

SERVICE AGREEMENT

BETWEEN

**THE SALVATION ARMY
THE SOUTHERN DIVISION**

AND

**CANTERBURY CIVIL DEFENCE
EMERGENCY MANAGEMENT GROUP**

**(Approved by CEG 7 May 2007)
(Updated by CEG 10 Nov 08)**

SERVICE AGREEMENT

BETWEEN: THE SALVATION ARMY SOUTHERN DIVISION
(Hereinafter referred to as The Salvation Army)

AND

THE CANTERBURY CIVIL DEFENCE EMERGENCY MANAGEMENT GROUP
(Hereinafter referred to as **CDEM Group**)

1.0 THE BACKGROUND

- 1.1 This service agreement is based on the Memorandum of Understanding between The Salvation Army and the Ministry of Civil Defence Emergency Management.
- 1.2 It relies on clear and unambiguous relationships being developed with all parties who have a complementary or supplementary role in dealing with the consequences of an event.
- 1.3 It requires clear mutual understanding of the capabilities and expectations between The Salvation Army and the CDEM Group organisation and individual stakeholders and partners.
- 1.4 It confirms our desire to provide all our services in a professional and competent manner. It acknowledges the need to document, (for the avoidance of doubt), The Salvation Army capabilities and expectations of the CDEM Group in responding to an emergency or training exercise.
- 1.5 The Salvation Army acknowledges the formation of the Canterbury CDEM Group to focus on the collaborative development of responses and recovery plans for community welfare in the event of an emergency.
- 1.6 The Salvation Army will acknowledge and support the expertise and guidance of all stakeholders and partners in the establishment of appropriate arrangements to ensure the optimum delivery of co-ordinated support to affected communities. Our readiness will be enhanced by having response and recovery plans in place.

2.0 IN SIGNING THIS SERVICE AGREEMENT THE CDEM GROUP WILL AGREE TO UNDERTAKE THE FOLLOWING:

- 2.1 Maintain a Welfare Plan to support the CDEM Group Plan.
- 2.2 Will provide Welfare planning to ensure effective, timely and integrated co-ordination of Welfare for the Canterbury area following a significant emergency.
- 2.3 The Welfare plan will document an integrated planning process using the Welfare Advisory Group (WAG) to collaboratively develop group level arrangements for the co-ordination of community welfare in the event of an emergency.
- 2.4 Include the Salvation Army in regular WAG meetings.
- 2.5 Provide support and advice on emergency management procedures as they specifically affect The Salvation Army especially where changes, additions or alterations are made to the National or CDEM Group Plans.
- 2.6 Take responsibility for the health and safety of The Salvation Army personnel as outlined in the Health & Safety in Employment Act while providing support, whether during an emergency or in training organised and run by the CDEM Group.

- 2.7** Consult with The Salvation Army designated Emergency Services Co-ordinator at the earliest opportunity in an emergency or a scheduled exercise to determine the level of support that can be provided.
- 2.8** Work with The Salvation Army to ensure that adequate interagency and control centre communications are in place.
- 2.9** Provide opportunities for the training and familiarisation of The Salvation Army staff as mutually agreed.
- 2.10** Share technical information, operational plans and such other information necessary for the effective administration of this Service Agreement.
- 2.11** Reimburse prior approved (as set out in 3.6) costs incurred in providing support during an emergency or a scheduled exercise including reasonable equipment overhead and depreciation costs.
- 2.12** Undertake to pay the wages or salaries of key personnel on a negotiated secondment for involvement in providing long term leadership or support.
- 2.13** Undertake to reimburse The Salvation Army for prior approved purchases on receipt of an official invoice, as set out in 3.6.

3.0 IN THE SIGNING THIS SERVICE AGREEMENT “THE SALVATION ARMY”

- 3.1** Acknowledges our obligation to support the community in an emergency as in the terms outlined in this Service Agreement and Schedules.
- 3.2** During an emergency or otherwise when activated will provide the services as contained in the attached schedules.
- 3.3** Will provide clear operational details in each Service Schedule including capability administration, equipment and provision suppliers.
- 3.4** Will continue to deliver business as usual from our Community and Family Services Centres during an emergency as circumstances allow. The centres will accept emergency assistance referrals from the appropriate authority in the Civil Defence Emergency Operations Centre and claim reimbursement for the emergency assistance requested as per 3.6
- 3.5** Maintain a close working relationship with the Group Welfare Manager and be an active member of the CDEM Group WAG.
- 3.6** Will, before carrying out any activity that may incur expenditure that we intend to claim reimbursement for, obtain prior agreement from the Group Emergency Coordination Centre Welfare Section or the Local Emergency Operations Centre Welfare Section requesting the assistance.
- 3.7** Will undertake to ensure that The Salvation Army is represented by a senior Officer or representative at the Welfare Management level as follows:
- a) Group Welfare Advisory Group
 - b) District Welfare Management Committee’s Christchurch, Waimakariri. Ashburton and Timaru.

3.8 Will undertake to ensure that The Salvation Army is represented at the operational level within the CDEM Group area as follows.

a) Group ECC Welfare Unit.

b) District Welfare Sections EOC's: Christchurch, Waimakariri, Ashburton and Timaru.

