

# Managing Volunteers In Emergencies Kit



**GANNAWARRA**  
SHIRE COUNCIL



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## Acknowledgements

This Kit was made possible through the input and contribution of many local community members who volunteered during the flood events and generously gave their time again to reflect on their individual experience. The local Rotary and Lions Clubs, church groups, Red Cross, St Vincent de Paul, Victoria Police, CFA and SES provided valuable information about their experience as groups involved in volunteer coordination. Senior Council staff involved in flood recovery efforts were open and transparent about the effectiveness of existing emergency recovery arrangements. The Department of Planning and Community Development for funding the plan through the Volunteer Management Capacity Grant.

The willingness of all to identify what worked well and explore what could be done better has actively informed the practical resources in this Kit.

## Background

Between September 2010 and January 2011 Gannawarra Shire was subjected to three extreme weather events involving high rainfall and converged waterways, resulting in considerable flooding. It is estimated that 50 per cent of the Shire's total area was impacted. This occurred concurrently with flood events across Victoria, stretching local, regional and state resources to the utmost.

The subsequent response and recovery efforts would not have been possible without the significant contribution of volunteers. Many of these were affiliated with emergency services, Red Cross or other organisations who spend time preparing for just such emergencies. Others volunteered spontaneously as a result of the flooding, keen to assist communities in Gannawarra Shire in any way they could.

Feedback from the community confirms these offers of assistance were invaluable, providing much needed outreach and support, faster cleanup and community rebuilding. It also became clear the Shire as a whole, like much of Victoria, was not prepared for the volunteer coordination required during an event of this scale. Council, local groups and organisations developed systems as needs arose, refining their practice and approach as the events unfolded. Fortunately the good will and intention of those involved, their local knowledge and relationships, and an understanding of the need for a common sense approach resulted in good outcomes for the community and most of the volunteers involved.

Keen to ensure these learnings would inform the development of a local ***Managing Volunteers in Emergencies Plan***, Council secured the assistance of a *Volunteer Capacity Management Grant* from the Victorian Department of Planning and Community Development in 2012. The subsequent Plan, adopted by the Gannawarra Shire Municipal Emergency Management Planning Committee on 5 April 2013, provides overarching direction for the management of volunteers, particularly spontaneous volunteers, before, during and after an emergency. This Kit was developed in tandem with the Plan as a practical resource for those involved in spontaneous volunteer management.



## Kit Contents

This practical Kit is available in hard copy at Council offices at Kerang and Cohuna and electronically at e-location [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au) on Council's website. Contents are reviewed and updated annually by the Volunteer in an Emergency Coordinator with support from the Volunteer Coordination Team.

DOCUMENT	NUMBER OF COPIES	LAST UPDATED
Introduction to the Kit	1	
List of Definitions and Acronyms	1	
Reporting Arrangements	1	
Volunteer in an Emergency Coordinator Role Description	1 (and copy held with Volunteer in an Emergency Coordinator)	
Emergency Volunteer Coordination Team Members – Role Description	1 (and copies held by each EVCT Member)	
Volunteer Coordination Team Contacts List	TBC	
Principles for Volunteer Management in Emergencies	5 Laminated 20 Paper copies (others to be copied as needed)	
Volunteer Coordination Daily Task Sheet	20	
Key Communications Messages (pre-drafted)	1	
Volunteer Roles at the Volunteer Centre	1	
List of potential locations for Volunteer Centres	TBC	
Set Up Plan for Volunteer Centre	1	
Developing Spontaneous Volunteer Role Descriptions	20	
Spontaneous Volunteer Registration Form	20	
Volunteer Interview and Assessment Form	20	
Volunteer Briefing Sheet	20	
Volunteer After Action Reviewing Sheet	20	
Volunteer ID Badge Template	20	
End of Day/Shift Report Template	20	
Incident Report Template	5	
Volunteer Placement Tracker	1	
Volunteer Feedback and Evaluation Form	1	
Managing Affiliated Volunteers	1	
Managing Emergent Volunteer Groups	1	
Volunteer Insurance Information	1	
APPENDIX A: Managing Volunteers in Emergencies Plan	1	

## Gannawarra Shire Managing Volunteers in Emergencies Kit



<b>Information Sheets to assist Volunteers Supporting the Community</b> (1 copy kept in Kit for photocopying. Download additional copies from websites listed.)	
1	Coping With a Major Personal Crisis (Red Cross) <a href="http://www.redcross.org.au/files/Emergency_services_coping_with_a_major_personal_crisis_booklet.pdf">http://www.redcross.org.au/files/Emergency_services_coping_with_a_major_personal_crisis_booklet.pdf</a>
2	Supporting People Affected by a Disaster (Australian Government) <a href="http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/Supporting%20people%20affected%20by%20disaster.pdf">http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/Supporting%20people%20affected%20by%20disaster.pdf</a>
3	Personal Responses to Disaster (Australian Government) <a href="http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/Personal%20responses%20to%20disaster.pdf">http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/Personal%20responses%20to%20disaster.pdf</a>
4	How Disaster Affects Everyone (Australian Government) <a href="http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/How%20disaster%20affects%20everyone.pdf">http://www.disasterassist.gov.au/Recoveringfromadisaster/Documents/How%20disaster%20affects%20everyone.pdf</a>
5	Practical Ways of Helping People Affected by an Emergency (Red Cross) <a href="http://www.redcross.org.au/files/how_to_help_fact_sheet.pdf">http://www.redcross.org.au/files/how_to_help_fact_sheet.pdf</a>
6	Cleaning up After an Emergency: Dealing with Wind and Water Damage (Red Cross) <a href="http://www.redcross.org.au/files/emergency_services_cleaning_up_after_an_emergency_wind_and_water_damage_booklet_20110609.pdf">http://www.redcross.org.au/files/emergency_services_cleaning_up_after_an_emergency_wind_and_water_damage_booklet_20110609.pdf</a>
7	Managing Emotions in Emergencies (Victorian Government) <a href="http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/612578/Emotions-and-Emergencies_09.pdf">http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/612578/Emotions-and-Emergencies_09.pdf</a>



## Introduction to the Kit

This Managing Volunteers in Emergencies Kit provides pathways for action and practical templates to assist in accessing and managing volunteers, particularly spontaneous volunteers, during local and regional emergencies in the Gannawarra Shire.

Gannawarra Shire recognises the considerable positive effect of volunteerism on individual volunteers and on the community as a whole. Volunteerism associated with emergency events has an enhanced capacity to strengthen community connections, foster individual wellbeing and hasten community recovery.

The guidelines and templates are designed to help us be accountable and protect the safety of our volunteers and our community while at the same time, making it an easy and respectful process for people to offer their assistance.

The contents of the Kit have been drawn from international best practice, with particular reference to the *Spontaneous Volunteer Management Kit* developed by the Australian Red Cross (2010) and *Spontaneous Volunteer Management Planning: Best Practice Guide*, by the Ministry of Civil Defence and Emergency Management in New Zealand (2006). The practical resources outlined in both these kits have been tailored to reflect local experience and subsequent feedback from those involved in the 2010/11 floods.

This Kit sits underneath the *Gannawarra Shire Managing Volunteers in Emergencies Plan*. If further policy direction or clarification is required, it should be first sought within the Plan.

Hard copies of this Kit are kept at Council offices at Kerang and Cohuna and electronically at [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au).

## Scope

This Kit is designed for use by the Volunteer in an Emergency Coordinator and the Emergency Volunteer Coordination Team as delegated by the Municipal Recovery Manager at Gannawarra Shire Council, during the response and recovery stages of an emergency.

This Kit focuses on the practical tools required to access, mobilise, coordinate and support spontaneous volunteers, existing volunteers who may be redeployed elsewhere during an emergency and emergent volunteer groups who may form during an emergency event.

The Kit does not address other related issues such as the recruitment, retention and coordination of volunteer emergency services personnel (such as CFA, SES, Red Cross etc) or volunteer service clubs (such as Rotary, Lions etc) as responsibility and authority for these issues is appropriately retained within those organisations.

Nor does it encompass the activities of “Good Samaritans”, those first on the scene who render assistance, or “Good Neighbours”, those who spontaneously assist friends, neighbours and their community after they have secured / made safe their own property. These individuals are acting with good intention and under their own initiative, offering timely on-the-spot support, and do not come under the purview of coordinated volunteer activity.





## Principles

Volunteer management in emergencies is based on the following principles:

**Primary principle:** *those affected by the disaster are always the first priority*

**Secondary principles:**

1. Existing and spontaneous volunteers are a valuable component of community response and recovery
2. Everybody has a right to offer their assistance and to feel their offer has been valued
3. Volunteer coordinators have a right to respectfully decline offers of assistance where they are deemed inappropriate or not needed
4. Good practice in volunteer management continues to apply in times of emergency
5. Volunteers can be effectively managed through timely, planned and informed communication
6. Volunteers have a right to the support, training and direction needed to undertake their role
7. Volunteers have a responsibility to work collaboratively with and follow the direction of the volunteer coordination bodies
8. Volunteer coordination commences as soon as an event occurs (response) and continues until there is no longer an identified need for volunteers (recovery)

This first principle is of vital importance and should be used as a reference point for any difficulties, dilemmas or issues emerging in dealing with the coordination of volunteers.

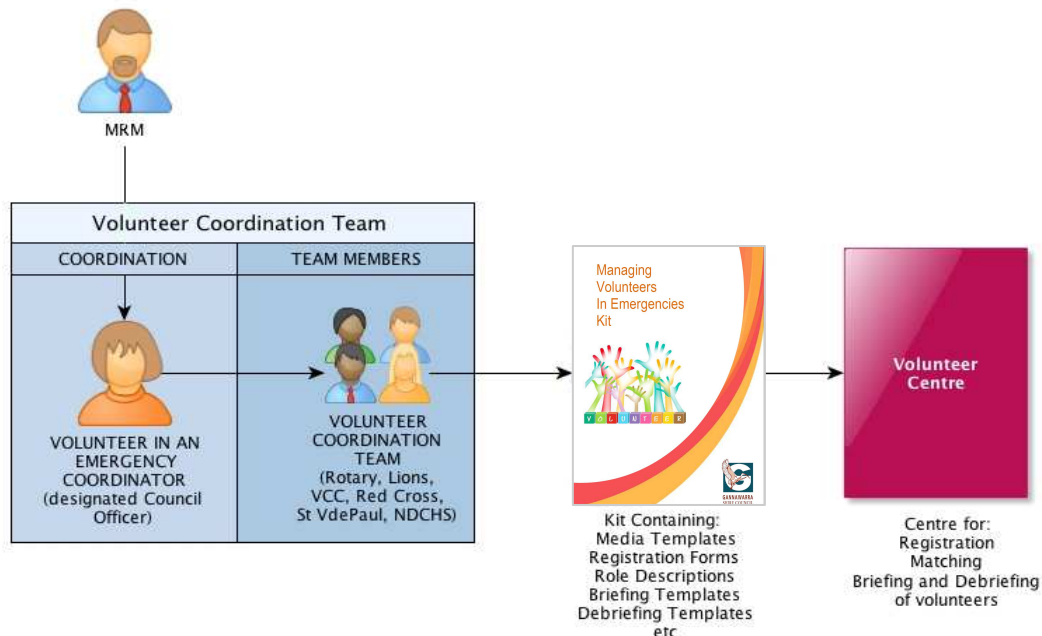
Laminated copies of these principles (contained in this Kit) should be placed in visible locations at the Volunteer Centre or other locations where volunteer coordination is occurring. Paper copies of the principles should be given to all spontaneous volunteers upon registration.





