

Australian Institute for
Disaster Resilience



Spontaneous Volunteering: Definitely an asset if managed well

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make a difference

Vision

AIDR is respected as the leading source of disaster resilience knowledge to support a safer Australia.

Mission

AIDR leads the development, promotion and utilisation of Australia's Disaster Resilience Body of Knowledge to inform what we do and to challenge and improve how we think, providing a foundation for excellence in decision-making.

Impact

Knowledge shared through the Australian Disaster Resilience Body of Knowledge and AIDR's knowledge programs will be used by individuals, communities and organisations to build resilience by reducing risk and minimising harm to themselves and others from disasters.

Purpose

To help enhance resilience and reduce suffering by ensuring effective decisions are being made that minimise the impact of disasters on people and communities.



Australian Institute for
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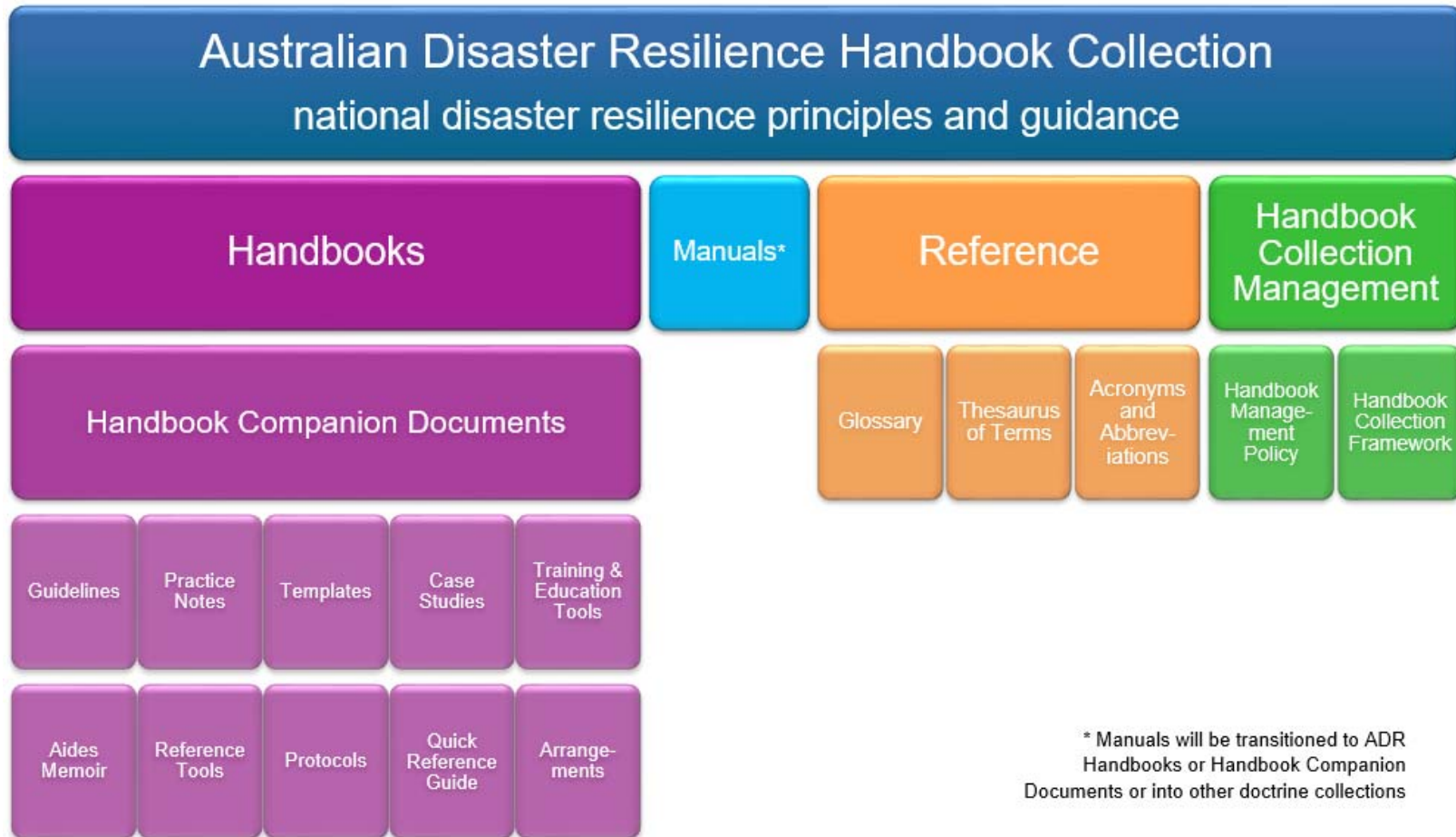
Australian Disaster Resilience Handbook Collection