3.9 The Salvation Army Divisional Commander has the authority to co-ordinate all Salvation Army response and recovery activities throughout the CDEM Group area and is the principle Salvation Army advisor to the Group Controller.

4.0 SCHEDULES FORMING THIS SERVICE AGREEMENT

The attached schedules contain a full description of the services provided and may be amended from time to time in writing reflecting the capability and availability of the unit or team.

5.0 TERM, AMENDMENT AND RENEWAL OF THIS SERVICE AGREEMENT

This agreement shall take effect upon execution by the parties.

This Service Agreement shall remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.

This Service Agreement and or its schedules may be amended from time to time by mutual agreement between the parties.

This Service Agreement is to be read in conjunction with the National Memorandum of Understanding.

This Service Agreement shall be routinely reviewed every year by both parties, on or about the anniversary of the signing of this Service Agreement.

6.0 ACCEPTANCE

The undersigned accept the terms of this Service Agreement on behalf of their respective party.

Paddy Clifford
Chair Canterbury CDEM
Coordinating Executive Group

Lyndon Buckingham
The Divisional Commander
The Salvation Army Southern Division

Date:

Date:

The list of Schedules forming part of this Agreement are attached as:

1 Provision of Catering

2 Provision of Temporary Shelter

Schedule 1

PROVISION OF CATERING AT WELFARE CENTRES, BETWEEN THE SALVATION ARMY SOUTHERN DIVISION AND THE CANTERBURY CDEM GROUP

Term, amendment and renewal of this schedule

This schedule will take effect upon execution of the Service Agreement.

This schedule will remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.

This schedule may be amended from time to time by mutual agreement between the parties.

The parties will routinely review the schedule as required in the Service Agreement every year on or about the anniversary of the signing of the Service Agreement.

Limitations

The schedule is provided on a “best-endeavour” and will be conditional on our ability, at the time of the event, to provide the service as outlined.

Costing

Reimbursement for the schedule is as outlined in the Service Agreement and will require prior agreement from the applicable Group or District Welfare Manager to support our expenditure. It is the applicable Group or District Welfare Manager’s responsibility to ensure that this agreement is conveyed to The Salvation Army, prior to the deployment of our people.

Location

Catering could be provided at designated Civil Defence Welfare Centres within 25 kms from our Christchurch city base. Further by negotiation on a case by case basis. We would provide for a minimum of two centres at any one time, with other centres to be negotiated and dependant upon what other services are operating at the time.

Provisions

We will, on request, at the nominated CDEM Welfare Centre provide:

- * Light refreshments for evacuees, for up to 100 persons
- * Light meals suitable for a lunch, with three (3) hours notice, for up to 100 persons
- * Hot evening meals, with up to four (4) hours notice, for up to 100 persons

Staffing

We will provide up to six (6) persons initially and provide further staffing as required for the size of the event.

We will maintain this facility up to the first 72 hours and thereafter this provision will be restricted to an agreement made in advance with the appropriate District Welfare Manager.

Staff may also be drawn from our volunteers.

Supplies

Initial supplies for an event will be sourced through our Addington Social Service Centre, supported by Three Chefs Ltd., with backup supplies from a number of supermarkets in the region. Outside of Christchurch, initial supplies would need to be transported in, and where this is not possible, then we would requisition goods needed through CDEM.

Mobile Catering Units available for use in times of Emergency

Ashburton Corps:

Cnr Cass and Cameron Streets, Ashburton

Phone: (03) 308 7610 A/H (03) 308 7062

1 caravan catering for 100 persons thereafter depending on supplies

Addington Social Service Centre:

62 Poulson Street, Christchurch

Phone: 338 5154 A/H 332 1013

1 land rover and large unit, catering for 100 people

Christchurch City Corps:

Cnr Durham and Chester Streets, Victoria Square

Phone: 366 0740 A/H 385 8189

1 van, catering for up to 100 people

Linwood Corps:

177 Linwood Avenue, Christchurch

Phone: 389 3723 A/H 386 3084

1 small van, catering for 50 people

Hornby Community Ministries:

23 Manurewa Street, Hei Hei

Phone: 349 6268 A/H 338 4148

1 trailer unit, catering for 50 people

Aranui Corps:

32 Portsmouth Street, Christchurch

Phone: 382 9135 A/H 388 8485

1 small unit, catering for 40 people

Rangiora Corps:

Ashley Street, Rangiora

Phone: (03) 313 2370 A/H (03) 313 2807

1 unit, catering for 80 people

Sydenham Corps:

250 Colombo Street, Christchurch

Phone: 332 8277 A/H 338 5221

1 small unit, catering for 50 people

1 BBQ unit, suitable for a BBQ type meal only

Timaru Corps:

206 Wai-iti Road, Timaru

Phone: (03) 684 7139 A/H (03) 686 2261

1 caravan, catering for 100 persons thereafter depending on supplies

1 4x4 van

Activation

This schedule is activated on request to The Salvation Army officer in charge of emergency services by telephone to the numbers provided and confirmed with an authority to purchase by e-mail to the addresses provided.

