

Community Recovery Ready Reserve Deployment Guide



Director-General message

Thank you for volunteering your time and expertise as a Ready Reservist. An adventure awaits as you embark on your deployment. The experience you will gain is invaluable.

The landscape you see will be unforgettable. The people you meet will be memorable.

The friends you will be make will be remarkable.

Community Recovery is a rewarding opportunity for you to play a positive role in assisting individuals, families and communities get back on their feet. Your mere presence alone means more to the community than you think because it shows they are not alone – that you are there to help.

Enjoy your deployment but remember to stay safe and look after each other. You are doing the community a great service and I thank you again for your willingness to assist.



Clare O'Connor
Director-General
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships,
Communities and the Arts

Purpose

The Ready Reserve Deployment Guide has been prepared to provide you with information directly relevant to your deployment. It is important that you review this information and keep it handy during your deployment.

The guide is a very useful reference and provides Ready Reserve members with as much information as is available at the time. Therefore, this guide may vary for each event depending on the type of disaster and government response and your own personal circumstances.

This Deployment Guide is applicable to all government staff who form the Community Recovery Ready Reserve workforce (the Ready Reserve) and/or are assigned to work as a part of the Community Recovery State or District Recovery Event Management Teams (SREMT and DREMT).

Note - where information applies only to Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (DTATSIPCA) staff or only to government staff from other agencies, it will be noted as such.

In accordance with our obligation under the [Human Rights Act 2019](#), Community Recovery are committed to respecting, protecting, and promoting human rights. Under the Human Rights Act 2019, we have an obligation to act and make decisions in a way that considers and is compatible with human rights. This is reflected in our interactions, decisions, policies, and procedures.

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About Community Recovery

Human and Social Recovery is a coordinated response by the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities, and the Arts (DTATSIPCA).

DTATSIPCA work with local government to provide advice and additional resources to support the emotional, social, and physical wellbeing of people during disasters and events, especially during the recovery phase.



Community Recovery is the primary mechanism for delivering this support.

As a member of the Ready Reserve team within Community Recovery, you will be assisting to organise and facilitate the delivery of human and social recovery support by providing disaster-specific information, connecting people with support services, and taking applications for financial assistance grants.

As we have seen in recent times, this may also involve assisting with health responses (e.g. Community Vaccination Hubs in response to the COVID-19 pandemic) or emergency related events.

Community Recovery is about recovery and is not about the response phase of disasters. The response phase of disaster operations focuses on saving lives, protecting property, and making an affected area safe. Response is undertaken by several organisations, including state emergency service units, police, fire and ambulance services, the defence force and local government counter disaster committees. The Ready Reserve workforce does not participate in response activities.

Community Recovery workers are not deployed into a disaster area until it is safe to commence the recovery operation.

Activation of an event

As distinct from disaster declaration, activation refers to the activation of the Personal Hardship Assistance Scheme (PHAS) (or other funding mechanism) for a disaster-impacted area. Sequenced operational activities are triggered at certain moments leading up to and throughout the disaster response and recovery phases. Outlined below are the levels of activity surrounding an event.

Community Recovery Phases

Watch

- Watch is the informal period leading up to "Alert" and is triggered by an approaching hazard.
- Watch is particularly relevant for events that have a longer lead up time to a potential hazard impact.

Alert

- Alert is a heightened level of vigilance and preparedness due to the possibility of an event occurring. Some action may be required.
- Community Recovery begins initial readiness preparations.
- Ready Reservists and agencies may be notified to prepare.
- A request to Ready Reserve members to confirm availability is sent at this stage.

Lean Forward

- The Lean Forward phase occurs when the threat or effect of a disaster becomes imminent.
- Community Recovery commences initial operations and mobilisation.
- Deployment may begin of some Ready Reserve members for preparations and in readiness.

Stand Up

- Stand Up includes the formal declaration of the disaster event and activation of the Critical Incident and Entitlements Directive by the Minister for Police and Emergency Services, triggering implementation of the recovery response.
- Community Recovery implements response operations.

Stand Down

- The Stand Down phase marks the transition from responding to an event back to business-as-usual and longer-term recovery programs.
- Community Recovery ceases immediate response operations but may still be in clean-up mode.

The role of the Ready Reserve workforce

The Ready Reserve is a volunteer workforce, made up of government employees who work across all areas of the Queensland state government. It is extremely important that we have a diversity of people in the Ready Reserve, as there are a variety of roles.

We provide services to people across a broad range of nationalities, religions and cultures and we require a range of skills from senior management to entry level positions.

Being part of the Ready Reserve gives you the opportunity to deliver much needed support and assistance to people in need, demonstrating compassion and understanding in trying times. You will learn more about the government's role in Community Recovery while gaining new skills, knowledge, and experience. You will increase your own networks too.

With a diverse range of opportunities available, there is something to suit everyone. You can be deployed to a disaster-impacted area where you will work directly with community members, or you can choose to work in Brisbane behind the scenes in operational or corporate support roles.

Roles can change according to the circumstances; you may not be assigned the role you were initially deployed for, as there could be an opportunity to act as a Team Leader, or you may be asked to perform an alternative role at short notice, if the need arises, that you might not have considered.

On arrival in the impacted area, you will receive final confirmation of the role you are required to perform.

Please note:

- Where possible we will provide information about the role you have been allocated to, but this is subject to change.
- It is essential that you refresh your Community Recovery knowledge at the start of the Disaster Season commencing in September each year, through reviewing/completing the Community Recovery online training program.

Every role is vitally important for a successful recovery operation and regardless of the role you have been allocated, you will be helping Queenslanders and the community. That is something you can feel proud about!

What happens when we mobilise the Ready Reserve

Community Recovery identify the types of roles required in response to an event. Once specific details of requirements are identified, Community Recovery generate a call list of Ready Reserve members that may meet these requirements.

This call list is normally generated each morning. If Ready Reserve member profile information changes after this (i.e., is updated in the Ready Reserve Management System (RRMS) during the day), it may not be reflected in the system until the next day.

Community Recovery will then commence calling Ready Reserve members on the call list to discuss mobilisation. If a Ready Reserve member does not respond, we will move onto the next person on the list. It is important for Ready Reserve members to call back as soon as possible.

