Spontaneous Volunteering: Definitely an asset if managed well

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Brisbane, 8th June 2017
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 Disaster Resilience
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

Australian Disaster Resilience Handbook Collection
national disaster resilience principles and guidance

Handbooks

Handbook Companion Documents
- Guidelines
- Practice Notes
- Templates
- Case Studies
- Training & Education Tools
- Aides Memoir
- Reference Tools
- Protocols
- Quick Reference Guide
- Arrangements

Manuals

Reference
- Glossary
- Thesaurus of Terms
- Acronyms and Abbreviations
- Handbook Management Policy
- Handbook Collection Framework

Note: Manuals will be transitioned to ADR Handbook or Handbook Companion Documents or into other doctrine collections.
<table>
<thead>
<tr>
<th>Handbook</th>
<th>Title</th>
<th>Date/Status</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Disaster Health (2011)</td>
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<tr>
<td>2</td>
<td>Community Recovery (2013) (under review)</td>
<td>plus Monitoring &amp; Evaluation Framework for Disaster Recovery Programs and Evidence Base</td>
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<tr>
<td>3</td>
<td>Managing Exercises (2017)</td>
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<tr>
<td>4</td>
<td>Evacuation Planning (2013) (under review)</td>
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<td>5</td>
<td>Communicating with People with a Disability: National guidelines for emergency managers (2012)</td>
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<tr>
<td>6</td>
<td>National Strategy for Disaster Resilience: Community engagement framework (2012)</td>
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<tr>
<td>7</td>
<td>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</td>
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<tr>
<td>8</td>
<td>Lessons Management (2013) (to be reviewed in 2017-18)</td>
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<tr>
<td>9</td>
<td>Australian Emergency Management Arrangements (2014) (to be reviewed in 2017-18)</td>
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<tr>
<td>10</td>
<td>National Emergency Risk Assessment Guidelines (2015) plus companion tools including practice guide and NERAG online training program</td>
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<tr>
<td>12</td>
<td>Spontaneous Volunteer Management (2017) (under development)</td>
<td>(new)</td>
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<tr>
<td>13</td>
<td>Australian Disaster Resilience Handbook Collection Management Policy &amp; Framework (under development)</td>
<td>(new)</td>
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<tr>
<td>14</td>
<td>Principles of Incident Management in Australia (under development)</td>
<td>(new)</td>
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<tr>
<td>15</td>
<td>Safe &amp; Healthy Mass Gatherings (to be developed in 2017-18)</td>
<td>(new)</td>
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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

- Support the implementation of the National Strategy for Disaster Resilience
- Provide guidance on the nationally agreed principles in Spontaneous Volunteer Management across different disasters, jurisdictions, contexts and stakeholders
- Complement current and ongoing activity in Spontaneous Volunteer Management
- Build on the expertise and knowledge of organisations and individuals in Australia and internationally
- Draw on learning, research utilisation and theoretical and data analysis in Australia and internationally
- Facilitate knowledge sharing, collaboration, connectedness and implementation for a broad range of users in different disasters and contexts
- Provide links to other national and international resources
Spontaneous Volunteers Handbook
Project Outputs

- Nationally agreed principles for spontaneous volunteer management providing a standardised national approach to applying these principles to the development of spontaneous volunteer management plans and activities
- Applicable across all states and territories. It will not be designed to take the place of standard operating procedures
- Published online with read, print, search and purchase functionality through the Australian Disaster Resilience Knowledge Hub
- Handbook Companion Tools - Resources to support implementation and adoption of the handbook
- National and international promotion
- Monitoring, evaluation and validation framework
- Handbook lifecycle management framework
<table>
<thead>
<tr>
<th>Build on the National Spontaneous Volunteer Strategy (2015) coordination of volunteer effort in the immediate post disaster stage</th>
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</thead>
<tbody>
<tr>
<td>National Spontaneous Volunteer Management Handbook (2017) a standardised national approach to applying national principles to the development of spontaneous volunteer management plans and activities</td>
</tr>
<tr>
<td>Support the Australian Red Cross Spontaneous Volunteer Management Resource Kit (2010) helping to manage spontaneous volunteers in emergencies</td>
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</table>
## Project Steering Committee and Working Group

<table>
<thead>
<tr>
<th>Organisations Represented</th>
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<tbody>
<tr>
<td>Volunteering peak bodies eg Volunteering Queensland</td>
<td>Emergency Services Volunteering bodies</td>
</tr>
<tr>
<td>Local government</td>
<td>Education and research eg RMIT, BNHCRC</td>
</tr>
<tr>
<td>Community groups</td>
<td>Ambulance Associations</td>
</tr>
<tr>
<td>Australian Red Cross</td>
<td>Surf Life Saving Australia</td>
</tr>
<tr>
<td>Emergency Services Agencies</td>
<td>NGOs and Not-for-profits</td>
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<tr>
<td>State Government eg QFES</td>
<td>Leadbeater Group</td>
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</table>
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.