connecting policy, principles and practice



AIDR is responsible- through development, publication and management of the Australian Disaster Resilience Handbook Collection - to enhance the **national capability** in disaster resilience.

Handbook Collection Framework



* Manuals will be transitioned to ADR Handbooks or Handbook Companion Documents or into other doctrine collections

Handbook 1	Disaster Health (2011)
Handbook 2	Community Recovery (2013) (under review) plus Monitoring & Evaluation Framework for Disaster Recovery Programs and Evidence Base
Handbook 3	Managing Exercises (2017)
Handbook 4	Evacuation Planning (2013) (under review)
Handbook 5	Communicating with People with a Disability: National guidelines for emergency managers (2012)
Handbook 6	National Strategy for Disaster Resilience: Community engagement framework (2012)
Handbook 7	Managing the Floodplain: A guide to best practice in flood risk management in Australia (2017) plus companion tools including 5 guidelines, 1 template and 1 practice note
Handbook 8	Lessons Management (2013) (to be reviewed in 2017-18)
Handbook 9	Australian Emergency Management Arrangements (2014) (to be reviewed in 2017-18)
Handbook 10	National Emergency Risk Assessment Guidelines (2015) plus companion tools including practice guide and NERAG online training program
Handbook 12 (new)	Spontaneous Volunteer Management (2017) (under development)
Handbook 13 (new)	Australian Disaster Resilience Handbook Collection Management Policy & Framework (under development)
Handbook 14 (new)	Principles of Incident Management in Australia (under development)
Handbook 15 (new)	Safe & Healthy Mass Gatherings (to be developed in 2017-18)