If a Ready Reserve member is available, we will then commence making the required travel arrangements. This can be very complicated and time consuming. Our goal is to provide you with confirmed travel details the evening prior to your deployment. Often in disaster events the

situation is fluid, and we do our best to give you as much notification as possible.

A daily Deployment Status Report is provided to your Agency Key Contact.

Why your deployment arrangements may change

Disaster events are unpredictable. The size and scale of an event can result in changes to deployments at short notice, and the need for delays or cancellations.

Challenges include:

- changing situations and needs in the impacted area
- new situational intelligence
- difficulty sourcing flights and accommodation
- safety and wellbeing considerations.

Sometimes these factors can change multiple times in one day, hence the need to alter deployment arrangements at times.

Why you may not be deployed

Not all Ready Reserve members who are available are contacted for deployment.

Reasons for not being contacted include (but are not limited to):

- You have not been approved by your agency and your approval status is 'Pending'.
- You have not updated your availability or have updated it after the daily call list has been generated from the Ready Reserve Management System (RRMS).
- We could not contact you to confirm your availability for deployment.
- You do not meet the specific criteria required or have the experience necessary for the role/s available.
- It may not be logistically/financially viable to deploy you, taking into consideration travel time/distance to the airport or event location.
- You indicated that you are available for local deployment only.
- The quota required has been reached.

What you need to know on deployment

What role will I do?

Deployment looks different for everyone – Ready Reserve members can work on the frontline or behind the scenes. Every role is critical to providing support to a community as they recover from a disaster.

Ready Reserve members undertake roles within an impacted community through the District Recovery Event Management Team (DREMT) and in the central State Recovery Event Management Team (SREMT) located in Brisbane.

The DREMT and SREMT teams comprise several event management roles including a range of subject matter experts, Team Leaders, and operational Managers.

The SREMT roles work with the DREMT members in the affected region/s (one or more DREMTs depending on the geographical spread of the disaster) in preparing for and

responding to the disaster.

In the district/s where the event impacts, the local DREMT is established to implement the district response.

Where possible we will pre-identify the role you have been allocated, but this is subject to change, and you will be required to undertake any role assigned to you in the interests of supporting the event.

You will need to be flexible and are expected to perform all (lawful) work that is asked of you. Roles may change due to the situation; you may not be assigned the role you are initially deployed for, or you may be required to undertake an alternative role at short notice, if the need arises.

On arrival at your deployment location, you will receive final confirmation of your role based on the local needs, and as a Ready Reserve member you are expected to undertake the role allocated to you.

Your standard daily hours of work will be rostered, however, Community Recovery work is generally determined by demand, and you will most likely be required to work additional hours to meet that demand. You should expect to work on weekends and public holidays if your deployment period extends across those days.

Recovery Hub Worker and Outreach Worker (event location based):

- Provide disaster specific advice to members of the public
- Be based in a Community Recovery hub/Support Services location or undertake outreach visits to members of the public at their residences
- Complete referrals to other government departments and Non-Government Organisations (NGOs)
- Complete financial assistance (grant) applications
- Verify disaster impact and damage at residences to support grant applicants.

Other core Ready Reserve roles (Brisbane CBD and event location based):

Team members, Team Leaders, and Managers in the following functional areas:

Ready Reserve Management	Workforce support, wellbeing and safety
Deployment	Client and Partner Relations
Training	Planning, Intelligence and Reporting
Logistics	Communications
Grants administration and processing	Business Services and Finance

The role of Ready Reserve members appointed as Team Leader or Manager

Employees assigned as a Manager or Team Leader role in a human and social Community Recovery operation have the additional responsibility of looking after others, this includes supporting team members such as regular check-ins to see how they are coping, if they are finding the work difficult, feeling unwell or struggling with the environment.

In this Ready Reserve leadership role you will be monitoring and managing your team members' hours to support their health and wellbeing when working in the Community Recovery operation which includes:

- Providing clear instructions to employees at the Daily Shift Briefings.
- Ensuring that your expectations are understood.
- Reviewing and signing Community Recovery timesheets daily
- Ensuring allocated meal breaks are taken.
- Monitoring employee breaks between shifts. Shifts may need to be adjusted if the 10- hour minimum continuous break is not provided.

Team Leaders and Managers are required to have advanced knowledge of Community Recovery policy and procedures and are required to ensure that they are followed.

In addition to the information provided for all deployed employees, a deployed Manager/Team Leader should consider the following additional information in supporting deployed employees ([Useful Tips For Employees Deployed Under Ready Reserves](#), Office of Industrial Relations).

Training and capability

The training framework is based on a tiered model of capability development that begins with induction and offers self-paced online training courses organised into four levels.

It is important that you access the [online training program](#), as soon as your Ready Reserve nomination is approved, to learn all you can about Community Recovery and prepare yourself for deployment.

You will be sent reminders about updating your training and it is a **mandatory** requirement that you refresh your knowledge at the start of the disaster season which commences in September each year.

You may also be required to complete specialised training courses if you are a part of SREMT or DREMT.

There are also optional courses you can undertake.

For more information speak to your [AKC](#).

Code of Conduct for the Queensland Public Service and Queensland Privacy Principles

Employees undertaking Community Recovery must comply with the [Code of Conduct for the Queensland Public Service \(the Code\)](#).

The Code of Conduct always applies when staff are performing official duties for the Queensland Government and after hours while on deployment.

During your deployment you are representing the Queensland Government and you will be engaging with fellow Ready Reserve members, members of the public and other recovery and response stakeholders.

While employed as part of Community Recovery, Ready Reserve members represent the Queensland Government as public officials and are expected to conduct themselves accordingly.

Ready Reserve members are Queensland Government employees and as such are expected to ensure their behaviour is aligned to the Code of Conduct, with additional consideration, sensitivity and understanding for the community members in the impacted area.

Employees must not wear Community Recovery shirts, badges, or government identification tags when off duty during the deployment period, or at any other time that is not deemed to be official Community Recovery business.

As part of your role, you may need to deal with personal or confidential information.

Please remember the importance of appropriate handling of confidential or private information. Do not share information unless it is specifically required or authorized by law and be careful about conversations that you may have overheard.

Please familiarise yourself with the [Queensland Privacy Principles](#).

