advance.

- connect with local leaders
- archive critical information
- having alternative sources of electricity
- alternative communication systems in place
- check fire breaks are clear of fuel and appropriately wide.

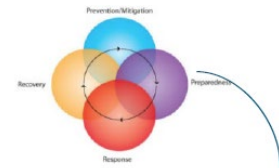




② Preparedness - activities can also be happening all the time

Making arrangements, creating and testing plans, training, educating, and sharing information.

- Research your local/district [Government Disaster Management Plans](#),
- Connect with local disaster recovery committee members,
- Create/test Presbytery/Congregation Local Disaster Management Plans,
- Keep current contact & pastoral lists, train leaders eg Trauma Informed Care, Psychological First Aid, Disaster Recovery Chaplaincy.



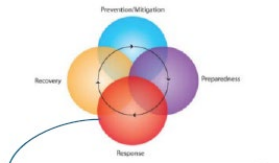
- **Build Response Capacity**
- **Training - TIC, PFA, Disaster Recovery, Peer Support**

③ Response - activities are usually measured in hours, days, or week

Providing assistance and intervention just before, during or immediately after an emergency. Here the focus is on saving lives, helping people, and protecting church assets. There are **three (3) distinct elements of this phase.**

i. Warning of a Potential Extreme Weather or Other Disaster Event

- Review plans & stay informed
- Re-familiarise with Local Government Disaster Management Plan and your Congregation's Local Disaster Management Action Plan
- Take preparatory actions (securing assets, readiness checks)
- Monitor [The Hub - UCA Disaster Management](#) for updates
- Prepare critical systems access and access to critical information



- **Gov. Disaster M'tment Plans**
- in operation
- fit for purpose facilities
- **Response Teams deployed**
- **Integrated UCAQ/JCQ/Community response**

ii. Declaration of a Disaster Event

- Presbyteries & Congregations activate local plans and continue to monitor [The Hub - UCA Disaster Management](#) and other official updates.
- The Disaster Recovery Specialist:
 - maintains contact with Presbyteries/Congregations to gather immediate needs
 - facilitates preparations for Ministry Agent Peer Supporters as required
 - in coordination with the Fundraising Manager, prepares the Moderator's Disaster Relief Appeal
 - ensures the Hub's [Disaster Management - Uniting Church Australia](#) resources remain updated



iii. After Impact of Disaster Event

- Presbytery Minister connects with impacted Congregations and leaders; share names of people needing follow-up pastoral support with Disaster Recovery Specialist/Wellbeing Chaplain
- The Disaster Recovery Specialist:
 - maintains communications with impacted Presbyteries
 - activates Disaster Recovery Peer Support for Ministry Agents as needed
 - in coordination with the Fundraising Manager, activates the Moderator's Disaster Relief Appeal

④ **Recovery** - is usually measured in months and/or years

Coordinated process of supporting emergency-affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic, and physical wellbeing.

- Engage in well-being activities and professional supervision
- Continued Peer Support as required
- Engage in community recovery and restoration of wellbeing programs
- Connect with UnitingCare (Connect100+) where relevant
- Disaster Recovery Chaplaincy may be deployed by QDCN*
- Presbytery report to disaster.management@ucaqld.com.au
- Report damage to church owned property to Group Insurance via the [Protecht Register Report](#) link or scan the QR at right on your phone
- Short Special Ministry Supply may be considered to enable leave

*Only QDCN Chaplains authorised for shelters, evacuation, and recovery centers.



- Community Recovery Programs
- Pastoral Follow-up
- Community Chaplaincy
- Peer Support



📞 Key Contacts

Role / Department	Phone	Email
Synod Office – Standard Business Hours	07 3377 9777	reception@ucaqld.com.au
Synod Office – Urgent Out of Hours	07 3377 9706	
Disaster Recovery Specialist	0487 205 764	disaster.management@ucaqld.com.au
GM Communications (Media only)*	0410 483 430	communications@ucaqld.com.au
Insurance – Claims**	07 3377 9754 / 0475 706 507	ucinsuranceclaims@ucaqld.com.au
Insurance – General**	07 3377 9804 / 0408 157 792	ucinsurance@ucaqld.com.au
Fundraising	0409 592 369 / 0438 277 011	fundraising@ucaqld.com.au

* **Media:** Refer all enquiries to Communications. Only the Moderator may speak publicly on behalf of UCAQ.

** **Insurance** – Synod Hub: <https://hub.ucaqld.com.au/resources/insurance/>

✅ Donations & Grants – Moderator’s Disaster Relief Appeal

The Moderator’s Disaster Relief Appeal grant payments are specifically targeted towards direct assistance for communities affected by declared disaster or crisis events. Monetary donations are always preferred as they facilitate timely response, minimise logistical challenges, and strengthen local community support.

Donate: <https://ucaqld.com.au/give-online/disaster-relief/> (non-tax deductible)

Apply for Grants: Presbyteries can apply for grants addressing local recovery needs via the Disaster Relief Appeal Community Project Application Form – see [Disaster Management - Uniting Church Australia](#) – Moderator’s Disaster Relief Appeal section. Applications emailed to disaster.management@ucaqld.com.au





☑ Safety & Wellbeing

- Workplace Health & Safety laws still apply in a disaster or crisis event. Tasks must be approved and can only be completed by approved persons. It is imperative that no one performs any tasks unless capable of safely doing so in accordance with the UCAQ WHS Policy Framework.
 - See also The Hub [Workplace Health and Safety - Uniting Church Australia](#) for further information
- Monitor stress and avoid overwork
 - Watch for post-traumatic stress injury (PTSI) symptoms: intrusions, avoidance, hyper-arousal
- Apply Trauma-Informed Care principles
 - Safety, Trust, Choice, Empowerment, Collaboration, Cultural Responsiveness
- [TELUS Health](#) Employee Assistance Program (EAP) -
 - is available to **Ministry Agents** and **Lay Leaders** of the church
 - for **congregational members**, the EAP may be offered by **General Manager People & Culture** pre-approval
 - **Contact Details** - TELUS 1300 360 354 or 1800 816 152 if a Ministry Agent or Lay Leader identifies as an Aboriginal or Torres Strait Islander.
 - When accessing [TELUS Health](#), the UCA Identifier is [UCQLDS] and Token [UCQLDS01] for first login. Once logged in, click “**Connect with Us**” and then the **Chat** option in the pop-up.
- See also [Lifeline Support Services](#) and [Services and support | UnitingCare](#) for a range of services that may be of value depending upon each unique situation. These services are available to **volunteers and members of the public as well.**

Revisions

This document will be reviewed annually or earlier as required.

Document number		C4.3.1.1			
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
1.0	06.01.2026	General Secretary	06.01.2026	Associate General Secretary	Disaster Recovery Specialist
Next scheduled review		06.01.2027			