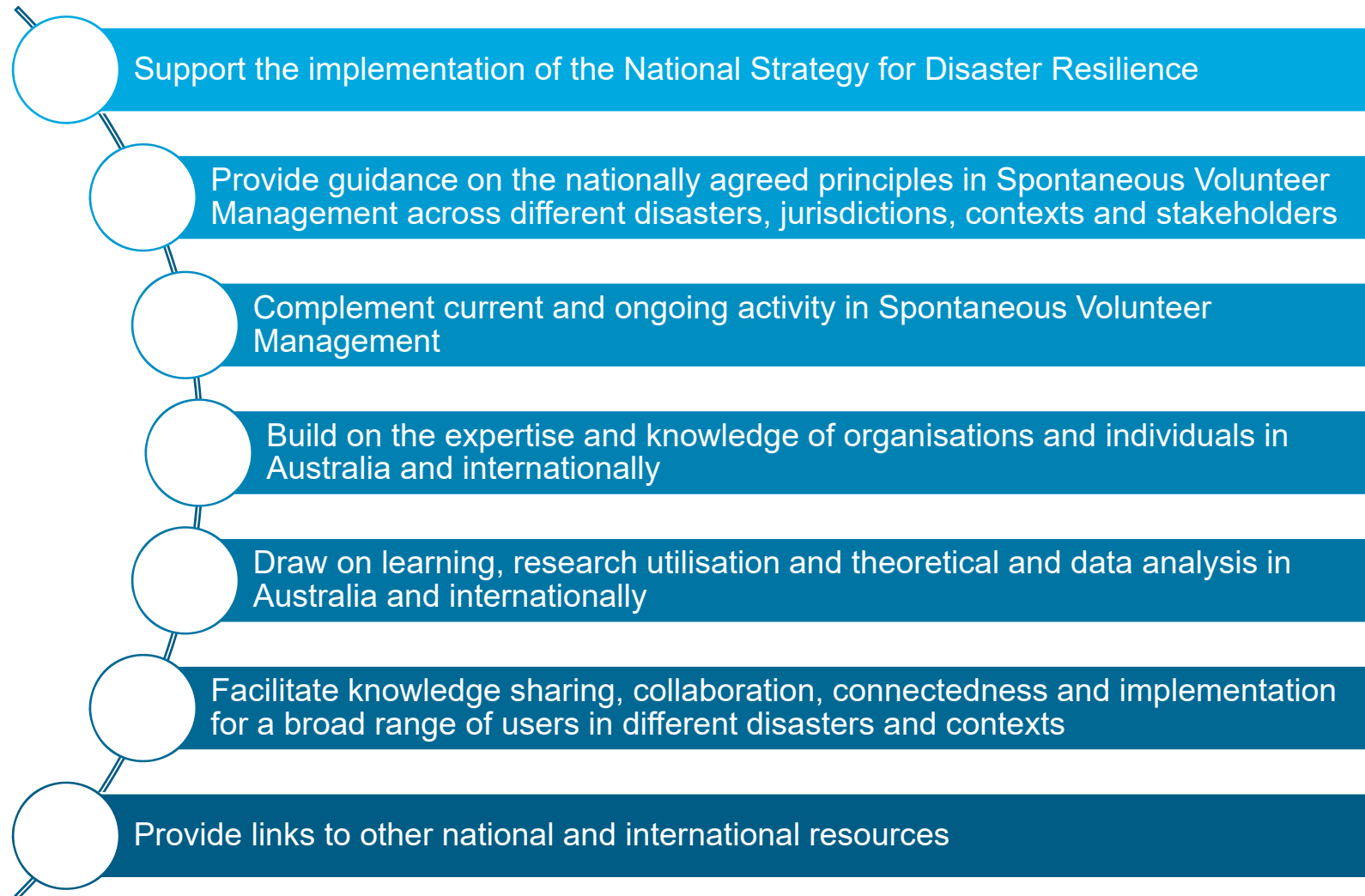
Spontaneous?
Volunteers?
Manage?

Spot Poll #1

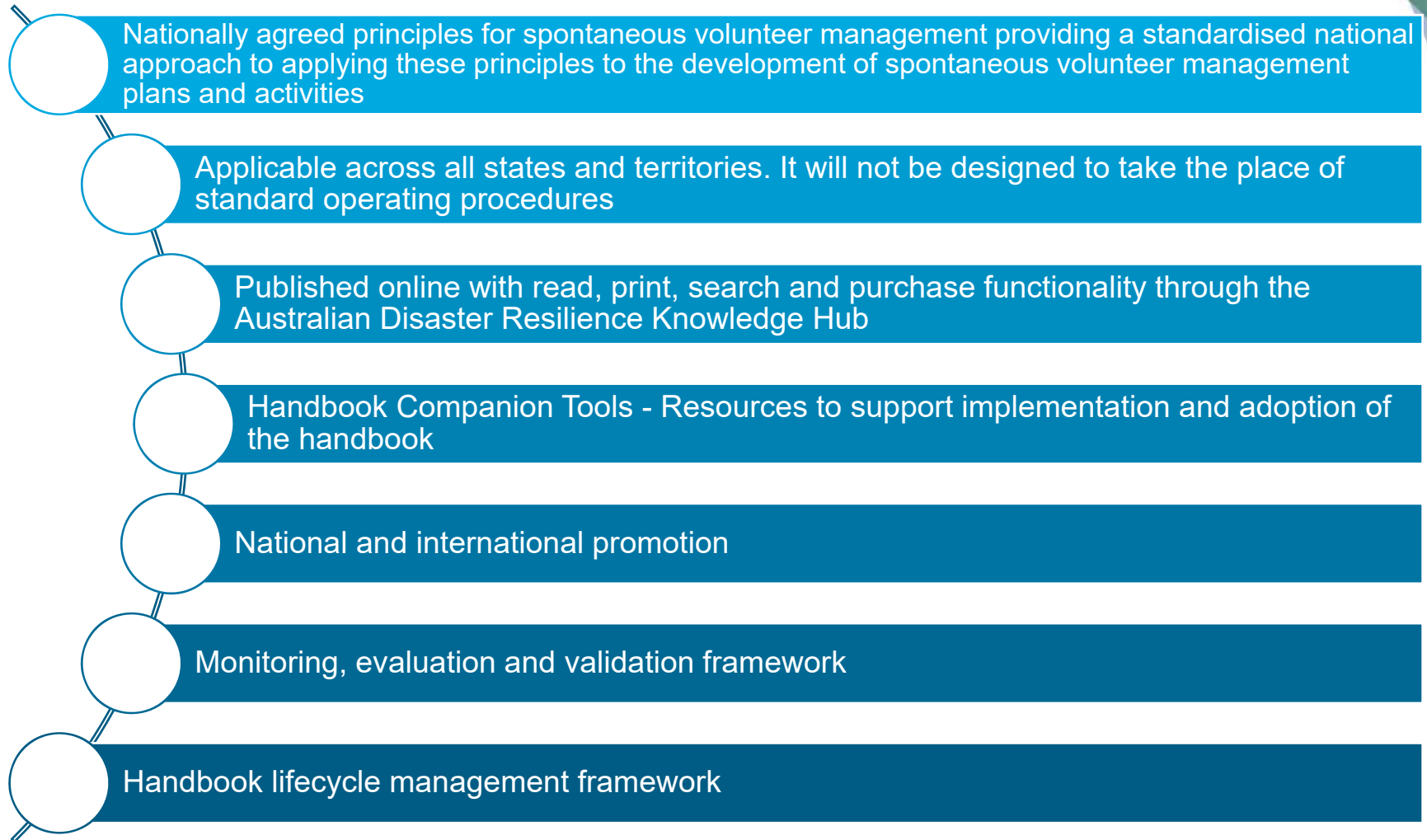
What shall we call the Handbook?