## Activation of Managing Volunteers in Emergencies Kit

This Kit will be activated by the Volunteer in an Emergency Coordinator, their Deputy or formal delegate following direction from the Municipal Recovery Manager.



This Kit may not be required in all emergencies. Reasons for activating the Kit may include but are not limited to the following:

- When the nature of the emergency or extent of media coverage makes convergence of spontaneous volunteers or emergent volunteer groups likely
- When it is deemed likely that there will be relief and/or recovery activities beyond the scope and capacity of existing personnel (either paid or voluntary)
- When there may existing, affiliated and underused volunteers available for coordinated redeployment
- When it is predicted the emergency or impact of the emergency will last longer than a week

As part of the overall Response/Recovery Plan the MRM will liaise with the Volunteer in an Emergency Coordinator (or their Deputy) regarding activation of the Kit. The Volunteer in an Emergency Coordinator, once instructed by the MRM, will contact whichever identified Volunteer Coordination Team members are available. It will be the Team Members' responsibility to source a kit/s either electronically or in hard copy and implement actions as directed by the Volunteer in an Emergency Coordinator. As part of the activation of the Plan, the Volunteer Coordination Team may or may not be required to open a Volunteer Centre.

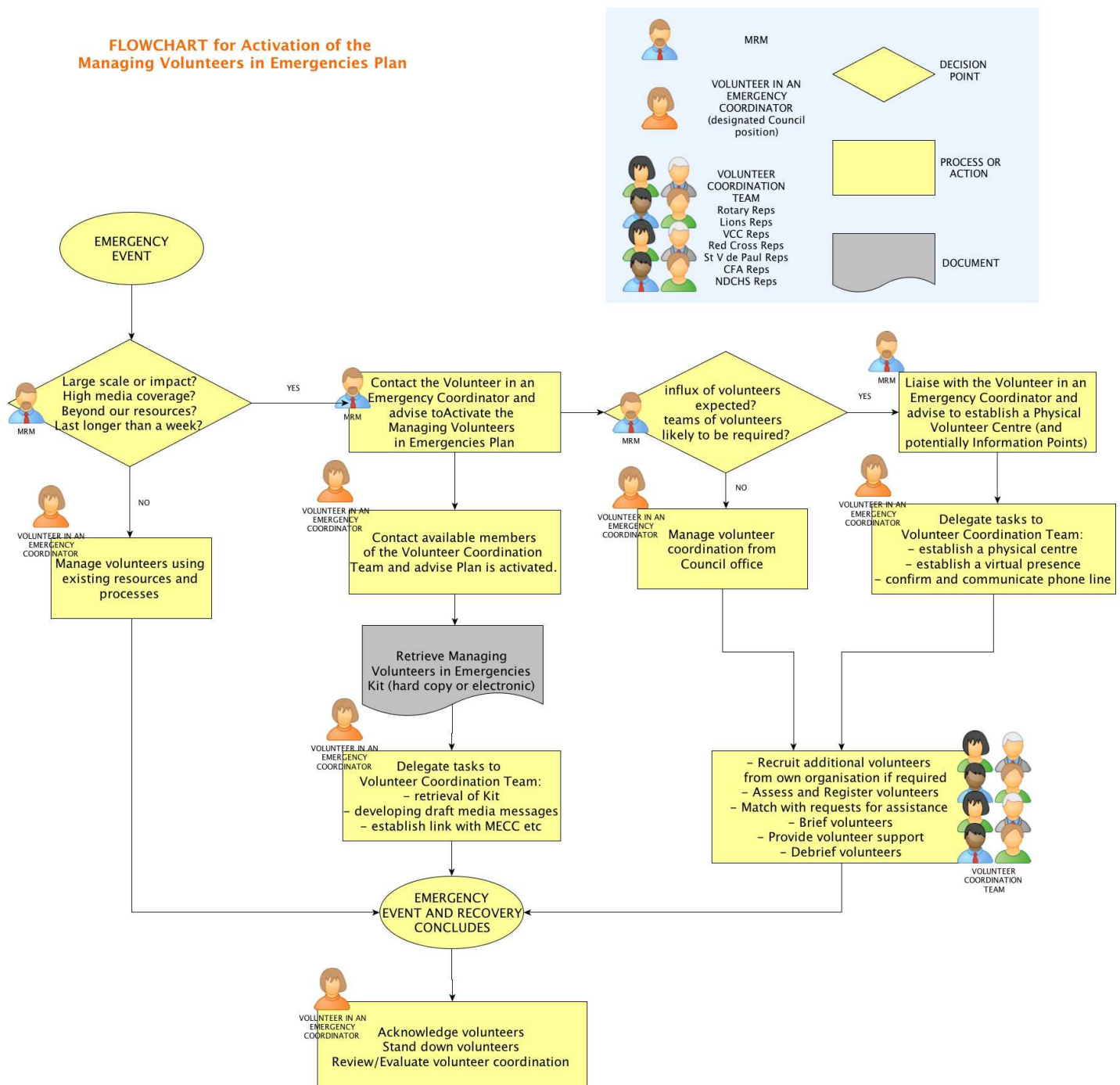
Some events may result in the loss of power and/or communication to towns or sections of the Shire. Members of the Volunteer Coordination Team who are on-site and consider volunteer coordination is required are encouraged to follow the Plan and utilise their copy of the *Managing Volunteers in Emergencies Kit* until contact with the MRM or Volunteer in an Emergency Coordinator can be established. (Responsibility for restoring power and communication is designated within the Municipal Emergency Management Plan.)

## Gannawarra Shire Managing Volunteers in Emergencies Kit



This Kit provides details each step of the way to assist the Volunteer in an Emergency Coordinator, the Volunteer Coordination Team Members, and any other volunteers recruited by the Team Members in the event of an emergency to assist them implement the Plan.

A flowchart detailing this process is provided here:





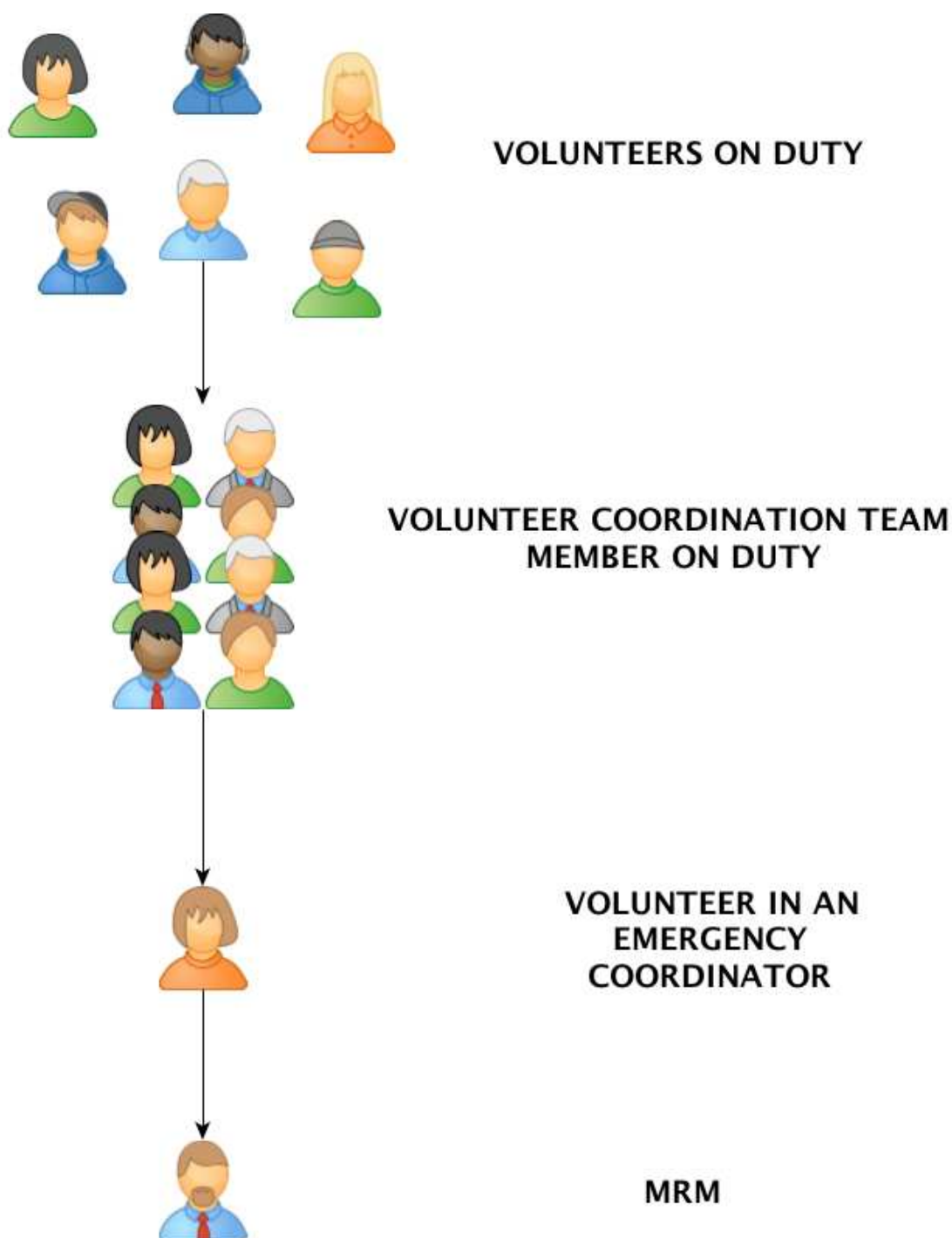
## List of Acronyms and Definitions

ACRONYMS	
<b>AV</b>	Ambulance Victoria
<b>CFA</b>	Country Fire Authority
<b>CWA</b>	Country Women's Association
<b>GSC</b>	Gannawarra Shire Council
<b>MECC</b>	Municipal Emergency Coordination Centre
<b>MEMP</b>	Municipal Emergency Management Plan
<b>MERC</b>	Municipal Emergency Resource Coordinator
<b>MERO</b>	Municipal Emergency Resource Officer
<b>MRM</b>	Municipal Recovery Manager
<b>SES</b>	State Emergency Service
<b>VCT</b>	Volunteer Coordination Team
<b>VicPol</b>	Victoria Police
DEFINITIONS	
<b>Volunteer</b>	A person who performs or offers to perform a service voluntarily (unpaid): an information booth staffed by volunteers; hospital volunteers.
<b>Spontaneous Volunteer</b>	Someone who offers or is invited to contribute their assistance during and/or after an event and who is not affiliated with any part of the existing official emergency management planning system.
<b>Emergent Volunteer Group</b>	Groups of people who come together as a result of the emergency to offer assistance in a particular area or for a particular task and are not (yet) formally affiliated with an incorporated organisation. For example, local farmers who team up to offer fencing assistance across a community after they have completed their own repairs.
<b>Affiliated Volunteers</b>	A team of volunteers who are already formally registered with another volunteer organisation and is willing and able to offer time and/or resources to assist. Affiliated volunteer teams are likely to come with their own supervision and support structures in place as well as possible access to their own plant and equipment.
<b>Good Samaritans</b>	People who are first on the scene of an incident and offer assistance of their own volition. Good Samaritans are outside the scope of this Kit.
<b>Good Neighbours</b>	People who offer assistance to friends, family and neighbours of their own volition and not under the coordinated direction of the emergency management effort. Good Neighbours are outside the scope of this Kit.



## Reporting

Any questions, incidents or concerns should be promptly noted and directed as follows:





## Volunteer in an Emergency Coordinator: Role Description

<b>Substantive Position</b>	Designated position within Gannawarra Shire Council
<b>Reports to</b>	Municipal Recovery Manager, Gannawarra Shire Council
<b>Purpose</b>	Coordinate the Volunteer Coordination Team (VCT) to ensure the effective and efficient recruitment, assessment, allocation and support of spontaneous volunteers in the event of an emergency.
<b>Supports and Coordinates</b>	Volunteer Coordination Team, with nominated representatives from: <ul style="list-style-type: none"> <li>▪ Local Service Clubs</li> <li>▪ Northern District Community Health</li> <li>▪ Red Cross</li> <li>▪ Victorian Council of Churches</li> <li>▪ St Vincent de Paul</li> <li>▪ CFA</li> <li>▪ Others as agreed</li> </ul>
<b>Policy Context</b>	Works within the policy and procedures outlined in: <ul style="list-style-type: none"> <li>▪ Gannawarra Shire Managing Volunteers in Emergencies Plan</li> <li>▪ Gannawarra Shire Municipal Emergency Management Plan</li> </ul>

### Responsibilities and Tasks

<b>Prior to an Emergency (Preparation)</b>	<ul style="list-style-type: none"> <li>▪ Meet (at least) quarterly meetings with the VCT to confirm membership, update documents, review process, ensure understanding etc.</li> <li>▪ Organise (at least) annual emergency management training and exercising opportunities for potential volunteers in the community</li> <li>▪ Organise training for Volunteer Centre registration</li> <li>▪ Organise training and certification in food handling, first aid, mental health first aid and other training deemed desirable for potential and interested volunteers</li> <li>▪ Keep abreast of any changes at the national/state level regarding coordination of spontaneous volunteers during emergencies and inform the MRM as required</li> <li>▪ Coordinate other Preparedness activities as outlined in the Managing Volunteers in Emergencies Kit.</li> </ul>
<b>During an Emergency (Response)</b>	<p>At the direction of the MRM activate the VCT and allocate tasks to those available. Depending on the nature and scope of the emergency the tasks may include:</p> <ul style="list-style-type: none"> <li>▪ Establishment of a link to the MECC and registration of “Volunteer Coordination Team” as an agency in MECC Central software</li> <li>▪ Pick up of Volunteers in Emergencies Kit or access to Kit on-line</li> <li>▪ Establishment of a Volunteer Centre (decision to establish and location to be determined by MRM)</li> <li>▪ Distributing immediate message to media regarding need/no need for volunteers, as per media template in Kit</li> <li>▪ Assessment and Registration of spontaneous volunteers</li> <li>▪ Deployment of registered volunteers to assist with relief effort</li> <li>▪ Redeployment of existing, affiliated volunteers if required</li> </ul> <p>(Note: whilst some spontaneous volunteers may present during the Response phase, the majority are likely to present in the Recovery Phase. The Response phase provides an opportunity to establish and test systems.)</p>



## Volunteer in an Emergency Coordinator: Role Description (page 2)

<b>After an Emergency (Recovery)</b>	<p>With the direction of the MRM and in partnership with any Community Recovery Committee established, provide support and direction to the VCT as they undertake a range of volunteer coordination tasks including:</p> <ul style="list-style-type: none"><li>▪ Regular media updates regarding the need for volunteers</li><li>▪ Assessment and registration of volunteers</li><li>▪ Matching of volunteers to requests for assistance</li><li>▪ Briefing and training of volunteers</li><li>▪ After action reviewing of volunteers</li><li>▪ Reporting of incidents</li><li>▪ Formal stand-down of volunteers</li><li>▪ Acknowledgment of volunteer efforts</li><li>▪ Evaluation and review of volunteer coordination systems</li></ul>
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## Emergency Volunteer Coordination Team Members:

### Role Description

<b>Team Members</b>	<p>Representatives from:</p> <ul style="list-style-type: none"> <li>▪ Rotary</li> <li>▪ Lions</li> <li>▪ Red Cross</li> <li>▪ Victorian Council of Churches</li> <li>▪ St Vincent de Paul</li> <li>▪ CFA</li> <li>▪ Northern District Community Health Service</li> <li>▪ and others as agreed by Volunteer in an Emergency Coordinator.</li> </ul>
<b>Supported and Coordinated by</b>	Volunteer in an Emergency Coordinator, Gannawarra Shire Council
<b>Purpose</b>	To ensure the effective and efficient recruitment, assessment, allocation and support of spontaneous volunteers in the event of an emergency.
<b>Support and coordination provided to</b>	Spontaneous volunteers, emergent volunteer groups, volunteers from local groups recruited to assist with the volunteer coordination effort.
<b>Policy Context</b>	<p>Works within the policy and procedures outlined in:</p> <ul style="list-style-type: none"> <li>▪ Gannawarra Shire Managing Volunteers in Emergencies Plan</li> <li>▪ Gannawarra Shire Municipal Emergency Management Plan</li> </ul>

### Responsibilities and Tasks

<b>Prior to an Emergency (Preparation)</b>	<ul style="list-style-type: none"> <li>▪ Participate in (at least) quarterly meetings of the Emergency Volunteer Coordination Team (VCT) to assist the Coordinator to update documents, review process, ensure understanding etc.</li> <li>▪ Assist the Coordinator to deliver (at least) annual emergency management training and exercising opportunities for potential volunteers in the community</li> <li>▪ Liaise with own representative group/organisation regarding volunteer coordination matters and inform the Volunteer in an Emergency Coordinator as required</li> <li>▪ Assist with other Preparedness activities as outlined in the Managing Volunteers in Emergencies Kit.</li> </ul>
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## Emergency Volunteer Coordination Team Members: Role Description (page 2)

<p><b>During an Emergency (Response)</b></p>	<p>At the direction of the Volunteer in an Emergency Coordinator, meet with other available VCT Members<sup>1</sup> to discuss and agree on allocation of tasks. Depending on the nature and scope of the emergency the tasks may include:</p> <ul style="list-style-type: none"> <li>▪ Establishment of a link to the MECC and registration of “Volunteer Coordination Team” as an agency in MECC Central software</li> <li>▪ Pick up of Volunteers in Emergencies Kit or access to Kit on-line</li> <li>▪ Establishment of a Volunteer Centre (decision to establish and location to be determined by MRM)</li> <li>▪ Distributing immediate message to media regarding need/no need for volunteers, as per media template in Kit</li> <li>▪ Assessment and Registration of spontaneous volunteers</li> <li>▪ Deployment of registered volunteers to assist with relief effort</li> <li>▪ Redeployment of existing, affiliated volunteers if required</li> </ul> <p>(Note: whilst some spontaneous volunteers may present during the Response phase, the majority are likely to present in the Recovery Phase. The Response phase provides an opportunity to establish and test systems.)</p>
<p><b>After an Emergency (Recovery)</b></p>	<p>With the support and direction of the Volunteer in an Emergency Coordinator undertake a range of volunteer coordination tasks including:</p> <ul style="list-style-type: none"> <li>▪ Recruitment of additional volunteers to assist with volunteer coordination</li> <li>▪ Regular media updates regarding the need for volunteers</li> <li>▪ Assessment and registration of volunteers</li> <li>▪ Matching of volunteers to requests for assistance</li> <li>▪ Briefing and training of volunteers</li> <li>▪ After action reviewing of volunteers</li> <li>▪ Reporting of incidents</li> <li>▪ Formal stand-down of volunteers</li> <li>▪ Acknowledgment of volunteer efforts</li> <li>▪ Evaluation and review of volunteer coordination systems</li> </ul>

<sup>1</sup> In the event of an emergency, it is recognized that some Emergency Volunteer Coordination Team members may be away from the area, directly effected by the emergency themselves, or otherwise unavailable. For this reason roles, responsibilities and tasks are not pre-determined and will be allocated “on-the-day” depending on the capacities of available Team Members.



## Volunteer Coordination Team Contacts List

*(for privacy reasons this list is confidential to the Volunteer Coordination Team and those formally associated with the Municipal Emergency Management Plan. It is not to be distributed or used for any other purpose.)*

VOLUNTEER IN AN EMERGENCY COORDINATOR				
Name	Town/Area of Residence <sup>2</sup>	Contact Number	Email address	Comments
VOLUNTEER COORDINATION TEAM MEMBERS				

<sup>2</sup> This information is important to help determine if the Volunteer Coordination Team member is in a town or area directly affected by the emergency and therefore potentially unavailable or difficult to contact.