Goal: Coordination of volunteer effort in the immediate post disaster stage

Objectives:
1. Empowered individuals and communities
2. Efficient and effective coordination of spontaneous volunteers
3. Satisfied volunteers who may continue to volunteer in the emergency management sector

Principles:
1. People affected are the first priority
2. Spontaneous volunteering aids recovery and resilience
3. Jurisdictions will take considered policy positions about engaging spontaneous volunteers
4. Processes will need to engage volunteers and support agencies
5. Standard volunteer management processes apply in emergencies
6. Spontaneous volunteering is included in existing recovery arrangements
7. Everyone has a right to help and be valued
8. The time when help is offered may not coincide with the need for volunteers
9. Effective, timely and consistent communication is essential

Summary of Suggested Actions:
- Consider the management of spontaneous volunteers in recovery plans and budgets
- Identify suitable post-disaster activities in advance
- Involve existing community groups in pre-event recovery planning and exercising
- Review existing legislation that addresses risk and liability for spontaneous volunteers
- Develop scalable processes that reflect the motivations of spontaneous volunteers
- Provide information about how the needs of people affected by the disaster are being met
- Register spontaneous volunteers and monitor their safety and wellbeing
- Integrate arrangements for spontaneous volunteers into existing emergency management plans
- Recognise the inevitable nature of spontaneous volunteering
- Provide training and guidelines for individuals and emergent groups who may spontaneously volunteer
- Promote future volunteering opportunities and ensure effective follow-up and referral
- Develop communication plans and key messages including the use of social media in recovery
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

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

<table>
<thead>
<tr>
<th>Other areas</th>
<th>Making decisions about integrating Spontaneous Volunteers</th>
<th>Liability and insurance considerations Partnerships and other arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Is it right for this disaster?</td>
<td>- Is it right for this community?</td>
<td>- Is this right for my organisation or group?</td>
</tr>
<tr>
<td>- Pre-planning the integration of spontaneous volunteers (including cultural, gender and disability issues)</td>
<td>- Incorporating community-based emergency planning groups</td>
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<tr>
<td>- Spontaneous volunteers in response</td>
<td>- Spontaneous volunteers, expanding and emerging groups in relief and immediate and longer-term recovery</td>
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<tr>
<td></td>
<td>- Social media as an enabler and catalyst</td>
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<td></td>
<td>- Animal welfare as a motivator for spontaneous volunteers</td>
<td></td>
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<tr>
<td>Psychological First Aid</td>
<td>- Individual and community responses to trauma</td>
<td>- Managing direct, vicarious and informational trauma in volunteers</td>
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<tr>
<td>First 72 hours</td>
<td>- Assessing community needs</td>
<td>- Induction, deployment and debriefing</td>
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<tr>
<td></td>
<td>- Integrating citizen response</td>
<td>- Political and community expectations</td>
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<tr>
<td></td>
<td>- Communication and key messages</td>
<td>- Anticipating and managing potential challenges</td>
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<tr>
<td></td>
<td>- Registration, screening and assessment of spontaneous volunteers</td>
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<td>Citizen response in longer term recovery</td>
<td>- Emergent and expanding groups</td>
<td>- Maintaining communication and connections</td>
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<td></td>
<td>- Identification of new and evolving volunteer opportunities</td>
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<td></td>
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<tr>
<td>Monitoring and evaluation</td>
<td>- Development of key indicators for successful integration of citizen response</td>
<td>- Feedback from impacted communities, spontaneous volunteers and emergent and expanding groups</td>
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<tr>
<td></td>
<td>- Evaluation of pre-plans</td>
<td>- Sharing experience and learning</td>
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<td></td>
<td>- Review of volunteer coordination and integration processes</td>
<td>- Commitment to continuous improvement</td>
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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
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
Do you have an inspiring project that makes Australians more disaster resilient?

2017 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
- Resilient Australia Business Award
- Resilient Australia Government Award
- Resilient Australia School Award
- Resilient Australia Photography Award

NATIONAL AWARDS
- Resilient Australia National Award
- Resilient Australia National School Award
- Resilient Australia Photography Award

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 Institute for Disaster Resilience
Contact

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