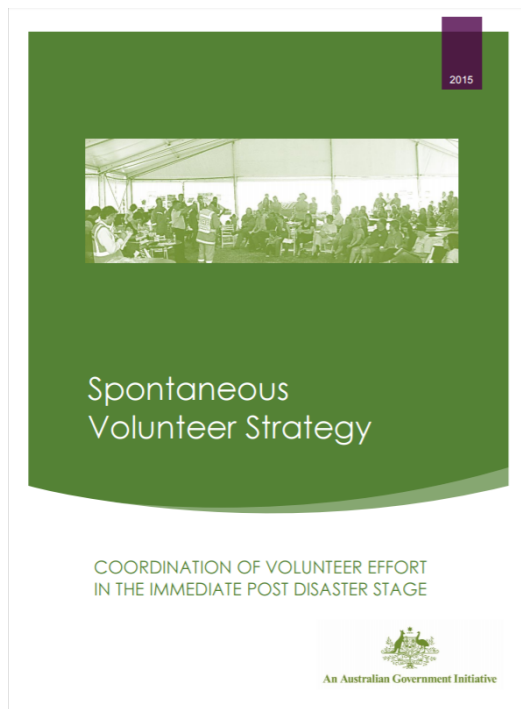
1. Spontaneous Volunteer Management
2. Citizen Response in Disasters
3. Citizens Responding to Disasters
4. Community Response to Disasters
5. Communities Responding to Disasters
6. Communities Responding to Disasters: Engaging and Coordinating Spontaneous Volunteers
7. Communities Responding to Disasters: Supporting and Coordinating Spontaneous Volunteers
8. Any other ideas?

