



OPERATIONAL CIRCULAR 18/2024

File: D33983

March 2024

CATERING SUPPORT AT DFES INCIDENTS

Key Message

Staff are reminded of the roles and responsibilities of The Salvation Army when providing catering at DFES incidents.

What's been happening?

The Salvation Army is a highly valued partner of DFES; however, it has been asked to operate beyond agreed roles and responsibilities when providing catering at some DFES incidents.

This includes:

- Being mobilised by DFES staff to Local Government managed incidents.
- Delivering meals to forward operations points.
- Supplying non-stocked items, e.g., Powerade, ice cream, chocolate milk etc.
- Receiving late notice of dietary requirements, e.g. gluten free, vegan etc.; and
- Requested to provide an unrealistic number of snacks and drinks for storage in fire appliances.

What do I need to do?

Review Attachment A which outlines the roles and responsibilities of The Salvation Army during DFES incidents. It is important to recognise that The Salvation Army are volunteers and work very hard to support DFES operations.

Further information

For further information please contact State Operations Logistics Manager, Lyndon Jackson on 0437 380 085 or lyndon.jackson@dfes.wa.gov.au.

CRAIG WATERS AFSM
DEPUTY COMMISSIONER OPERATIONS

Target Audience: Operational Staff				
A	B	C	D	Vol
O.I.C. is to communicate content to all relevant personnel under their command, discuss implications, and sign appropriate box above. Once completed Circulars shall be filed on station and forwarded to Information Resources at the end of each financial year.				
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Attachment A – The Salvation Army Catering Role Statement

The Salvation Army maintains 24-hour contact through the DFES Communications Centre (COMCEN) to ensure catering is provided **at any time** within the Perth Metropolitan Regions, and **by consultation** within the South-West, Lower South-West, Great Southern and Goldfields Midlands Regions only.

The Salvation Army is “activated” for deployment by DFES for Level 3 incidents. They may also be activated occasionally for Level 2 incidents.

Currently, the Salvation Army can attend a maximum of two (2) concurrent incidents.

The roles and responsibilities of the Salvation Army include:

Operation and Set-up

- Mobilisation and arrival on site within 90 – 120 minutes from notification to deploy by COMCEN within the Perth Metropolitan Region. Arrival may take longer for regional deployments.
- Setting up catering equipment, such as mobile kitchen facilities, fixtures and appliances at the Incident Control Centre site.
- Provide storage facilities for additional food and beverage items (i.e. freezer, fridge, dry storage units).
- Provide hot boxes for DFES to transport food and beverage items to other locations, if required.
- Manage catering equipment, facilities, and volunteer catering staff at the Incident Control Centre site.
- Assist DFES set up dining facilities (i.e. tables and chairs) where required.
- Maintain and clean all catering equipment and catering facilities including dining/eating areas.
- Catering services including preparation, handling, and serving of food and beverages in line with WA Food Safety and Food Hygiene Standards.
- Provide disposable environmentally friendly utensils, serviettes, cups, and plates.
- Provide handwashing facilities (stations).

Services and Meals

- Preparation of a range of healthy and nutritious meals (cold and hot) that are of a high-quality and standard.
- Cooking and serving of meals from a **fixed location** at the Incident Control Centre site.
- Meals are to be provided to personnel 24/7 for the entire duration of an incident.
- Meals include breakfast, lunch, dinner and may include some meals overnight as well as snacks.
- Provision of some (no more than 10) meals that cater for the dietary requirements of people who are vegetarian, vegan, or have food allergies or intolerances such as nut, dairy, lactose, and gluten free alternatives .

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DFES and Volunteer Incident Personnel

- The Salvation Army is not responsible for distribution of food and beverages to Forward Control Points.
- All personnel are to be always respectful and courteous to the contractor and volunteer catering staff.
- Personnel should notify the Incident Management Team (IMT) or Catering Officer of any special dietary requirements immediately.
- Personnel should notify the IMT Logistics Officer or Catering Officer of any issues.

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