Performance and behaviour on deployment

Community Recovery Team Leaders, Managers, Supervisors, and Ready Reserve members are all employees and have a shared obligation to make the workplace a great place to work. Community Recovery is committed to providing a healthy and safe working environment that is free from any form of unacceptable workplace behaviour including bullying, sexual harassment, discrimination and/or racial vilification.

All employees have a responsibility to model the department's values, which includes behaving in a way that promotes a work environment free from any form of unacceptable workplace behaviour.

If the performance or behaviour of a Ready Reserve member does not meet the required and expected standard, the Team Leader or Manager will address these concerns, with the support of Senior Managers and Directors, where appropriate.

Unless the issues are related to misconduct, fraud or corruption, these steps will usually involve an informal discussion with the Ready Reserve member, followed by an opportunity to improve and/or correct the behaviour. All conversations are documented, and the Ready Reserve member will be provided a copy for their records.

Where the performance and/or behaviour of the Ready Reserve member does not improve, further action will be taken such as early release from deployment back to the Ready Reserve member's home agency (and notification sent to the home agency).

Unacceptable behaviour while on deployment may include, but is not limited to the following:

- Inappropriate behaviour towards other workers or members of the community.
- Inappropriate behaviour in the context of a disaster event that shows disrespect to the local community and their situation.
- Failure to treat all people equitably and consistently within the principles of procedural fairness, natural justice and human rights when making decisions.
- Refusing to perform a particular role or task without sufficient justification or reasoning.
- Failure to comply with all reasonable and lawful instructions, whether or not they personally agree with a given policy direction.
- Consistently not performing work as requested or continually not turning up for work.
- Failure, reluctance, or refusal to follow correct Community Recovery processes and procedures.
- Reluctance to accept the authority of Team Leaders, Managers, or supervisors.
- Other minor conduct issues i.e. conduct/behaviour that is inconsistent with expected conduct standards, but is not wilful or malicious.

In Community Recovery we encourage positive workplace behaviours that foster a work environment where all employees are treated with dignity, courtesy, trust, equity, and respect.

The DTATSIPCA Workplace Behaviour Policy promotes the following behaviours:

- Modelling behaviour in line with the department's values and the Code of Conduct for the Queensland Public Service.
- Being respectful to members of the public.
- Demonstrating respect and understanding for fellow employees.
- Taking personal responsibility and ensuring accountability in all activities.
- Committing to continuous improvement and ongoing learning and development.
- Working collaboratively within and across teams.
- Providing regular and constructive performance feedback and guidance.
- Being open to feedback from others.
- Speaking up and addressing unacceptable workplace behaviours in a timely and appropriate manner.

Concerns or Complaints

Ready Reserves should never be treated inappropriately or feel unsafe.

Community Recovery expects Ready Reserve members to adhere to Queensland Government guidelines regarding the management of complaints and provide support to staff that have lodged a complaint or have had a complaint lodged against them.

Where appropriate, employees should make reasonable efforts to resolve issues informally as they would in any workplace and in accordance with [Directive 11/20 Individual Employee Grievances](#).

If an employee decides to lodge a grievance, Community Recovery seeks to ensure that it will be appropriately addressed and managed efficiently and effectively as per Directive 11/20.

Community Recovery workers can also seek advice from their Team Leaders or Managers if they wish to escalate a matter.

If Ready Reserve members are experiencing any issues, they can also contact their home agencies HR for advice, support and suggestions.

Using media and social media

Any enquiries from the media are to be directed in the first instance to the Event Coordinator.

Queensland Government employees may only make public comment when specifically **authorized** to do so in relation to their duties. Such comment is restricted to factual information and avoids the expression of personal opinions.

Public comment includes speaking engagements and providing information or comment through any media, including social media.

When making a comment in a private capacity, Queensland Government employees should ensure their comments are not related to any government activity that they are involved in or connected with as a Queensland Government employee, and make it clear they are expressing their personal opinion.

They must ensure personal comments do not compromise their capacity to perform their role in a fair and reasonable manner, and that their comments are not seen or perceived to be an official comment.

Refer to the [Queensland Government Social Media Policy](#).

Looking after yourself and others

10 Hour Breaks and Fatigue Leave

Fatigue management is of crucial importance. Ready Reserve members **MUST** have a break **of at least ten consecutive hours between the cessation of work on one day and the commencement of work on the next day.**

The “Useful Tips for Employees Deployed Under Ready Reserves” published by the Office of Industrial Relations outlines the shared responsibility for managing fatigue.

You must take reasonable efforts to manage your psychological and physical fatigue.
It is important for your wellbeing that you have a break.

If you are concerned about your wellbeing on deployment you should speak to your Community Recovery Team Leader/Manager or speak to a counsellor at the recovery location.

You can also contact the DTATSIPCA EAS provider Benestar or your home agency EAS provider or talk to your home agency line manager.

Ready Reserve members **MUST** have a break of at least ten consecutive hours between the cessation of work on one day and the commencement of work on the next day.

- Alert your Team Leader if, based on your rostered finish/start work times, you will not have a minimum ten-hour continuous break between when you finish work and when you are scheduled to start the next day.
- Unless special approval has been sought and granted, your Team Leader will make the necessary arrangements so that you will not need to report for duty until you have had ten consecutive hours off duty.
- You will not lose pay during this absence.
- You must record on your daily Community Recovery Timesheet whether you had a minimum ten-hour continuous break prior to starting work each day.

You must also consider fatigue management on your return to work at your home agency. Discuss with your line manager the total days of work you will be undertaking including those working in Community Recovery and those at your normal workplace.

You must plan for how you will manage your normal work hours/duties, given your scheduled work in Community Recovery, then returning to your regular work. Please take this into consideration when agreeing to be deployed and discuss your fatigue arrangements with your line manager.

Below are some suggestions that may be useful in looking after yourself and others around you while on deployment.

Key safety tips

- Employees have a responsibility to take reasonable care for their own health and safety, including fatigue management.
- Look after yourself – do not take any unnecessary risks.
- Follow all normal legal requirements, drive safe and do not risk unnecessary harm.
- Attend daily briefings and de-briefings.
- Be aware of the wellbeing and workplace health and safety messages in your briefings.
- Follow all health and safety instructions.
- Ensure you use any Personal Protective Equipment (PPE) you are issued with.
- Seek appropriate first aid or medical treatment where necessary.
- If you need support, contact the DTATSIPCA EAS provider Benestar or the onsite counselling service. Benestar is available by phone 1300 360 364 or by logging on to their online portal BeneHub (further information will be provided at the time of your deployment).
- During deployment, if you are sick and feeling unwell, **DO NOT GO TO WORK**, and notify your Community Recovery Team Leader or Manager and your home agency line manager.
- You must complete a leave application for any associated period of leave when you return to your home agency.