Spontaneous Volunteers Handbook Project Vision

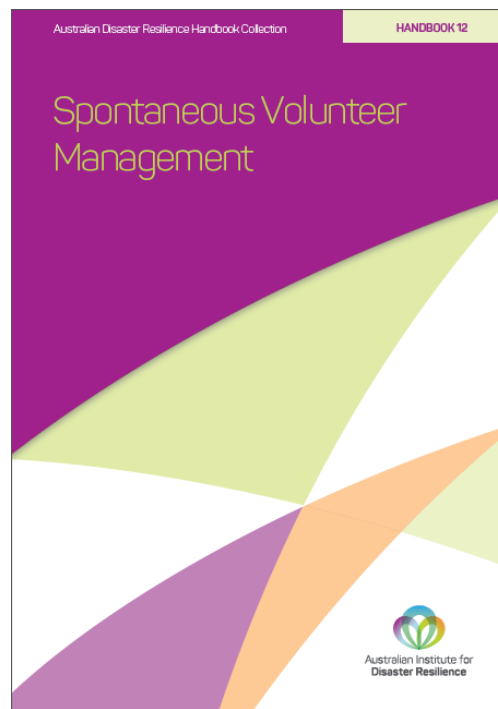


Spontaneous Volunteers Handbook Project Outputs

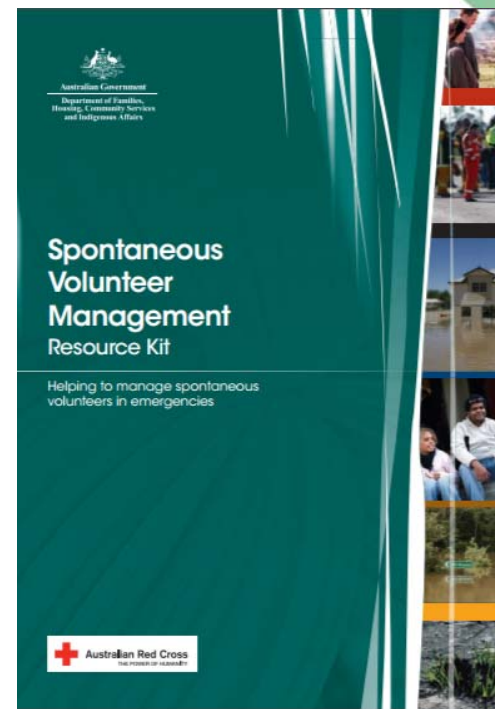




Build on the **National Spontaneous Volunteer Strategy (2015)** coordination of volunteer effort in the immediate post disaster stage



National Spontaneous Volunteer Management Handbook (2017) a standardised national approach to applying national principles to the development of spontaneous volunteer management plans and activities



Support the Australian Red Cross **Spontaneous Volunteer Management Resource Kit (2010)** helping to manage spontaneous volunteers in emergencies

Project Steering Committee and Working Group

Organisations Represented	
Volunteering peak bodies eg Volunteering Queensland	Emergency Services Volunteering bodies
Local government	Education and research eg RMIT, BNHCRC
Community groups	Ambulance Associations
Australian Red Cross	Surf Life Saving Australia
Emergency Services Agencies	NGOs and Not-for-profits
State Government eg QFES	Leadbeater Group