## Principles

Volunteer management in emergencies is based on the following principles:

### Primary principle:

***1 those affected by the disaster are always the first priority***

### Secondary principles:

2. Existing and spontaneous volunteers are a valuable component of community response and recovery
3. Everybody has a right to offer their assistance and to feel their offer has been valued
4. Volunteer coordinators have a right to respectfully decline offers of assistance where they are deemed inappropriate or not needed
5. Good practice in volunteer management continues to apply in times of emergency
6. Volunteers can be effectively managed through timely, planned and informed communication
7. Volunteers have a right to the support, training and direction needed to undertake their role
8. Volunteers have a responsibility to work collaboratively with and follow the direction of the volunteer coordination bodies
9. Volunteer coordination commences as soon as an event occurs (response) and continues until there is no longer an identified need for volunteers (recovery)



## Volunteer Coordination Team Preparedness Activities

### ie PRIOR TO AN EMERGENCY

The capacity of the *Managing Volunteers in Emergencies Plan* to provide a readily useful, common sense guide to coordinating volunteers during a disaster is dependent on the preparation that is undertaken during the 12 months preceding the event. Preparedness is vital.

#### Regular Meetings of the Volunteer Coordination Team

It is recommended the Volunteer in an Emergency Coordinator and the Volunteer Coordination Team meet a minimum of quarterly to:

- Review membership of the Team and recruit additional members from the key groups as required (it is recommended each nominated group has a minimum of two representatives on the Team)
- Ensure all Team members are familiar with the Plan and Kit, including activation measures
- Ensure the Kits are up to date and stocked with sufficient copies of the required forms
- Ensure designated potential Volunteer Centres are still appropriate (and regularly audit them)
- Organise a recruitment drive for potential (unaffiliated) volunteers willing to register their availability in the event of an emergency
- Organise and offer certified training to registered volunteers, in such areas as food handling, first aid, mental health first aid

#### Recruitment and Registration of Potential Volunteers

Many volunteers will first express their interest in supporting the response and recovery effort once an emergency event is underway. However, some community members may be interested in registering their interest before such an event occurs. Establishing a registry of these potential volunteers creates the opportunity to provide training and practice opportunities before an event as well as faster mobilisation during an emergency.

The Volunteer in an Emergency Coordinator Team should undertake at least one recruitment drive per year, with an ongoing reference remaining on the Gannawarra Shire Council website inviting interested individuals to contact the Volunteer in an Emergency Coordinator. Interviewing, assessment and registration of the potential volunteers should be undertaken using the forms and processes contained in this kit for processing spontaneous volunteers. The Volunteer in an Emergency Coordinator will liaise with Council to ensure the potential volunteers are registered on Council's *Expedite* database.



### Annual Training Calendar

The Volunteer in an Emergency Coordinator with the support of the Volunteer Coordination Team, will consider the development of an annual Training Calendar to promote emergency readiness in registered volunteers and strengthen partnerships between volunteer groups. There is potential for collaboration between the Volunteer Coordination Team and key emergency services volunteer agencies in the production of such a calendar. The Calendar itself would provide opportunities to promote emergency management volunteering and potentially result in increased recruitment for the emergency services sector (SES, CFA, Red Cross) as well as registration of potential (unaffiliated) volunteers.

To meet the needs of volunteer coordination in an emergency, at a minimum the Training Calendar should contain an *Introduction to Emergency Management* component to orient potential volunteers to the roles, responsibilities and protocols of various organisations in the event of a disaster, as well as a component outlining the Shire's approach to *Managing Volunteers in an Emergency*.

Optional training to be organised following an assessment of need amongst volunteers could include: First Aid; Mental Health First Aid; Food Handling; Introduction to Personal Support. Consideration should be given to the level of training sourced. For example, it may be helpful to have a number of key volunteers formally trained and certified in Food Handling. Others could be encouraged undertake the Department of Health's *Do Food Safety* program, a free online training course to improve people's knowledge of safe food handling techniques. Participants who complete the online assessment and score more than 90% can print a certificate.

### Annual Exercise

The Volunteer Coordination Team should test its activation and Volunteer Centre establishment capacities annually, either using a desktop or field exercise. This could be a stand alone exercise or run parallel to other emergency management exercises conducted as part of the Municipal Emergency Management Plan.

### Liaison with Emergency Services Groups

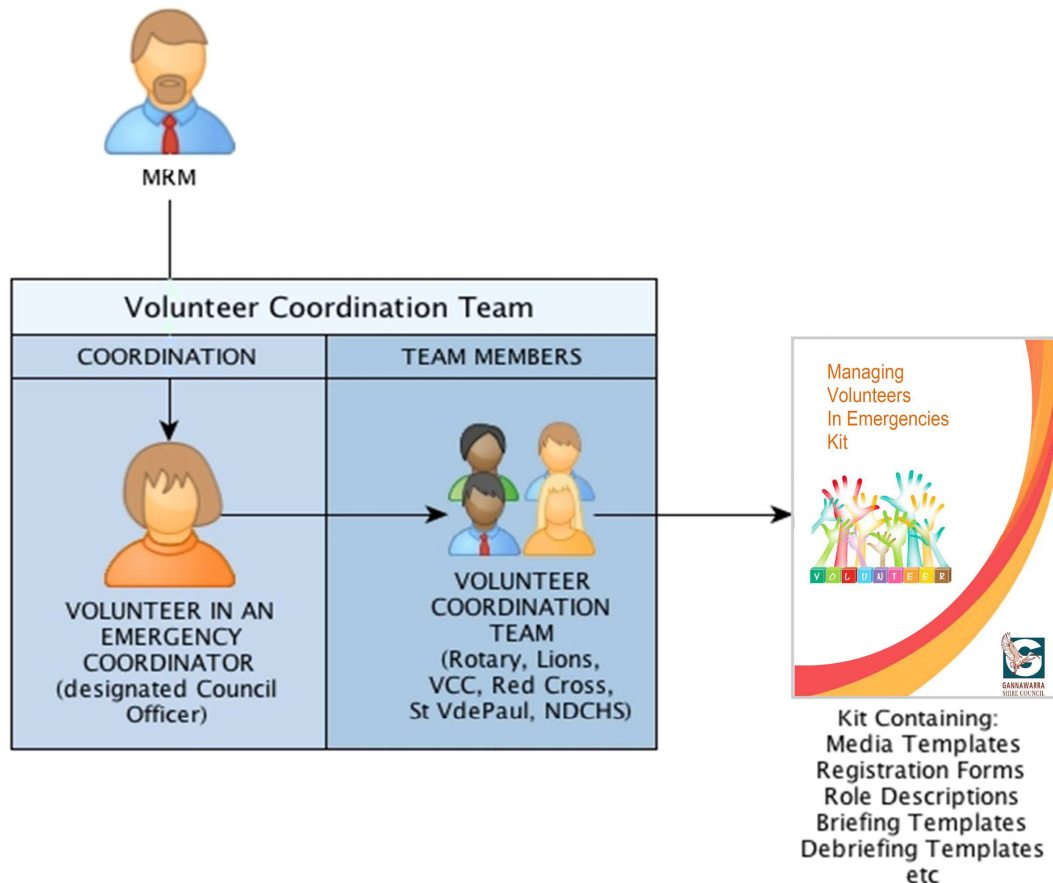
In the event of an emergency many community members will be mobilised through their existing affiliations and memberships with formal groups such as the CFA, SES, Red Cross or other organisations. Regular contact and strong relationships between the Volunteer Coordination Group and these organisations will promote mutual support and cooperation in the event of an emergency. SES, for example, may require additional volunteers to assist with sandbagging to prepare for a flood that could be sourced by the Volunteer Coordination Group. During a different emergency event, the SES may have underutilised volunteer resources for available for deployment by the Volunteer Coordination Group.

It is recommended the Volunteer Coordination Group meet with each of the emergency services groups regularly, invite their comment and input as policies and procedures continue to be developed by the VCG and consider inviting their representatives to brief VCG meetings on developments within their own organisations.



## Activation of Managing Volunteers in Emergencies Kit

This Kit will be activated by the Volunteer in an Emergency Coordinator, their Deputy or formal delegate following direction from the Municipal Recovery Manager.



This Kit may not be required in all emergencies. Reasons for activating the Kit may include but are not limited to the following:

- When the nature of the emergency or extent of media coverage makes convergence of spontaneous volunteers or emergent volunteer groups likely
- When it is deemed likely that there will be relief and/or recovery activities beyond the scope and capacity of existing personnel (either paid or voluntary)
- When there may existing, affiliated and underused volunteers available for coordinated redeployment
- When it is predicted the emergency or impact of the emergency will last longer than a week

As part of the overall Response/Recovery Plan the MRM will liaise with the Volunteer in an Emergency Coordinator (or their Deputy) regarding activation of the Kit. The Volunteer in an Emergency Coordinator, once instructed by the MRM, will contact whichever identified Volunteer Coordination Team members are available. It will be the Team Members' responsibility to source a kit/s either electronically or in hard copy and implement actions as directed by the Volunteer in an Emergency Coordinator. As part of the activation of the Plan, the Volunteer Coordination Team may or may not be required to open a Volunteer Centre.



## Volunteer Coordination Daily Task Sheet

**Duty Volunteer Coordination Team Member:** \_\_\_\_\_ **Date:** \_\_/\_\_/\_\_

Once the Volunteer Coordination process is established the following tasks may need to be done daily. Some (as indicated) will need to be done by the Duty Volunteer Coordination Team Member while others can be undertaken by other volunteers at the Centre or assisting with Volunteer Coordination. Tick when completed or indicate if not applicable (NA).

✓ (or NA)	Task	Completed by
	Duty Volunteer Coordination Team Member advises Volunteer in an Emergency Coordinator they are now "on duty".	
	Open Volunteer Centre if one has been established and ensure a clear "OPEN" sign is visible	
	Duty Volunteer Coordination Team Member allocates roles to volunteers assisting running the Volunteer Centre	
	Ensure sufficient Registration Forms available and photocopy if needed	
	Log into <i>CrisisWorks</i> and update as required	
	Check through <i>CrisisWorks</i> whether there are any outstanding requests for volunteer assistance (also check any requests that came direct to the Centre and not yet recorded on <i>CrisisWorks</i> )	
	Go through list of registered volunteers and if not yet matched ensure someone from the Centre speaks with them at least weekly and that this contact is recorded.	
	Check amenities at the Volunteer Centre are functioning and well stocked (toilet paper, soap, tea/coffee/milk, stationary etc). Extra supplies to be sourced via the MECC.	
	Confirm roster for tomorrow's volunteers. Recruit others if busy or respectfully reduce numbers if quiet (see if there are other roles they could do)	
	Ensure all data from the day's activities (registration, matching, notifying of volunteers, briefing/after action reviewing) has been appropriately recorded, and any hard copies filed securely and confidentially.	
	Duty Volunteer Coordination Team Member to write handover notes for the next day detailing any important issues, outstanding tasks etc.	
	Final check with MECC to ensure Volunteer Centre can be closed for the day before "CLOSED" sign put up indicating what time it will open the next day, phones switched to answering machine etc.	