Ready Reserve members are responsible for protecting the safety of themselves and others through safe work practices, ensuring they are fit for duty and hold the ability to complete work tasks safely.

As a Ready Reserve member, you must advise managers of any personal medical conditions, injury, disability, or dietary condition which may put you or others at risk while

undertaking your duties. Any medical or health concerns must not impact on your ability to perform your assigned role, nor pose a risk of being exacerbated by undertaking the duties you have been assigned, or impact on colleagues or community members' wellbeing.

There are alternative deployment options for Ready Reserve members who have medical, religious, or special dietary requirements, for example, such as being deployed to SREMT operating from Brisbane.

Critical Incident (Fatigue) Leave

Fatigue Leave must be taken immediately on your return from Community Recovery work – before you return to normal duties, or before you are deployed again.

The number of Fatigue Leave days depends on the length of your deployment. To help Ready Reserve members recuperate, the DTATSIPCA standard deployment period for workers includes a break of two days for each and every continuous period of five days working in Community Recovery, up to a limit of four days if you have worked longer than five days. Fatigue Leave is provided in accordance with [Directive 5/17 Special Leave](#).

- As stated above, this is normally a two-day break automatically factored into every Ready Reserve member's deployment period, however the number of days is dependent on the length of deployment and travel arrangements.
- This time is inclusive of weekends and public holidays.
- You cannot hold Fatigue Leave days over for use at a later date.
- The day you travel home at the conclusion of your deployment is not part of your Fatigue Leave, regardless of the time you arrive at your home residence.
- Ready Reserve members will be provided with instructions on how to apply for Fatigue Leave by their [AKC](#).

Each agency is responsible for establishing formal leave arrangements within their own agency.

Meal breaks

You will become fatigued very quickly if you do not take time out to rest and recharge. When working in excess of five hours on any day, you are required to take a minimum 30 minute unpaid meal break between the third and sixth hours of duty.

Dietary requirements

Be aware that due to the disaster, it may not always be possible to cater for special dietary requirements - you should enquire about the possibility of catering to special dietary needs before you are deployed. If catering is possible, you should let your Team Leader and meal provider know of any special dietary requirements you have when you arrive in the disaster area (or as mentioned above you may be able to be deployed to SREMT in Brisbane, rather than the disaster area, to accommodate your dietary requirements).

Mental health and wellbeing

During disaster events, there may be situations where accommodation, meals and working environments are not consistent with those in the usual workplaces of Queensland Government employees. During deployment, Ready Reserve members often experience shared accommodation, limited meal options, limited phone reception/internet connectivity, and strenuous physical conditions. You might experience or see things which you may find distressing.

Having good mental health is just as important as having good physical health. Look after yourself – do not take any unnecessary risks. Tell someone if you are not coping, are having difficulty with the work, or are feeling unwell or exhausted. We all have our limits.

Ready Reserve members (including Team Leaders, Managers, and Supervisors) and their eligible family members can access the Employee Assistance Service (EAS) 24 hours a day, 365 days a year.

You can access EAS by:

- Calling the DTATSIPCA EAS provider Benestar on 1300 360 364.
- Logging on to BeneHub – Benestar’s online portal.

Keep in contact with family and support networks

We recommend you take your mobile phone and charger with you to remain in contact with family and friends during your downtime on deployment.

However, please be aware that mobile coverage may be patchy/inconsistent in disaster-affected areas.

Hygiene and social distancing procedures

- Hygiene requirements must be followed in accordance with Queensland Health advice.
- Hand washing should take place on entering and leaving the workplace, before eating, after using the bathroom and after blowing your nose or sneezing or coughing.
- Ensure regular hand washing using running water and soap (either a block or liquid).
- If you do not have access to soap and water, an alcohol-based hand sanitiser is the next best option.
- Avoid touching your face, especially your eyes, nose, and mouth.
- Mask wearing may be required and you must practice social distancing as per Queensland Health guidelines.

Insect bites

Mosquitoes, midges, sand flies and black flies typically breed in the days following floods. Mosquitoes may carry viruses including but not limited to – Ross River, Dengue and Barmah Forest virus – which can cause illness characterised by fever, rash and joint pain. Insect bites may also result in an irritation and sores that can become infected.

To protect yourself:

- Always wear appropriate clothing when you are in the disaster area including long pants if possible and apply an insect repellent that contains DEET – during the day and the evening.
- Take steps to ensure your sleeping area is mosquito free, e.g. use insecticide spray or other available measures i.e. screens, mosquito nets, etc.
- Seek first aid assistance and advice for insect bites or if you become unwell.
- Refer to Queensland Health advice.

Hazard reporting

Stay aware of your surroundings and any potential environmental hazards. Report any hazards and potential hazards you identify while on deployment to your Team Leader/Manager immediately. Complete a Hazard Report form and submit this to your Team Leader/Manager as soon as possible.

Incident and injury reporting

If you are involved in an incident and/or suffer an injury or illness during your period of deployment, report the incident/injury/illness to your Team Leader/Manager **immediately**.

You will be provided with advice on how to lodge a workplace incident, injury, and illness report form either electronically or manually to report the incident/injury/illness. You are required to report any incidents including those that have a psychological impact.

Emergency and after-hours procedures

If there is an emergency after hours, you should:

- Phone 000 to contact appropriate emergency services.
- Ensure the safety of yourself and others if possible.
- Individual Ready Reserve members should notify their Team Leader/Manager.
- If unable to do so, call the Deployment Team Leader on the phone number provided in your deployment confirmation email.
- Notify the DREMT Event Coordinator.

For significant matters, the Director of Operations will notify the AKC and the ADC.

The AKC will notify the Ready Reserve member's home agency line manager if required.

The district is to prepare a detailed report on the issue and how it was managed, including relevant file notes and statements.

Getting help – contacts

Community Recovery recognises the importance of all employees feeling safe, valued, and supported, and promoting a positive and healthy workplace environment.