National Discussion Paper

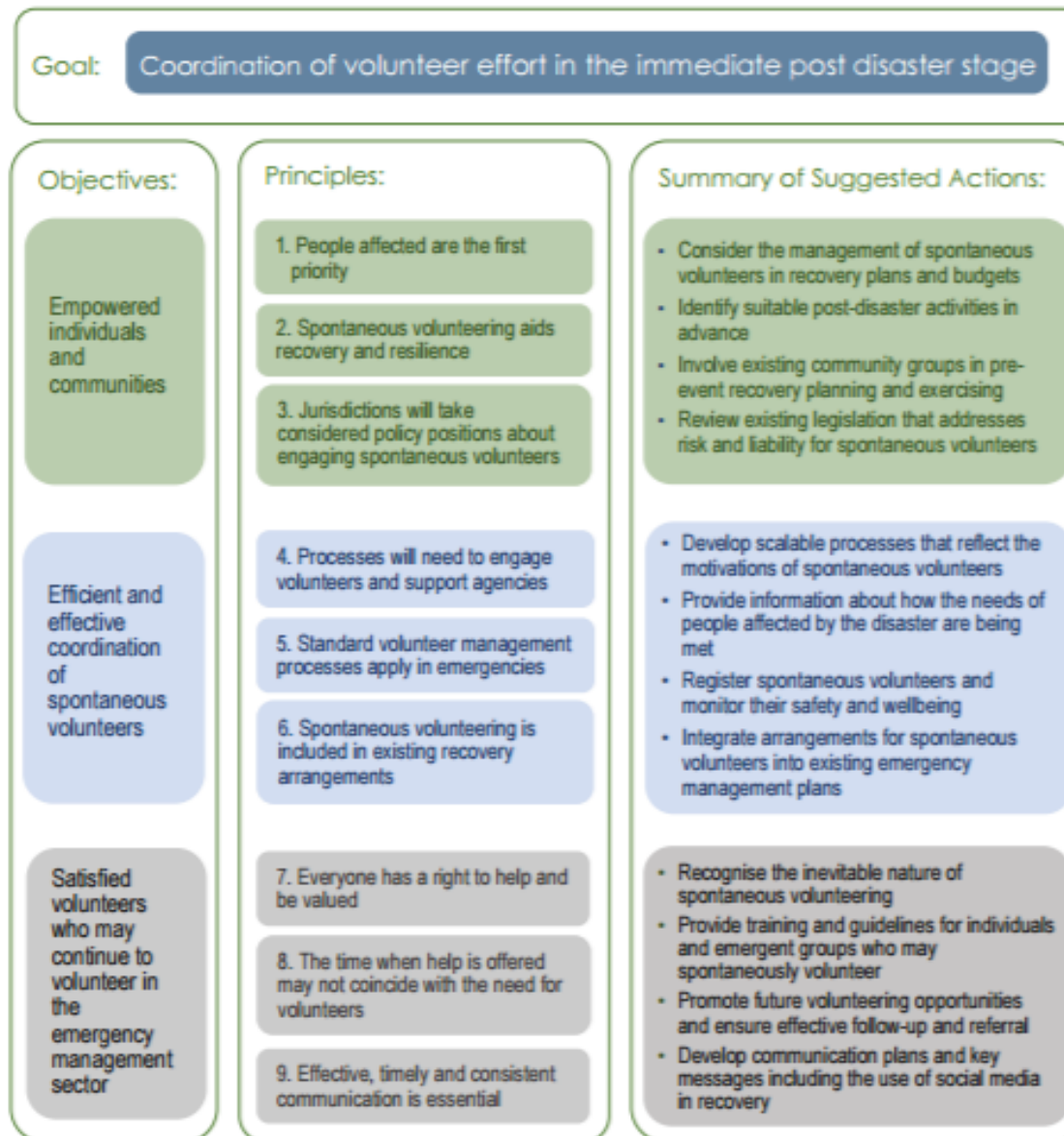
A national discussion paper was distributed to stakeholders in different jurisdictions, organisations, agencies, governments and communities.

We asked questions about:

- level acceptance of the national principles
- scope and definition of the term 'spontaneous volunteer'
- management approaches – structure vs spontaneity
- emerging themes eg social media
- past experiences – in Australia and internationally
- supporting an all hazards cross jurisdictional approach
- cross cutting themes
- supporting research, documents, references, case studies

Overview of Spontaneous Volunteer Strategy

Figure 1 provides an overview of the goal, objectives and principles that comprise the Spontaneous Volunteer Strategy together with a summary of the suggested actions for jurisdictions and emergency management agencies. Please see page 18 for further details and policy considerations.



Spot Poll #2

How do you feel about the national spontaneous volunteer principles?


1. The people affected by the emergency are the first priority.
2. Spontaneous volunteering is valuable and aids community recovery and resilience.
3. Jurisdictions and agencies will take considered policy positions on whether they will engage spontaneous volunteers.
4. Processes are needed to effectively engage spontaneous volunteers and to avoid agencies being overwhelmed with offers of support.
5. Standard volunteer management processes apply in times of emergency.
6. Arrangements for managing spontaneous volunteers should be embedded within existing emergency management plans and operating guidelines.
7. Everyone has the right to offer their assistance and to feel that their offer has been valued.
8. The time when spontaneous volunteers are needed may not coincide with when offers of help are being made.
9. Effective, timely, consistent communication is essential in the management of spontaneous volunteers.