## Key Communications Messages

Timely and clear communication is important to manage the recruitment, flow and coordination of spontaneous volunteers and ensure they feel valued. The following message templates should be finalised to reflect the current need and situation as quickly as possible and forwarded by the Volunteer in an Emergency Coordinator to the MRM (who will then arrange for approval and dissemination by Council's Media Officer).

There are likely to be different messages needed as the nature of the emergency and the associated recovery changes. The following four phases have been identified as consistently requiring tailored communications messages in most emergencies:

<p><b>1. Emerging:</b> as soon as the event occurs and initial (and often unreliable) information about the emergency is starting to emerge in the media.</p> <p>Whilst it is tempting to wait until more confirmed information is received, it is important to distribute a message as soon as possible. People will start to respond as soon as they hear there is an event.</p>	<p><b>The aim at this point is to stem a potential influx of volunteers until more is known and the situation is safe.</b></p>
<p><b>2. Initial Response:</b> during the event and in the first few days after the event itself has been contained (note – in elongated emergency events such as drought and some floods this period may be less distinct and potentially extended)</p> <p>It is likely volunteers from emergency services will be undertaking tasks required as the area may not yet be considered safe. If additional volunteers are required (eg for sandbagging) it is important to ensure they assist rather than hinder the response effort.</p>	<p><b>The aim is to ensure only skilled and experienced volunteers are called for and ONLY if the situation is safe.</b></p>
<p><b>3. Recovery:</b> the period where volunteers will be in biggest demand as the community seeks to re-establish itself and rebuild both physically and socially. This is likely to be the longest phase, with demand for and availability of volunteers waxing and waning. Messages during this time can assist to balance the flow of spontaneous volunteers to meet the need for assistance and prevent over or under supply.</p>	<p><b>The aim is to be specific about the current need for volunteers – numbers required, skills and experience needed and where they should go. This message will need to be updated regularly so the community knows it is recent information.</b></p>
<p><b>4. Stand Down:</b> when spontaneous and additional volunteers are no longer required. (Note: volunteers may continue to be used through the natural volunteer networks, CFA, Red Cross etc. as part of the recovery effort.)</p>	<p><b>The aim is twofold: to make it clear that no more additional volunteers are required and to thank those who have offered their assistance.</b></p>



Key to each message should always be:

- Whether volunteers are needed at this time
- What specific skills and resources are needed at this time
- Where people should go and who they should contact to volunteer
- Are the volunteers expecting to be paid or not.

At any stage a call for “general volunteers” should be avoided. This will cause a considerable influx of potential volunteers who though well intentioned may not have the skills or experience required. Instead, thought should be given to the skill set required for the current tasks at hand.

If volunteers are not needed at any given time, the reason for this should be clearly stated. This will promote community understanding, diminish the amount of time spent dealing with potential volunteers whose services cannot be used and, importantly, avoid resentment. Where possible provide an alternative avenue for people’s good intentions. This could include donating money, organising local fundraising activities etc.

Messages should be repeated at every opportunity until the situation (and therefore the message) changes, recognising that in an emergency people may need to hear messages multiple times to understand the meaning. Ensure messages about the need for volunteers are consistent, regardless of their source. This will mean liaising with emergency services organisations (eg CFA, SES, Red Cross) to ensure the same message is being distributed. It will also mean ensuring the informal but pivotal communication sites in each town have accurate information and are kept informed about developments. These will often include local businesses, schools, community planning groups or natural community leaders.

Highlighted text should be edited to ensure information is distributed that is specific to the situation.



## Communication Templates: EMERGING EVENT

**Aim:** *Stop potential volunteers calling at this time (too early)*

Our thoughts are with all those affected by the **flood/fire/storm/other** in **town/area/** of the Gannawarra municipality.

Emergency Services are currently responding to the situation – please assist them by staying away as the area is not yet safe.

We ask that people in a position to assist do not call at this time. The needs of the community are our first priority and the staff and volunteers currently being used have the high level of skills and training needed. Further volunteers are not yet required.

Volunteers may be needed in the near future and will be called for via local media. For updates please either:-

- listen to the local radio stations 3SH (AM 1332), MixxFM (107.7) or ABC (102.1);
- log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au); or
- visit Council's Facebook page.

Please do not contact agencies or consider donating goods at this stage.

Donating money will be the best form of help you can give at this point in time. Information about an emergency appeal fund will be made available soon.

## Communication Templates: INITIAL RESPONSE

**Aim:** *Volunteers with specialist skills or strength required to assist with response (note: only consider using this template if you REALLY need additional volunteer assistance and only if you are ready to receive calls)*

Our thoughts are with all those affected by the **flood/fire/storm/other** in **town/area/** of the Gannawarra municipality.

Emergency Services are currently responding to the situation – please assist them by staying away as the area is not yet safe.

We currently need additional skilled and experienced volunteers to assist us with **sandbagging/other**. This volunteer work requires **good physical health/strength/other skills**. If you are able to assist please contact the Volunteer in an Emergency Coordinator on **telephone number**. Do not go directly to the affected area.

We do not need volunteers for other tasks at this time and ask that people with other skills do not contact us yet. Volunteers may be needed in the near future and will be called for via local media. For updates please either:-

- listen to the local radio stations 3SH (AM 1332), MixxFM (107.7) or ABC (102.1);
- log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au); or
- visit Council's Facebook page.

Please do not contact agencies or consider donating goods at this stage.

Donating money will be the best form of help you can give. Information about an emergency appeal fund will be made available soon.



## Communication Templates: RECOVERY

**Aim: To invite contact from potential volunteers able to undertake the specific tasks needed.**

Community support for the communities affected by the flood/fire/storm/other in town/area of the Gannawarra municipality has been overwhelming. On behalf of the local community thank you to all those who have generously donated money or have offered to donate their time.

Our priority remains those affected by the disaster and we are working with the community to help their recovery. Members of the public who are interested in assisting and have skills and experience in administration/cleanup/gardening/fencing/other are asked to contact our Volunteer Coordination team on telephone number, visit them at the Volunteer Centre located at address or log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au)\*.

We have very limited capacity to store donated goods and the public is asked not to donate items at this time. (or) The only donated goods we are seeking at this time are fencing materials/gardening tools/canned goods/other. Please take donations of these materials to address between the hours of time. If you are making a large donation of the goods we are seeking please phone organisation (or Volunteer Centre) and number first. We ask that only materials in good condition are donated as disposal of old, unsafe or unsuitable goods is costly and time consuming.

Volunteers or donations that may be needed in the future will be called for via local media. For updates please either:-

- listen to the local radio stations 3SH (AM 1332), MixxFM (107.7) or ABC (102.1);
- log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au); or
- visit Council's Facebook page.

\* only offer this option if you have had the opportunity to load up the Registration Form to Council's website and information about current volunteer skills needed is up to date.

**Aim: To slow down the number of spontaneous volunteers (ie too many volunteers)**

Community support for the communities affected by the flood/fire/storm/other in town/area of the Gannawarra municipality has been overwhelming. On behalf of the local community thank you to all those who have generously donated money or have offered to donate their time.

If you have already registered as a potential volunteer and your help is needed the Volunteer Coordination Team will be in touch with you. The large number of volunteers offering assistance may mean that not all offers of help will be taken up. We thank you for your offer regardless. If you have not already registered please be aware that we do not need additional volunteers and we ask that you do not make contact at this time.

Should the situation change and additional volunteers be required we will let the community know through the local media. For updates please either:-

- listen to the local radio stations 3SH (AM 1332), MixxFM (107.7) or ABC (102.1);
- log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au); or
- visit Council's Facebook page.



**Aim: To increase the number of potential volunteers after the initial wave of volunteerism has receded.**

Town/area of the Gannawarra municipality continues to recover from the devastating effects of the flood/fire/storm/other in month the event happened.

Community support has been pivotal in helping the affected communities recover from this disaster. On behalf of the local community thank you to all those who have generously donated their time or money to help.

Our recovery work in the community is still going and will continue to be a big task over coming months. There is still much to do and more volunteers are needed. Volunteers with administration skills are needed to assist with coordination; we need people with general repair or farming skills to assist our fencing team; and volunteers with good organising skills are needed to help us sort through donated goods.

Members of the public who are interested in assisting are asked to contact our Volunteer Coordination team on telephone number, visit them at the Volunteer Centre located at address or log on to the Gannawarra Shire Council website [www.gannawarra.vic.gov.au](http://www.gannawarra.vic.gov.au).\*

\* only offer this option if you have had the opportunity to load up the Registration Form to Council's website and information about current volunteer skills needed is up to date.

**Aim: To recruit volunteers for a specific event or activity (eg cleanup day)**

Town/area of the Gannawarra municipality continues to recover from the devastating effects of the flood/fire/storm/other in month the event happened.

To help the recovery effort we will be holding a cleanup/gardening day on day and date and are hoping for lots of volunteers to help.

Members of the public interested in volunteering should contact the Volunteer Coordination Team on telephone number before the day to register and find out all the details. Volunteers will need to bring their own tools and equipment, lunch and drinks and make their own way to location by time of day.

People interested in other volunteering opportunities to assist the community and who have skills in administration/fencing/other are also welcome to contact our Volunteer Coordination Team.



## Communication Templates: STAND DOWN

*Aim: To stop new volunteers offering their services as the volunteer effort is now sustainable or winding down.*

Town/area of the Gannawarra municipality continues to recover from the devastating effects of the flood/fire/storm/other in month the event happened.

Community support has been pivotal in helping the affected communities recover from this disaster. On behalf of the local community thank you to all those who have generously donated their time or money to help.

Whilst our recovery work in the community will continue, we now have enough volunteer resources to make it happen and no new volunteers will be needed.

Please note that our Volunteer Centre will be closing on date.

If you are interested in ongoing volunteer opportunities please consider contacting your local CFA, SES, Red Cross or Service Club. These organisations play an ongoing role in making our community a great place to live, work and visit and are always interested in new members.