Agency key contacts play a crucial support role in community recovery. To locate your Agency key contact visit <https://www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery/contacts>

Travel – getting there and back

Wherever possible, you must use government funded transport options, e.g. government vehicles, train, bus, or air to travel to/from your deployment location.

You can claim the costs of any eligible travel expenses you incur. See the *Allowances & expenses* section in this guide.

All travel claim payments, including for private motor vehicle mileage, will be processed through the SREMT Deployment Travel claims team and will be paid via the DTATSIPCA accounts payable system SAP to your nominated bank account per the information provided on your vendor form. Ready Reserve members will need to complete a vendor

form for each event.

During a disaster event, contact the SREMT Deployment team for travel and accommodation enquiries (and regarding timesheets and allowances) on the phone number provided in your deployment confirmation email, or contact the local (DREMT) Deployment Team Leader in the disaster-affected district as advised at your orientation briefing (please note that during some events your home agency will be the go-to contact).

Ready Reserve members being deployed will receive a deployment confirmation email detailing:

- The period of your deployment and your scheduled return to your home agency
- Important workplace health and safety information
- Other disaster specific information.

Ready Reserve members travelling away from home will receive a second email with travel and accommodation details.

These emails will be sent to both your work and home email addresses.

ACTION - You must forward your deployment confirmation email to your home agency line manager to inform them of your absence from your home agency.

ACTION - Keep your receipts/tax invoices and attach these to your claim form.

Taxi

A taxi can only be used for Community Recovery work when a departmental vehicle or public transport (including the air train) is not available, there is a safety concern, or it is not cost effective.

ACTION - Seek approval for the use of a taxi through the SREMT Ready Reserve Management (RRM) Mobilisation team agencymobilisationteam@chde.qld.gov.au

Air travel

Flights will be booked for you and you will receive an email with the details and a booking reference number.

ACTION - Take photo ID to the airport - driver's license, passport, or social security card. You will need this to check-in and obtain a boarding pass.

DO NOT CHANGE YOUR BOOKINGS. Any issues/changes required regarding flight bookings must be managed through the SREMT Deployment Travel team.

Airport Parking

Airport parking can only be claimed if there are no other reasonable transport options available and driving and parking for the duration of your deployment is more cost effective than other means of transport.

You must have pre-approval from the SREMT Ready Reserve Management (RRM) Mobilisation team and the financial delegate. Be sure to discuss approval for airport parking with the RRM Mobilisation team when your deployment is being organised, so that you can be sent the relevant claim forms with your deployment confirmation email.

Local deployments (not overnight)

Ready Reserve members who are required to travel for Community Recovery, but return to their own home each night, may claim eligible costs they incur including:

- Specific meal allowances
- Other private expenses (e.g. taxi, tolls, parking)
- Costs associated with driving a private car (where this has been pre-approved).

See the *Allowances and expenses* section in this guide for details of eligible expenses.

Accommodation and meals

- Community Recovery will arrange your accommodation and in some cases are able to arrange breakfast, lunch, and dinner, where this is available.
- You may need to share your accommodation with other deployed Ready Reserve members, and in some cases this includes sharing a room.
- Depending on the location, accommodation may be simple due to limited availability and resources, this includes bunk style or on floor sleeping arrangements, or in caravans etc.
- Where possible, Community Recovery will give you advanced notice of where you will be staying.
- You may receive breakfast, lunch, and dinner if facilities allow, or you may be entitled to a Meal Allowance.
- A Meal Allowance must be pre- approved. See the *Allowances and expenses* section in this guide.

Do not change any bookings that have been made for you.

Do not charge expenses of a private nature

e.g. mini-bar, alcohol, movie hire, private phone calls or meal costs to the room. Any additional costs are at your own expense.

Be aware that you may need to contribute to preparing meals, or eat pre-packaged meals, depending on the disaster impacted area and the meal options that are available.

Be aware that due to the disaster, it may not always be possible to cater for special dietary requirements. However, you should let your Team Leader and meal provider know of any special dietary requirements you have when you arrive in the disaster area.

Upon checkout confirm that no ineligible costs have been charged to your room – this is particularly important if you have been sharing a room.

Timesheets

You will be paid for your time working in Community Recovery, including any overtime entitlements, through your home agency payroll system per the [Critical Incident Entitlements and Conditions Directive 06/16](#) (the Critical Incident Directive).

Full-time, part-time, and casual Ready Reserve members should receive overtime entitlements within four to six weeks of deployment, provided the timesheet is completed and submitted correctly and quickly.

- Community Recovery Timesheets are legal records.
- When completing your Community Recovery Timesheet refer to the Instructions and contacts sheet for more information. A completed example of the timesheet is available on the Community Recovery Timesheet Guideline document (which appears on the back of a blank Community Recovery Timesheet).
- **Ready Reserve members must have a ten- hour continuous break between finishing work and commencing work the following day.** This is a legal requirement under the industrial instrument and supports the management of fatigue as required under the Work Health and Safety Act 2011.
- The local (DREMT) Deployment Team Leader will collect all original Community Recovery Timesheets and send them to the SREMT Deployment Timesheets team located in Brisbane for processing.
- Community Recovery Timesheets are batched and scanned to the relevant AKC who will submit them to payroll area for processing and payment.
- You must complete any leave forms for your home agency as well as completing a Community Recovery Timesheet to avoid any overpayments (e.g. sick leave).

Completing your Community Recovery Timesheet

Timesheets must be completed and signed by your Team Leader **daily**. Do not stockpile timesheets, they must be submitted **weekly**.

You can find a digital version of the timesheet here:

<https://www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery/deployment/timesheets-pay-allowances>

Complete the digital Community Recovery Timesheet daily to record your actual hours of duty fully and accurately, as well as any absences.

Manual, hard copy timesheets will be made available if you do not have access to a computer:

- Community Recovery Timesheets must be legible - use UPPER CASE print writing with all required fields completed. Errors will delay your payment.
- Record the correct disaster event name.
- Provide your payroll number and salary classification and level.
- Include your employment status.
- Include your actual work hours each day.
 - Use 24-hour clock for times
 - Record time in 15-minute intervals
- Include your USUAL travel time from home to work.
- Sign your Community Recovery Timesheet
- Take a copy (or a photo) of your completed Community Recovery Timesheet.