Adopting the National Principles for the Handbook

Principle	Theme
1. The people affected by the emergency are the first priority	Community led
2. Spontaneous volunteering is valuable and aids community recovery and resilience	Capacity
3. Jurisdictions and agencies will take considered policy positions on whether they will engage spontaneous volunteers	Context
4. Processes are needed to effectively engage spontaneous volunteers and to avoid agencies being overwhelmed with offers of support	Complexity
5. Standard volunteer management processes apply in times of emergency	Coordination
6. Arrangements for managing spontaneous volunteers should be embedded within existing emergency management plans and operating guidelines	Coordination
7. Everyone has the right to offer their assistance and to feel that their offer has been valued	Capacity
8. The time when spontaneous volunteers are needed may not coincide with when offers of help are being made	Capacity
9. Effective, timely, consistent communication is essential in the management of spontaneous volunteers	Communication

What else is covered in the Handbook?

Other areas		
Making decisions about integrating Spontaneous Volunteers	<ul style="list-style-type: none"> • Is it right for this disaster? • Is it right for this community? • Is this right for my organisation or group? 	<ul style="list-style-type: none"> • Liability and insurance considerations • Partnerships and other arrangements
Citizen response – before, during and after emergencies	<ul style="list-style-type: none"> • Pre-planning the integration of spontaneous volunteers (including cultural, gender and disability issues) • Incorporating community-based emergency planning groups • Spontaneous volunteers in response 	<ul style="list-style-type: none"> • Spontaneous volunteers, expanding and emerging groups in relief and immediate and longer-term recovery • Social media as an enabler and catalyst • Animal welfare as a motivator for spontaneous volunteers
Psychological First Aid	<ul style="list-style-type: none"> • Individual and community responses to trauma 	<ul style="list-style-type: none"> • Managing direct, vicarious and informational trauma in volunteers
First 72 hours	<ul style="list-style-type: none"> • Assessing community needs • Integrating citizen response • Communication and key messages • Registration, screening and assessment of spontaneous volunteers 	<ul style="list-style-type: none"> • Induction, deployment and debriefing • Political and community expectations • Anticipating and managing potential challenges
Citizen response in longer term recovery	<ul style="list-style-type: none"> • Emergent and expanding groups • Identification of new and evolving volunteer opportunities 	<ul style="list-style-type: none"> • Maintaining communication and connections
Monitoring and evaluation	<ul style="list-style-type: none"> • Development of key indicators for successful integration of citizen response • Evaluation of pre-plans • Review of volunteer coordination and integration processes 	<ul style="list-style-type: none"> • Feedback from impacted communities, spontaneous volunteers and emergent and expanding groups • Sharing experience and learning • Commitment to continuous improvement



Spot Poll #3

What else would you like to see in the national spontaneous volunteer handbook?

What next?

Draft handbook circulated for discussion

Working Group feedback

Stakeholder consultation

Final drafting

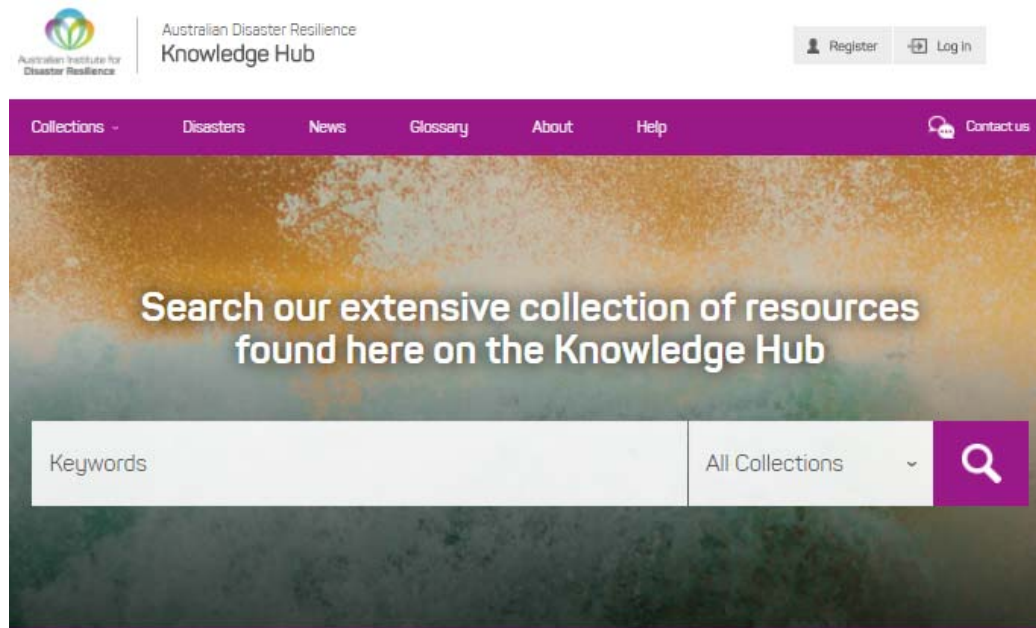
Sign off by Director General Emergency Management
Australia