## Volunteer Roles at the Volunteer Centre

**Volunteer in an Emergency Coordinator:** The Volunteer in an Emergency Coordinator will always retain responsibility for the coordination of spontaneous volunteers and activity at the Volunteer Centre. The Volunteer in an Emergency Coordinator will draw upon the skills, expertise and commitment of the **Volunteer Coordination Team** to assist with leadership at the Volunteer Centre and schedule a “duty roster” accordingly. Roles at the Centre, particularly during busy periods, can be filled by spontaneous volunteers with the appropriate skills, by members of the Volunteer Coordination Team themselves, or by volunteers from the respective groups and organisations affiliated with the volunteer effort (eg Service Club representatives on the Team may call on their own Club members to assist).

Whilst the Volunteer Centre has ideally been established separately from the Relief / Evacuation Centre, affected and evacuated community members may still arrive seeking assistance. Volunteer Centre staff should be assured it is normal to struggle with what to say or do in these instances. The next section contains tips on how to best respond to a person entering the Volunteer Centre who may have been affected by the traumatic event.

If possible, Volunteer Centre staff should accompany the affected community members to the Relief Centre where they can receive the required support. If the affected community members choose to go on their own or prefer not to go to the Relief Centre, Volunteer Centre staff should take their details using the RED CROSS registration form and inform Red Cross staff at the Relief Centre so the information can be recorded on the National Registry and Inquiry System (NRIS).

Note: the number of volunteers required to staff the Volunteer Centre may range from 1 or 2 up to 7 or 8 depending on the number of volunteers expected. Roles at the Centre should therefore be fluid enough to enable multiple tasks to be undertaken by each person and for volunteers to be focusing on whichever area is “busiest” at the time.

<b>Duty Volunteer Coordination Team Member</b>	<ul style="list-style-type: none"> <li>▪ Oversee day to day operations at the Volunteer Centre</li> <li>▪ Report incidents to the Volunteer in an Emergency Coordinator</li> </ul>
<b>Welcoming Desk Volunteer</b>	<ul style="list-style-type: none"> <li>▪ Greet people entering the Centre for the first time and confirm they are there with regard to volunteering</li> <li>▪ Find privacy for affected community members that may arrive, prior to finding them an escort to the Relief Centre</li> <li>▪ Provide initial information about volunteering</li> <li>▪ Provide volunteer registration forms for completion if they are interested</li> <li>▪ Support them to complete the forms if required</li> <li>▪ Pass forms onto the Interview and Assessment Team once completed.</li> <li>▪ Assist with administration tasks during quiet periods.</li> </ul>



## Gannawarra Shire Managing Volunteers in Emergencies Kit



<b>Interview and Assessment Volunteers</b>	<ul style="list-style-type: none"> <li>▪ Undertake face to face and telephone assessments of potential volunteers</li> <li>▪ Make recommendations to the Duty Volunteer Coordination Team Member regarding assessed volunteer capacity</li> <li>▪ Assist with briefing and after action reviewing of volunteers if required</li> <li>▪ Assist with administration tasks in quiet periods.</li> </ul>
<b>Centre Administration Volunteers</b>	<ul style="list-style-type: none"> <li>▪ Answer telephone queries from potential volunteers</li> <li>▪ Keep database up to date regarding available volunteers, where they are deployed, etc</li> <li>▪ Match requests for volunteer assistance with available volunteers</li> <li>▪ Fill out Volunteer Role Descriptions so they accurately reflect the work to be done</li> <li>▪ Contact registered volunteers and advise them of the role, arrange for briefing (either over phone or at Centre)</li> <li>▪ Contact agency or site requesting assistance and advise them of the volunteer/s who will be attending and when</li> </ul>



## Supporting Affected Community Members: what to say and do

Whilst the Volunteer Centre has ideally been established separately from the Relief / Evacuation Centre, affected and evacuated community members may still arrive seeking assistance. Volunteer Centre staff should be assured it is normal to struggle with what to say or do in these instances.

Affected community members may present as being distressed, irritable or tearful. They may also present with no visible affect at all, appearing as if in shock. Whilst the aim will be to eventually escort them to a more appropriate location, such as the relief or recovery centre, the initial priority should be to take them aside to allow for privacy.

The most important thing a volunteer can do at this time is be with them and listen. It is preferable not to leave them alone. Offer tea or coffee and ask one of the other volunteers or even someone nearby to organise it. Stay with them and listen until you think it is appropriate to escort them to the Relief Centre. The following points may help with what to say and what to avoid saying.

### What to Avoid Saying:

*Everything happens for a reason* (or variations on this): This is likely to come across as uncaring and judgmental. They are unlikely to be able to see a bigger picture, grasp the idea of fate or perceive a divine purpose *even if they usually believe in these things* and as a volunteer you will not necessarily know their usual belief system and cannot assume they share yours.

*It will be OK / Everything will be alright*: This is a promise that can't be kept. No-one will know if it is going to be OK for this person.

*Calm down*: The heightened level of anxiety they are experiencing is a natural, biological response to a dangerous situation. They will be buffeted by a range of stress hormones and neurological (brain) responses that cannot be controlled by thought or positive thinking.

*I know how you feel*: No-one, even someone who has experienced the same event or suffered a similar loss, will know how they feel. Their experience is individual and unique and whilst this comment is usually said to demonstrate empathy it actually come across as minimising the validity of the person's feelings.

### What to Say:

*I don't know why this has happened*: Being open and honest is important and that includes acknowledging that we don't have insight into why the emergency has happened. In time they may make their own sense of why the event happened, or they may not.

*What you're feeling is normal*: They may believe they are 'going crazy' or be very worried they are unable to do things they usually find easy (eg even finding their way around their local town). It is very helpful to reassure them they are having a normal response to an abnormal situation.



*What is most important for you right now?* They may or may not be able to answer the question, but it will help them focus on the immediate and help the volunteer consider the best next step. After listening to the response, the volunteer may then be able to introduce the idea of taking them to the relief centre. For example: *“So the most important thing for you right now is to find out if your neighbours are OK? How about we go to the Relief Centre up the road, that would be a good place to start.”*

If possible, Volunteer Centre staff (who?????????) should accompany the affected community members to the Relief Centre where they can receive the required support and introduce them directly to the staff there. If the affected community members choose to go on their own or prefer not to go to the Relief Centre, Volunteer Centre staff should take their details using the RED CROSS registration form and inform Red Cross staff at the Relief Centre so the information can be recorded on the National Registry and Inquiry System (NRIS).



## List of Potential Locations for a Volunteer Centre

Despite its separate location, the Volunteer Centre should be an accessible distance from any relief/recovery centre with regular communication between personnel from each site. The nature, size and likely length of the emergency will determine whether a large, stand alone Volunteer Centre will be required, for example in a local hall, or whether an office in an existing organisation will suffice.

The following sites have been audited and deemed suitable for use as a Volunteer Centre:

Building	Address	How to Access (keys, etc)	Key Contact for Site (name and number)	Any site limitations identified	Comments



## Set Up Plan for a Volunteer Centre

The exact layout of the Centre will depend on the venue used, the resources (desks, chairs, partitions etc) available and the number of volunteers expected. Make the most of the space and furniture at hand and use the principles in this Set Up Plan as a guide rather than an absolute blueprint.

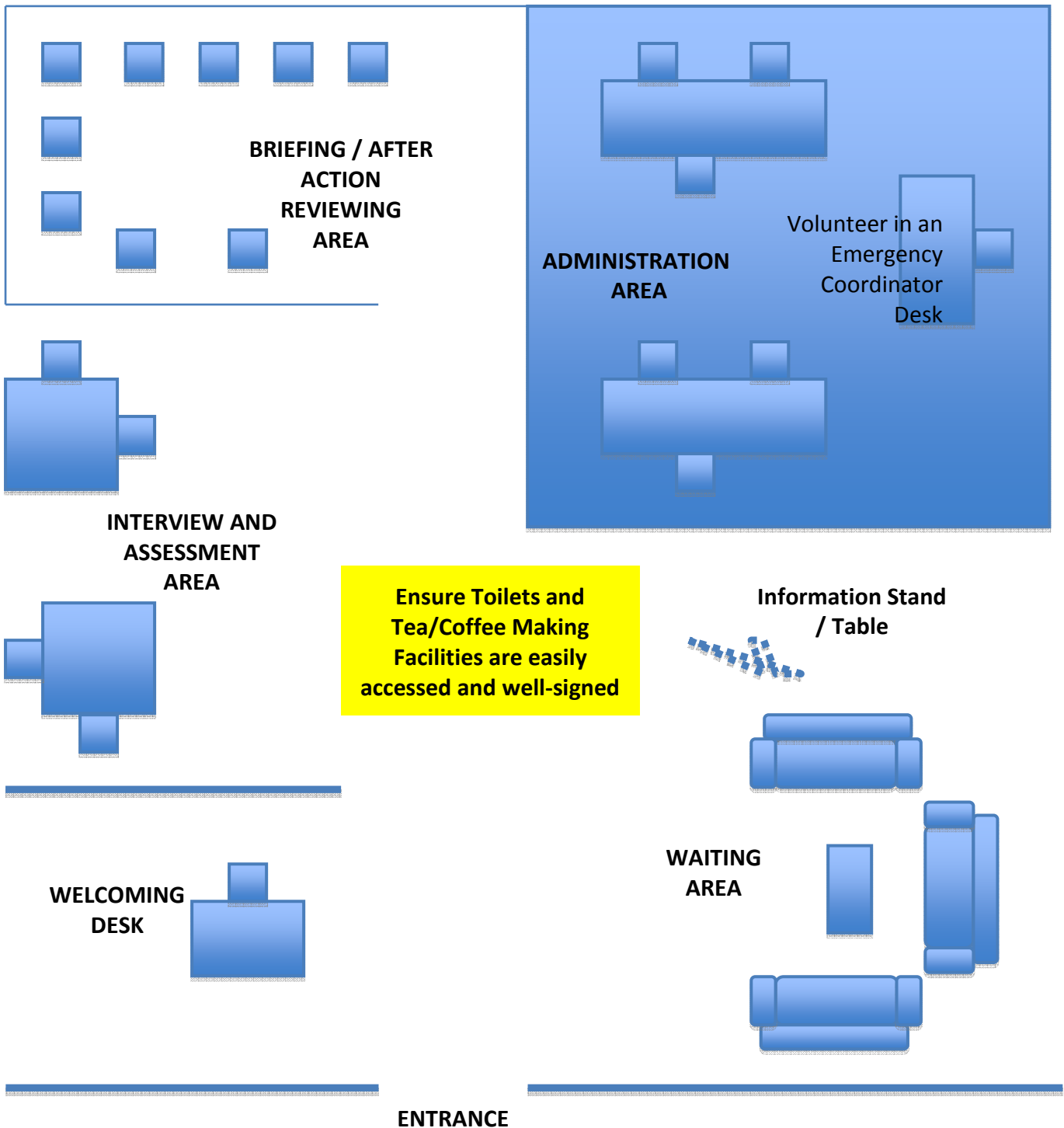
A usual layout (see diagram over) will include a number of **zones** as follows:

1. **WELCOMING DESK** – located close to the entrance and clearly signed so it is clear to potential volunteers where to start. If possible have a “help yourself” stand or table with information on it – registration forms, any newsletters about the emergency, updates or other info that may be helpful for people.
2. **WAITING AREA** – near the welcoming desk so the Welcoming Desk volunteer can liaise with them, see how many are waiting, provide initial Registration Forms for completion, etc.
3. **INTERVIEW AND ASSESSMENT AREA** – in an area (or separate room) beyond the welcoming and waiting areas to allow some privacy for volunteers being interviewed
4. **BRIEFING / AFTER ACTION REVIEWING AREA** – a space where volunteers can be briefed either individually or as a group prior to going out and undertaking their assigned volunteer tasks, as well as undertake an after action review at the end of the day.
5. **ADMINISTRATION AREA** – this needs to be a separate space, ideally a separate room, to enable the Centre Administration Volunteers to go through requests for assistance and match to appropriate volunteers. This space will include a desk for the Volunteer in an Emergency Coordinator, or whichever of the Volunteer Coordination Team is “on duty” at the time and providing leadership to the Centre.