Failure to complete the timesheet correctly will delay processing and payment.

If you change work location during your deployment, take your Community Recovery Timesheet with you and give it to your new Team Leader/Manager.

Part-time employees who work the days that they are normally off duty will be paid as if they were a full-time employee working a standard week.

You must correctly record your employment status as part-time on your Community Recovery Timesheet.

Example Timesheet for Return Home Each Night

Timesheet must include Travel to Work and Travel to home each day as per below:

		Day & Date	Day & Date	Day & Date	Day & Date	Day & Date	Day & Date	Day & Date
		Mon	Tue	Wed	Thu	Fri	Sat	Sun
Your usual travel time from HOME to your usual workplace	0:15	20-03-23	21-03-23	22-03-23	23-03-23	24-03-23	25-03-23	26-03-23
Your Ordinary Work Hours Each Day	e.g. 7:15	7:15	7:15	7:15	7:15	7:15	0:00	0:00
Did you have a min. 10 hrs continuous break before starting work?	Yes/No:	Yes	Yes	Yes	Yes			Yes
Work From Home	Please indicate whether you worked from home each day.	No	No	No	No	No	No	No
Travel to work	Time you left home:	7:00	7:00	7:30	7:30			7:00
	Time you got to work:	7:30	7:45	8:00	8:00			7:30
Return Home Each Night	Start Work:	7:30	7:45	8:00	8:00			7:30
	Finish Work:	12:30	12:30	12:30	12:30			13:00
Start Work	Time you arrived at your work location	Start Work:	13:00	13:00	13:00	13:00		13:45
	Finish Work:	16:30	18:30	17:30	17:00			17:30
Finish Work	Time you left your work location	Start Work:						
	Finish Work:							
Travel to home	Time you left work:	16:30	18:30	17:30	17:00			17:30
	Time you got home:	17:15	18:45	18:15	17:45			18:00

Example Timesheet for Away from Home/Overnight

For Travel IN and Travel OUT of the disaster area to be completed as per below:

		Day & Date	Day & Date	Day & Date	Day & Date	Day & Date	Day & Date
		Mon	Tue	Wed	Thu	Fri	Sat
Your usual travel time from HOME to your usual workplace	0:30	20-03-23	21-03-23	22-03-23	23-03-23	24-03-23	25-03-23
Your Ordinary Work Hours Each Day	e.g. 7:15	7:15	7:15	7:15	7:15	7:15	0:00
Did you have a min. 10 hrs continuous break before starting work?	Yes/No:	Yes	Yes	Yes	Yes	Yes	
Away From Home	Please indicate whether you were away from home overnight.	Yes	Yes	Yes	Yes	Yes	No
Travel to work	Time you left home:	8:00					
	Time you got to work:	12:30					
Start Work	Time you left your accommodation each morning	Start Work:	8:00	8:00	8:00	8:00	
	Finish Work:	12:30	12:30	12:30	12:30	13:00	
Finish Work	Time you arrived back at your accommodation each night	Start Work:	13:00	13:00	13:00	13:30	
	Finish Work:	18:30	17:30	17:00	16:30		
Travel to home	Time you left work:					16:30	
	Time you got home:					20:30	

IMPORTANT REMINDERS

- Complete your Community Recovery timesheet and have it signed by your team leader **daily**.
- Submit your Community Recovery timesheet **weekly** to ensure prompt and efficient payment.
- You **MUST** have a **10 hour break** between when you finish work one day and when you commence the following day.

Home agency timesheet

Each agency has individual arrangements in place for completing your usual workplace timesheets and leave forms.

If any other leave is taken while you are on Community Recovery deployment, e.g., sick leave, you should formally apply for leave when you return home using your home agency leave processes.

Please talk to your line manager or AKC for advice specific to your home agency.

Flexitime, Overtime, TOIL, and Sick Leave

Ready Reserve members **DO NOT accrue flexible hours** – flexible time is suspended for the period the Critical Incident Directive is applied unless prior approval is received from your home agency.

- While the Critical Incident Directive is in effect, Ready Reserve members up to classification level AO8.4 (or equivalent) is paid overtime, or can elect to receive a TOIL credit, for any additional hours worked in excess of their ordinary hours.
- Overtime is also payable for all work undertaken before 06:00AM or after 18:00PM, or on weekends and public holidays.
- Ready Reserve members who want to be credited with TOIL for the additional hours worked in Community Recovery, rather than be paid overtime, must seek written pre-approval from their home agency AKC before commencing their deployment. This pre-approval is to be emailed immediately to crbtimesheet@communityrecovery.qld.gov.au.
- All overtime is paid directly from the information recorded on your signed Community Recovery Timesheet - no other claim form is required.
- If you are sick while on deployment, please record this on your Community Recovery Timesheet and upon your return to your home agency, please apply for leave as per your home agency processes.

Allowances and expenses

Incidental Allowance

ELIGIBILITY: An Incidental Allowance is paid to Ready Reserve members for each night you are away from home.

PROCESS: Allowances are processed by the SREMT Deployment Travel claims team and paid through the DTATSIPCA accounts payable system SAP into your nominated bank account as per your vendor form. Eligible Ready Reserve members should complete the

form and submit it with their completed Community Recovery Timesheet. Your timesheet recordings will be used to verify your claim. All travel claims are then batched and sent to the SREMT Deployment team for processing, they are not to be sent individually.

FORM: Overnight Travel Allowance Claim.

REFERENCE: [Domestic Travelling and Relieving Expenses Directive 9/11](#).

Meal Allowance

ELIGIBILITY: When there is an entitlement under the [Domestic Travelling and Relieving Expenses Directive 9/11](#), you may be entitled to receive breakfast, lunch and dinner. If not, you may be entitled to a Meal Allowance and will be notified by Community Recovery. All allowances must be approved and are only paid when there is an entitlement such as the below:

- When meals are not provided as part of your deployment
- Dietary requirements are unable to be met
- A prepaid meal is missed due to operational requirements
- You are performing recovery work in your normal workplace and meet the overtime requirements

PROCESS: Eligible Ready Reserve members should complete the form and submit it with their completed Community Recovery Timesheet. Your timesheet recordings will be used to verify your claim. All travel claims are then batched and sent to the SREMT Deployment team for processing, they are not to be sent individually.