Launch and promotion

Development of companion tools and papers

Australian Disaster Resilience Knowledge Hub

www.knowledge.aidr.org.au



Launched May
2017



Principles and Guidance in Disaster Resilience

Australian Disaster Resilience Handbook Collection

Fast Facts

14 Handbooks
6 Currently under review
15 Manuals

About the Collection

The Australian Disaster Resilience Handbook Collection reflects nationally agreed principles to guide its audiences and to support them in producing doctrine, policies and practices in developing capabilities to support disaster resilience.

The Handbook Collection and its associated resources:

- provide an authoritative and trusted source of knowledge of the principles for disaster resilience in Australia
- align national disaster resilience strategy and policy with practice by informing and assisting jurisdictions, agencies and other organisations and individuals in their implementation and adoption
- provide clarity on the nationally agreed principles and practices to implement national disaster resilience strategy and policy into practice
- identify and promote the adoption of good practice in building disaster resilience in Australia
- build interoperability between jurisdictions, agencies, businesses and community leaders by providing common language and coordinated, nationally agreed principles
- provide a 'home' for collections which will be managed, reviewed, disseminated and promoted by an authorised custodian

Recent Additions

[Managing Exercises - Handbook 3](#)

Added 18/05/2017

[Community Recovery - Handbook 2](#)

Added 17/05/2017

[Handbook 7 Managing the Floodplain](#)

Added 17/05/2017

[Template 7-4 Technical Project Brief Template](#)

Added 17/05/2017

[Guideline 7-6 Assessing Options and Service Levels for Treating Existing Risk](#)

Added 12/05/2017



Handbook Collection



Glossary



Archive

Do you have an inspiring project that makes
Australians more disaster resilient?



The poster features a blue background with a silhouette of a diverse group of people at the bottom. At the top, the year '2017' is written vertically in large blue numbers, with a silhouette of a family (two adults and two children) positioned over the '17'. To the right of the year, the words 'RESILIENT AUSTRALIA AWARDS' are written in bold, blue, uppercase letters.

RESILIENT AUSTRALIA AWARDS

The Resilient Australia Awards recognise and promote initiatives across the nation that support and strengthen community disaster resilience.

Applications are judged first at the state and territory level and winners become finalists for national judging and the chance to win a National Resilient Australia Award.

STATE AND TERRITORY AWARDS

- Resilient Australia Community Award
Communities, NGOs, tertiary colleges and universities
- Resilient Australia Business Award
Private sector and business
- Resilient Australia Government Award
Local and State Government
- Resilient Australia School Award
Pre-school, primary and secondary schools
- Resilient Australia Photography Award
Individuals and copyright holders

NATIONAL AWARDS

- Resilient Australia National Award
Projects which crossover three or more jurisdictions and the winners of the state and territory Resilient Australia Community, Business and Government Awards are considered for this Award.
- Resilient Australia National School Award
The winners of the state and territory Resilient Australia School Award are considered for this Award.
- Resilient Australia Photography Award
The winners of the state and territory Resilient Australia Photography Award are considered for this Award.
- Vote for your favourite photo
You will be able to vote for your favourite photograph from 4-21 July 2017.

2017 AWARD ENTRIES

The 2017 Resilient Australia Awards open on 1 May 2017 and close on 30 June 2017. For further information please visit resilient.awardsplatform.com



Australian Government
Attorney-General's Department

Australian Institute for
Disaster Resilience 

Contact

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Handbooks – <https://knowledge.aidr.org.au/collections/handbook-collection/>

AIDR newsletter - <https://www.aidr.org.au/about-us/contact-us/>

Contact us – enquiries@aidr.org.au