When setting up the zones, consider the best configuration for the volunteers coming in through the entrance. It makes sense that they progress from being welcomed, to filling out their registration form in the waiting area and then move through to being assessed and interviewed.

Also consider the importance of creating private spaces. This will be imperative for the Administration Area, but if possible would also be good for the Assessment and Interview Area. Separate rooms aren’t always available so use whatever is at hand to create partitions (a row of chairs can provide a barrier that stops people walking into confidential spaces even if it doesn’t create a soundproof barrier!).

Ensure easy access to amenities such as toilets and freely available tea/coffee and make sure these are well signed.





## Developing Spontaneous Volunteer Role Descriptions

**Instructions:** Complete as many details as you have regarding the role. Use the electronic template if available. If not hand-write using the paper copies supplied in the Kit.

Refer to the Potential Task List and Example Role Description attached if you need prompts.

Have the Role Description signed off by the Volunteer Coordination Team member on duty.

Explain the role to any volunteer/s undertaking the role, and have them sign the Role Description.

Issue the volunteer/s with an Identification Badge signed on the back by you (Badges provided in Kit) and a copy of the Principles.

Advise the on-site supervisor of the volunteer/s who will be attending their site, dates, times etc.

Enter the deployed volunteer information in *CrisisWorks* against the appropriate request for assistance.

**Copies to:** Volunteer/s undertaking the role  
Any on-site supervisors providing support to the volunteers  
Volunteer in an Emergency Coordinator (Role Descriptions to be kept and secured by Council).





## Potential Volunteer Tasks

DESK BASED TASKS	
Role and Tasks	Skills Required
<b>Administration at Volunteer Centre:</b> <ul style="list-style-type: none"> <li>▪ Answering phones</li> <li>▪ Updating lists and databases</li> <li>▪ Liaising with agencies</li> <li>▪ Welcoming walk-in volunteers</li> <li>▪ Photocopying</li> </ul>	<ul style="list-style-type: none"> <li>▪ Legible handwriting</li> <li>▪ Welcoming manner</li> <li>▪ Good communication skills</li> </ul>
<b>Volunteer Assessment and Registration:</b> <ul style="list-style-type: none"> <li>▪ Telephone and walk-in assessment of volunteers</li> <li>▪ Assessment of interest, skills and experience</li> <li>▪ Sighting and copying of any qualifications and licences</li> <li>▪ Completing registration forms</li> <li>▪ Matching of volunteers with requests for assistance</li> </ul>	<ul style="list-style-type: none"> <li>▪ Listening skills</li> <li>▪ Legible handwriting</li> <li>▪ Welcoming manner</li> <li>▪ Understanding of confidentiality</li> </ul>
ACTIVE TASKS	
<b>Assistance with Catering:</b> <ul style="list-style-type: none"> <li>▪ Check any special dietary requirements</li> <li>▪ Prepare and serve food</li> <li>▪ Deliver food and refreshments</li> <li>▪ Clean and maintain kitchen</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good hygiene practices</li> <li>▪ Food handling certificate desirable</li> </ul>
<b>Manage Material Donations:</b> <ul style="list-style-type: none"> <li>▪ Sort donated goods</li> <li>▪ Dispose of unwanted / unusable goods</li> <li>▪ Safely store and label goods</li> <li>▪ Maintain lists</li> <li>▪ Deliver goods to communities</li> <li>▪ Pick up offers of donated goods</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physical stamina</li> <li>▪ Organising skills</li> <li>▪ Some computer skills (if keeping lists)</li> <li>▪ Current drivers licence (for deliveries / pick up)</li> </ul>
<b>Cleanup Activities:</b> <ul style="list-style-type: none"> <li>▪ Liaise with property owners</li> <li>▪ Remove rubbish and debris</li> <li>▪ Salvage property and goods</li> <li>▪ Dispose of damaged, unsafe and unwanted materials</li> <li>▪ Clean buildings</li> </ul>	<ul style="list-style-type: none"> <li>▪ Physical strength</li> <li>▪ Respect for property and owner</li> <li>▪ Understanding of working safely</li> </ul>
<b>Outreach and Personal Support:</b> <ul style="list-style-type: none"> <li>▪ Provide personal support for those affected by event (not counselling)</li> <li>▪ Gather information about the effects of the event</li> <li>▪ Provide information about services and grants available</li> <li>▪ Log information in the recovery database</li> <li>▪ Visit effected households</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good listening skills</li> <li>▪ Understanding of confidentiality</li> <li>▪ Drivers Licence (if visiting)</li> <li>▪ Some computer skills</li> </ul>



## Potential Volunteer Tasks (continued)

<p><i>Fencing Repair and Construction:</i></p> <ul style="list-style-type: none"> <li>▪ Liaise with property owner</li> <li>▪ Remove and dispose of fencing damaged beyond repair</li> <li>▪ Source fencing materials via Volunteer Centre</li> <li>▪ Repair damaged fencing</li> <li>▪ Build new farm fencing</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fencing experience</li> <li>▪ Physical strength</li> <li>▪ Respect for property and owner</li> <li>▪ Understanding of working safely</li> </ul>
<b>SKILLED AND QUALIFIED TASKS</b>	
<p><i>Repair and Reconstruction:</i></p> <ul style="list-style-type: none"> <li>▪ Repair properties and infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Trade licences as per work duties</li> <li>▪ Equipment licences as per work duties</li> </ul>
<p><i>Counselling and Trauma Interventions:</i></p> <ul style="list-style-type: none"> <li>▪ Provide counselling for effected individuals and families</li> <li>▪ Identify early indicators of trauma</li> <li>▪ Liaise with formal counselling agencies (DHS, Community Health etc)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Formal tertiary qualifications in counselling (social work, psychology)</li> <li>▪ Experience in provision of trauma counselling</li> <li>▪ Current police check and Working with Children Check</li> </ul>

**Note: In the event of an emergency the usually strict policy & procedure requirements in a number of key areas are waived. These include:**

**Information Sharing:** In times of an emergency, information can be collected, used, shared and disclosed for purposes directly related to assisting the response and recovery efforts without being in breach of the Privacy Act. This can assist outreach teams and other volunteers gather and pass on information about affected community members in order to ensure the appropriate support is mobilised. Written and signed consent forms are not required, but the gathering and sharing of information must be purposeful and associated with the response and recovery effort.

Note: not all organisations and personnel are aware of the emergency provisions in the Privacy Act and may query their capacity to share information. To assist cooperation and information disclosure, they should be referred to the Office of the Australian Information Commissioner ([www.oaic.gov.au](http://www.oaic.gov.au)) for fast verification confirming their capacity to share information.

**Food Handling:** In the event of an emergency, formal arrangements are already in place for the organisation of catering to groups such as those involved in combating the emergency (SES, CFA, Victoria Police etc) as well as those affected by the emergency (eg those attending relief or evacuation centres). Red Cross has volunteers trained and certified in Food Handling to lead the catering response in Gannawarra Shire and therefore such activity is beyond the scope of this Kit.



However, in an emergency the local community will often respond by donating produce, baked goods and other perishable food for use by or distribution to those affected by the event. Significant ill will and anger is likely to be generated if such offers are refused on the grounds of non-compliance with food handling policy and procedures. At the same time, the outbreak of disease as a result of contaminated food is a major concern for communities already trying to recover from an emergency event and clearly must be actively avoided. In these instances, as long as volunteers and other personnel take all reasonable care to identify risks and avoid harm the donated goods can be distributed. Reasonable care is considered to be a standard of care provided by a reasonable person in that situation. A reasonable person, for example, would accept sandwiches recently made in a home-owner's kitchen if they appeared fresh and would discard sandwiches that had traveled in the back of a hot car for several hours.



## Example Volunteer Role Description

<b>Date</b>	1 <sup>st</sup> January 2013		
<b>Role</b>	Outreach		
<b>Tasks to be undertaken</b>	Visit households and businesses in the effected community		
	Take details about the effects of the emergency on their property, family, business		
	Provide information about the recovery centre and other services available		
	Enquire about neighbours, friends that may have been effected		
	Record details on the outreach forms (provided)		
<b>Skills, experience or qualifications required</b>	Good listening skills, Driver's licence Legible handwriting		
<b>Location of Job</b>	At beginning and end of shift – Volunteer Centre. Various locations across Gannawarra and neighbouring shires during the shift.		
<b>Person to Report to</b>	Jane Doe, Red Cross	<b>Contact Details</b>	(phone number)
<b>Dates and Times of Job</b>	As rostered by Red Cross from 2/1/13 – 20/1/13. Maximum 5 hour shifts.		
<b>What equipment/tools/ clothing will be provided?</b>	All forms and stationary.		
<b>What equipment/tools/ clothing will the volunteer need to bring?</b>	Closed, comfortable shoes and clothing suitable for the weather Car and copy of driver's licence if able to use own vehicle. Bring own packed lunch, snacks and a bottle of water.		
<b>Other Relevant Information</b>	This volunteer work can be emotionally challenging. Outreach volunteers are sent out in pairs or teams and provided with support. All volunteers are required to attend the end-of-shift after action reviewing.		