FORM: Overnight Travel Allowance Claim.

REFERENCE: [Domestic Travelling and Relieving Expenses Directive 9/11](#).

ACTION: Ensure you have pre-approval.

Returning home each night (expense claims)

ELIGIBILITY: Ready Reserve members who are required to travel for Community Recovery, but return home each night, may claim eligible costs they incur. This may include:

- Specific meal allowances
- Other transport related private expenses (e.g. taxi, tolls, parking)
- Costs associated with driving your private car (where this has been pre-approved in writing).

PROCESS: Eligible Ready Reserve members should complete the form and submit it with their completed Community Recovery Timesheet.

Your timesheet recordings will be used to verify your claim. All travel claims are then batched and sent to the SREMT Deployment team for processing, they are not to be sent individually.

FORM: Same Day Travel Expense.

REFERENCE: [Directive on Hours, Overtime and Excess Travel \(02/18\)](#), [Domestic Travelling and Relieving Expenses Directive 9/11](#) and [Directive 20/16 Motor Vehicle Allowances](#).

ACTION: Keep your receipts/tax invoices and attach these to your claim form. If you do not have all your receipts, complete a [Statutory Declaration](#) to claim reimbursement for any of out-of-pocket expenses.

Hardship Allowance

ELIGIBILITY: Hardship Allowance is not an automatic entitlement and should not be applied for on the Travel Allowance Claim form. The decision to grant the Hardship Allowance will be determined by the financial delegate and SREMT Event Coordinator. Not having air-conditioning or being in an aged room does not necessarily entitle someone to the Hardship Allowance.

PROCESS: This Allowance is taxable and will be paid through your payroll department if approved.

REFERENCE: [Critical Incident Entitlements and Conditions Directive 06/16](#) and [Domestic Travelling and Relieving Expenses Directive 9/11](#).

Public holidays

If your deployment falls on a public holiday you will be paid the relevant public holiday rates for hours worked.

Excess travel time

ELIGIBILITY: Employees who are required to travel for Community Recovery, away from their normal place of work, outside the ordinary spread of hours (e.g. before 06:00AM or after 18:00PM Monday to Friday, or anytime Saturday or Sunday), and would normally be compensated for excess travel time, will receive payment made at their usual hourly rate at the time the excess travel occurred.

PROCESS: Excess travel is calculated and paid via the Community Recovery Timesheet. Excess travel time is calculated as the difference between the time it would normally take you to travel to work compared to an alternative place of work (such as your Community Recovery work location). It is only calculated for days you normally work - if you do not usually work Saturday/Sunday then usual travel is not deducted.

FORM: Community Recovery Timesheet.

REFERENCE: [Directive on Hours, Overtime and Excess Travel \(02/18\)](#)

Use of private motor vehicles and Mileage Allowance

ELIGIBILITY: To claim a Mileage Allowance, you must have pre-approval from the SREMT RRM Mobilisation team and financial delegate, and have kept the required records for each individual trip, including date, time, mileage, and purpose. You must also have the required motor vehicle insurance.

You can submit a claim if you satisfy the following requirements:

1. There are no other reasonable options to get to your assigned Community Recovery work location at the appointed time, including access to a Queensland Government vehicle or public transport i.e. you are required to drive your private vehicle; and
2. The distance between your residence and your Community Recovery work location is greater than the distance between your residence and your normal place of work; and

3. **The arrangement is pre-approved by the RRM Mobilisation team prior to travel;** and Based on the above, the RRM Mobilisation team has agreed, and provided you with written confirmation, that you can drive your private car.
4. You have kept the required records for each individual trip including date, time, mileage, and purpose.

PROCESS: Your vehicle must be covered by either a Comprehensive Motor Vehicle Insurance policy or a Third-Party Property Damage Insurance policy. If approved, you must contact your insurance company before you drive to your Community Recovery work location and ask for an endorsement indemnifying your employer against certain liabilities at law. This is a standard endorsement available on request from all insurance companies. The policy does not require the actual words 'Queensland Government', the word 'employer' will suffice.

You must then provide a copy of your Comprehensive Motor Vehicle Insurance policy or Third-Party Property Damage Insurance policy showing the indemnity was in place on **the date you drove to/from your Community Recovery work location.**

Reimbursement is based on engine size and a prescribed per kilometre rate.

FORM: Private Motor Vehicle Approval form and Mileage Allowance form

REFERENCE: [Directive 20/16 Motor Vehicle Allowances](#)

ACTION: Following approval, contact your insurance company **before you drive** to your Community Recovery work location and ask for an endorsement indemnifying your employer against certain liabilities at law. You must keep the required records for each individual trip including date, time, mileage, and purpose.

OPTION: If you were not able to obtain the indemnity, you can claim **eligible fuel costs**. Reimbursement is based on the kilometres travelled, the cost of fuel purchased, and the vehicle's fuel usage rate with appropriate evidence. Community Recovery claims for fuel expenses are extremely rare but possible.

What to take

Clothing

Even though your Community Recovery work location is a less formal environment than your usual workplace, the standard of dress must be appropriate.

- In most cases you will be provided with two Community Recovery short-sleeved polo shirts, your choice of a cap or wide-brimmed/bucket hat, and a rain poncho. Ready Reserve members who have been previously deployed may already have these items and will be required to wear them.
- Long-sleeved shirts may be worn under your Community Recovery polo shirt in colder weather.
- Ready Reserve members are expected to wear their Community Recovery shirts when on duty during their deployment.
- Employees must not wear Community Recovery shirts, badges, or government identification tags when off duty during the deployment period, or at any other time that is not deemed to be official Community Recovery business.
- You should bring with you; light, neat, comfortable clothing sufficient for the period of your deployment that is suitable for the location you are being deployed to:

- Full-length slacks, trousers, or jeans (to protect from mosquitoes)
- In hot climate locations, knee-length shorts can be worn
- Long-sleeved lightweight shirts or short-sleeved T-shirts
- Underwear and socks
- Jumper or jacket
- Wet weather gear (e.g. raincoat/rain jacket, spray jacket or umbrella)
- Casual clothes for outside of work hours.