1st call: **The Manager, Addington Social Services (03) 338 5154**
hilton_froggett@nzf.salvationarmy.org
A/H (03) 322 1013 027 438 5154

2nd Call: **Divisional Emergency Services Coordinator**
Major Rex Cross
027)4511522 AH 03 3764267
Rex_cross@nzf.salvationarmy.org

3rd Call: **The Divisional Commander (03) 377 0799**
Lyndon_Buckingham@nzf.salvationarmy.org
A/H (03) 382 1522 027 289 7028

Schedule 2

PROVISION OF TEMPORARY SHELTER BETWEEN THE SALVATION ARMY AND THE CDEM GROUP

Term, amendment and renewal of this schedule

This schedule will take effect upon execution of the Service Agreement.

This schedule will remain in effect until superseded by mutual agreement between the parties, or cancelled by one party advising the other in writing.

This schedule may be amended from time to time by mutual agreement between the parties.

The parties will routinely review the schedule as required in the attached Service Agreement every year on or about the anniversary of the signing of the Service Agreement.

Limitations

The schedule is provided on a “best-endeavour” and will be conditional on our ability, at the time of the event, to provide the service as outlined.

Costing

Reimbursement for the schedule is as outlined in the Service Agreement and will require prior agreement from the applicable Group or District Welfare Manager to support our expenditure. It is the applicable Group or District Welfare Manager’s responsibility to ensure that this agreement is conveyed to The Salvation Army, prior to the deployment of our people.

Locations

We have the following units to which persons may be referred for temporary shelter, depending on the availability of bedding:

The Salvation Army Aranui,

32 Portsmouth Street

Phone: 382 9135 A/H 388 8485

- * 100 people can be sheltered
- * 2 offices for interviewing
- * 4 toilets
- * 8 carparks
- * 100 meals can be dispensed on 2 hours notice

The Salvation Army Belfast,

794 Main North Road, Belfast

Phone: 323 8257 A/H 323 6684

- * 100 people can be sheltered
- * Offices for interviewing
- * 2 toilets
- * 8 carparks
- * 100 meals can be dispensed on 2 hours notice

**The Salvation Army Christchurch City,
Cnr Durham and Chester Streets, Victoria Square**

Phone: 366 0740 A/H 385 8189

- * 100 - 120 people can be sheltered
- * Offices for interviewing
- * 10 toilets
- * 10 carparks
- * 100-120 meals can be dispensed on 2 hours notice

**The Salvation Army Hornby,
23 Manurere Street, Hei Hei**

Phone: 349 6268 A/H 338 4148

- * 50 people can be sheltered
- * Offices for interviewing
- * 3 toilets
- * 1 carpark
- * 50 meals can be dispensed on 2 hours notice

**The Salvation Army Linwood,
177 Linwood Avenue, Christchurch**

Phone: 389 3723 A/H 386 3084

- * 110 people can be sheltered
- * Offices for interviewing
- * 6 toilets
- * 20 carparks
- * 110 meals can be dispensed on 2 hours notice

**The Salvation Army Rangiora,
Ashley Street, Rangiora**

Phone: (03) 313 2370 A/H (03) 313 2807

- * 200 people can be sheltered
- * Offices for interviewing
- * 3 toilets
- * 4 carparks
- * 200 meals can be dispensed on 2 hours notice

**The Salvation Army Sydenham,
250 Colombo Street**

Phone: 332 8277 A/H 338 5221

- * 200 people can be sheltered
- * Offices for interviewing
- * 6 toilets
- * 20 carparks
- * 200 meals can be dispensed on 2 hours notice

**The Salvation Army, Ashburton
Cnr Cass and Cameron Streets, Ashburton**

Phone (03) 308 7610 A/H (03) 308 7062

- * 200 people can be sheltered
- * 5 offices for interviewing
- * 3 toilets
- * No showers
- * 6 carparks
- * 200 meals can be dispensed on 2 hours notice

**The Salvation Army, Timaru
206 Wai-iti Road, Timaru**

Phone: (03) 684 7139 A/H (03) 686 2261

- * 60 people can be sheltered
- * 3 offices for interviewing
- * 6 toilets
- * No showers
- * 20 carparks
- * 60 meals can be dispensed on 2 hours notice

Provisions

We will on request provide temporary shelter only at these centres, and will while in our care, provide refreshments etc reimbursed as detailed in the Service Agreement.

Staffing

Initially the staff at these centres will provide the care as required. We will maintain the facilities for the first 72 hours and thereafter this provision will be restricted to an agreement made in advance with the appropriate District Welfare Manager. Staff will be drawn from our volunteers, depending on the size of the event.

Supplies

Initial supplies for catering will be sourced from local supermarkets and where necessary will be requested from the local CDEM EOC Logistics Section.

Activation

This schedule is activated on request to The Salvation Army officer in charge of emergency services by telephone to the numbers provided and confirmed with an authority to purchase by e-mail to the addresses provided.

1st call: **The Manager, Addington Social Services (03) 338 5154 or 027 438 5154**
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