Footwear

- Two pairs of closed-in comfortable footwear – you could be on your feet for long periods (in case one pair becomes wet or muddy), e.g. joggers.
- Thongs or slides – may be required for shared amenities (N.B. Important – thongs or sandals must not be worn during work hours).

Medical

- Medications – any personal medications as they may not be available in the event area.
- Personal safety kit (e.g. Band-Aids, antiseptic cream, etc.).

Devices and other personal Items

- Mobile phone and battery charger (personal use).
- Headphones, iPod or MP3 player, reading book.
- Spare pair of glasses or contact lenses, and sunglasses.

Bath and laundry

- Personal toiletries (may not be available at accommodation or in the event area).
- Bath towel (also hand towels may be handy in hot and humid weather).
- Small amount of washing powder.
- 2 x large plastic garbage bags (for dirty or wet clothes)

Bed

- Pyjamas suitable for use in shared accommodation.
- Earplugs – very useful in shared accommodation.
- Eye mask for sleeping.
- Your own pillow if you require it (must fit within your total baggage limit).

Essential food and snacks

- Personal water bottle you can refill.
- Essential food that is not standard and may be unavailable.
- Small snacks (e.g. Tinned food such as tuna/beans, muesli bars, trail mix, chips, biscuits, chocolate, jelly beans, etc.).
- You may like to take your own coffee sachets/tea bags.

Identification, finances, and banking

- Personal credit card or debit card, if you have one (accommodation is paid for but a card imprint may be required for any personal charges incurred during your stay).

- Small amount of cash (e.g. \$50) and/or access to funds for an emergency.
- Personal bank account numbers and information (if required for payment of travel claims and allowances – most meals are provided).
- Queensland Government corporate card, ONLY IF approved to use (include home agency line manager approval to use).
- Motor Vehicle Insurance Policy and Indemnity (only required for pre-approval of private motor vehicle use).
- Queensland Government employee identification card or other photo identification.
- Community Recovery name badge and/or Queensland Government name badge.
- Driver licence
- Medicare card

Baggage

- 1 large bag – suitcase/travel bag).
- 1 small bag – backpack or side bag for daily use.
- Unless you are advised otherwise, your baggage limits will be:
 - 23kg checked baggage
 - 7kg carry-on.

Community Recovery briefings and debriefings

Orientation briefing (on arrival)

You will receive information on:

- Local community and disaster impacts
- Service Delivery Model
- Management structure
- Code of Conduct for the Queensland Public Service
- Workplace health and safety requirements
- Timesheet and expense claim procedures.

Briefings

Managers or delegated Team Leaders will confirm the location and time of the daily shift briefing and debriefing.

Daily shift briefing (before each shift)

Managers or a delegated Team Leader will brief you before you start work each day on the following topics:

- Overview of the current operations
- Confirming escalation points for any key issues
- Highlighting emerging issues that you need to be aware of

- Confirming daily reporting requirements.

Daily shift debriefing (end of each shift)

The purpose of the daily shift debrief is to:

- Debrief experiences for the day
- Discuss and resolve any challenges or issues encountered
- Provide advice on any outstanding quality assurance that needs attention
- Suggest improvements moving forward.

Team Leader/Manager – handover briefing (between outgoing and incoming supervisors)

All Team Leaders/Managers must provide a handover, including:

- Overview of current operations and processes
- Daily activities and reporting arrangements
- Identifying any key or emerging issues
- Confirming escalation points for key issues
- Confirming Ready Reserve members' rosters/arrangements.

Exit debrief and administration

All departing Ready Reserve members are required to actively participate in the exit debrief. The objective of this debrief is to thank Ready Reserve members, check in on their wellbeing, and improve future Community Recovery operations by identifying good practice and areas needing further development. At the exit debrief you will:

- Finalise your Community Recovery Timesheet
- Check your allowance and expense claim forms are completed correctly
- Complete your Vendor Master Data Maintenance form
- Return any items provided to you by the Logistics team.

Exit briefing contributors may include:

- DREMT Event Coordinator or their delegate
- EAS – Benestar counsellor
- Team Leader, Ready Reserve Management (DREMT)
- Team Leader, Deployment (DREMT)
- Team Leader, Logistics (DREMT)
- Team Leader, Training (SREMT).

Before leaving the disaster location

Please ensure you complete the following:

- Community Recovery Timesheet
- Same Day Travelling Expenses form OR Overnight Travel Allowance Claim form
- Mileage Allowance form, if approved to claim private vehicle use
- Vendor Master Data Maintenance form (required only once per event)
 - You will need your bank account name, BSB and account number to complete the vendor form.

Returning home

Community Recovery work is extremely rewarding but can also be emotionally draining and challenging. When you are deployed you may face an unfamiliar environment being away from your home, family, and normal workplace, and working very long hours under pressured conditions.

It is not always easy returning to your workplace and normal routines after an intense deployment experience in a disaster event (or like event). Some tips to get back in the swing of things are:

- Be aware of any signs of stress or behaviours that are out of character for you
- Contact your agency's EAS provider if needed. The EAS provides free and confidential 24/7 counselling, professional coaching, and support to assist Ready Reserve members with their health and wellbeing. This support can be provided through face-to-face consultations, phone, and online counselling services. For more details [contact your AKC](#).
- Organise a catch-up to share your experiences with your team – you may inspire someone else to put their hand up to become a Ready Reserve member.

If you experience any of the following, professional help is available through the EAS:

- Mood changes (e.g. irritability, anxious or nervous, depressed etc)
 - You feel anxious, nervous, or depressed.
 - You are more irritable than usual, and/or your mood changes back and forth dramatically
- You are experiencing physical reactions such as rapid heartbeat or sweating
- Your sleep and/or eating is disturbed, or you are experiencing intrusive thoughts or images (e.g. repeated and vivid memories of the event)
- You find it difficult to concentrate and/or
- Make decisions, you become easily confused or are unable to do your work properly
- You are experiencing difficulties in your relationships
- You are overwhelmed by your emotions and feel that you have no one to talk to.

Question?

Contact your Agency Key Contact (AKC)

www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery/contacts

General information

Community Recovery Ready Reserve webpage:

www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery

For Managers

www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery/managers-contacts-coordinators/managers

Training

Information and access to the online training program:

www.forgov.qld.gov.au/service-delivery-and-community-support/help-community-disaster-recovery/existing-ready-reserves/training-program