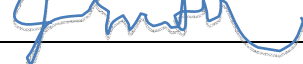
*I have read this role description and agree to undertake the tasks listed above.*

*I will keep private and confidential all information relating to the personal details of any person I assist, and the emergency response activities in general. I agree not to pass on any information to anyone other than as required to perform my official role as a volunteer.*

*I understand that I will not receive any financial compensation for my work as a volunteer and that I may formally withdraw my offer of voluntary assistance at any time by contacting the Volunteer Coordination Team.*


*I understand that I will be considered volunteer of Gannawarra Shire Council and agree to work under the direction of the Volunteer Coordination Team or other designated site supervisor at all times, to work according to the policies and procedures of Gannawarra Shire Council and the agency that I am assisting, and to undertake my activities in a manner that will not jeopardise the safety of myself or others. I agree that I will not attempt any volunteer work for which I am not suitably experienced, qualified or physically able to undertake.*

### Volunteer

Name: Janette Smith Date: 01/01/13 Signature: 

### Volunteer Coordination Team Member

*I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position.*

Name: Andrew Jones (Rotary) Date: 01/01/13 Signature: 

### OH&S Statement

Gannawarra Shire Council is committed to providing and maintaining a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with our organisational values and the requirements of the Occupational Health & Safety Act, associated Regulations and Codes of Practice.



## Volunteer Role Description

<b>Date</b>			
<b>Role</b>			
<b>Tasks to be undertaken</b>			
<b>Skills, experience or qualifications required</b>			
<b>Location of Job</b>			
<b>Person to Report to</b>		<b>Contact Details</b>	
<b>Dates and Times of Job</b>			
<b>What equipment/tools/ clothing will be provided?</b>			
<b>What equipment/tools/ clothing will the volunteer need to bring?</b>			
<b>Other Relevant Information</b>			

*I have read this role description and agree to undertake the tasks listed above.*

*I will keep private and confidential all information relating to the personal details of any person I assist, and the emergency response activities in general. I agree not to pass on any information to anyone other than as required to perform my official role as a volunteer.*

*I understand that I will not receive any financial compensation for my work as a volunteer and that I may formally withdraw my offer of voluntary assistance at any time by contacting the Volunteer Coordination Team.*

*I understand that I will be considered volunteer of Gannawarra Shire Council and agree to work under the direction of the Volunteer Coordination Team or other designated site supervisor at all times, to work according to the policies and procedures of Gannawarra Shire Council and the agency that I am assisting, and to undertake my activities in a manner that will not jeopardise the safety of myself or others. I agree that I will not attempt any volunteer work for which I am not suitably experienced, qualified or physically able to undertake.*

### Volunteer

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

### Volunteer Coordination Team Member

*I have carefully reviewed this Position Description and am satisfied that it fully and accurately describes the requirements of the position.*

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

### OH&S Statement

Gannawarra Shire Council is committed to providing and maintaining a safe and healthy working environment for all staff, volunteers, contractors and visitors. This commitment is in accordance with our organisational values and the requirements of the Occupational Health & Safety Act, associated Regulations and Codes of Practice.



## Spontaneous Volunteer Registration Form

The information you provide helps us to ensure your generous offer of volunteer assistance is best matched with community need. Thank you for answering openly and honestly.

Please be confident your information is treated confidentially within the Volunteer Coordination Team. It will only be disclosed to other organisations involved in the response or recovery for the purpose of utilising your skills as a volunteer. Following completion, this form will be kept securely and confidentially by Gannawarra Shire Council.

Please feel welcome to talk with our Volunteer Coordination Team if you have any queries or concerns.

### Personal Details

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_

(if under 18yrs must be accompanied by a parent or guardian. If over 90 years please advise we are unfortunately unable to accept their offer of assistance for insurance reasons)

Driver's Licence / Medicare Number: \_\_\_\_\_  
(please be prepared to show a copy to the relevant personnel)

### Contact Details

Home phone: \_\_\_\_\_

Mobile phone: \_\_\_\_\_

Work phone: \_\_\_\_\_  
(only if OK to phone you at work)

Email: \_\_\_\_\_

What is the best way to contact you? \_\_\_\_\_

Are there any other ways we can contact you if necessary? \_\_\_\_\_

Who should we contact in an emergency? \_\_\_\_\_

Emergency Contact Phone Number/s : \_\_\_\_\_



## Skills

Please put a tick in the box(es) alongside the particular skills and experience that you have, or the role(s) that you are prepared to undertake, and note any relevant experience. Please be prepared to show details of licences or registration if applicable.

<input checked="" type="checkbox"/>	Skills	Relevant Experience/Training/Licenses
	Administration (eg phones, copying, filing)	
	Computer operation and data entry	
	Medical care and First Aid	(First Aid or other medical certification required)
	Care of Children	(Working with Children Check required)
	Care of Elderly	
	Catering and food handling	(Food Handling Certificate desirable but not essential)
	Interpretation (specify language)	
	Physical Labour	
	Outreach and Personal Support	
	Counselling and Trauma Response	(Formal tertiary qualifications required)
	Security and Area Protection	
	Other (please specify)	

**Are you already a volunteer with another organisation?**

☐ No ☐ Yes

If yes please provide details \_\_\_\_\_

**Do you have a current police check?**

☐ No ☐ Yes

**Do you have a current Working With Children Check?**

☐ No ☐ Yes

**Do you have a current Drivers Licence?**

☐ No ☐ Yes

If yes ☐ Manual ☐ Automatic

**Do you have skills/licence in:**

☐ 4-wheel driving

☐ Boat operation

☐ Heavy vehicle operation

☐ Other \_\_\_\_\_





### Considerations

Please indicate any physical or personal limitations that we should be aware of in planning your role.

<input checked="" type="checkbox"/>	Issue	Details of requirements/limitation to operations
<input type="checkbox"/>	Back pain/injury	Eg not to lift over 10kg
<input type="checkbox"/>	Mobility	
<input type="checkbox"/>	Hearing	
<input type="checkbox"/>	Sight	
<input type="checkbox"/>	Communication Language / Verbal / Written	
<input type="checkbox"/>	Allergies	
<input type="checkbox"/>	Respiratory/Asthma	
<input type="checkbox"/>	Are you on any medication we should be aware of?	
<input type="checkbox"/>	Do you have any special dietary requirements?	
<input type="checkbox"/>	Any other concerns	

**Availability:** Please indicate any factors that might limit your availability in the next two weeks.

Community recovery is complex and can take place over an extended period of time. Would you be interested in being involved in the long term recovery i.e. over the next year?

☐ No ☐ Yes

### Ongoing volunteering opportunities

Please indicate if you are interested in receiving details of ongoing volunteering opportunities with organisations involved in the response or recovery from the Emergency

☐ No ☐ Yes

### Other Information

Is there anything else that would be useful for us to know about you?



## Declaration

*I understand that I will need to have a brief assessment interview with one of the Volunteer Coordination Team to assist the Team understand my skills, background and experience and consider how they may best be used in the relief/recovery effort.*

*I understand that the need for volunteers and particular skills is unpredictable and that I may be called upon immediately, later in the recovery effort or not at all.*

*I agree that the details I have given in this form and through my upcoming assessment interview can be disclosed to other organisations involved in the response or recovery efforts for the purpose of utilising my skills as a volunteer.*

*I will keep private and confidential all information relating to the personal details of any person I assist, and the emergency response and recovery activities in general. I agree not to pass on any information to anyone other than as required to perform my official role as a volunteer. I will pass on any queries from external organisations, including the media, to the Volunteer Coordination Team and will not provide comment or information myself.*

*I understand that I will not receive any financial compensation for my work as a volunteer and that I may formally withdraw my offer of voluntary assistance at any time by contacting the Volunteer Coordination Team.*

*I understand that I will be considered volunteer of Gannawarra Shire Council and agree to work under the direction of the Volunteer Coordination Team or other designated site supervisor at all times, to work according to the policies and procedures of Gannawarra Shire Council and the agency that I am assisting, and to undertake my activities in a manner that will not jeopardise the safety of myself or others. I agree that I will not attempt any volunteer work for which I am not suitably experienced, qualified or physically able to undertake.*

## Volunteer

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_



## Volunteer Interview and Assessment Form

Whilst interviewing potential volunteers may seem daunting if you have a lot of spontaneous volunteers, it is a valuable and critical step in ensuring you have the right people for the right tasks.

Keep in mind the primary principle of managing volunteers in emergencies:

***those affected by the disaster are always the first priority.***

Good volunteer assessment is a way of ensuring we don't place volunteers in positions where they could have a negative impact on the affected community or become traumatised or harmed themselves.

An interview and assessment does not need to be lengthy or formal. Indeed, keeping it informal, timely and brief can be a useful part of the greeting process for potential volunteers. Remember this will be one of the first impressions people have of the volunteer experience so take a common sense, welcoming approach.

Below are some suggested questions for a screening interview. If possible, talk with the potential volunteer in a private space where you are unlikely to be disturbed. Take notes during the interview so you can refer back to the information when making your recommendations. The main two areas you will be exploring are their **MOTIVATION** and their **SKILLS/EXPERIENCE**.

Make sure the potential volunteer knows what will happen once the interview has concluded. In some instances you may be in a position to recommend immediate use of their skills, in which case you can move to the matching process straight away. In other cases, you may need to advise them that someone will be in touch if a volunteering opportunity is identified. Prepare them for the possibility that their volunteering effort may not be required, but reassure them the Volunteer Coordination Team will stay in touch.

### ASSESSING FOR MOTIVATION

Keep in mind people have different motivations for volunteering. Most come with good intentions and are genuinely keen to help. These **HELPERS** will be the most useful volunteers to assist the community as they are altruistically motivated. Some volunteers will be **SURVIVORS** of the event themselves. This doesn't stop them being very helpful volunteers – but you will need to be careful where you place them, both for their own emotional wellbeing and the wellbeing of other community members effected by the event. The **ANXIOUS** volunteers are hoping that volunteering will help them feel in control again. Again, placement will be important to ensure their anxiety is not increased or, importantly, does not add to the already heightened worry and anxiety of the community.



Some volunteers are **CURIOUS** about the event and want to get close to the action. Unfortunately most events attract these “disaster tourists” to some degree. These potential volunteers should generally be screened out, as they will only want to contribute if their role is exciting and interesting. They will actively seek out trauma and danger, increase the anxiety of those affected as they seek to hear stories over and over again, and they generally have difficulty following direction. **EXPLOITERS** are the final category of potential volunteers and the most concerning for volunteer coordinators. They may present with good intentions and indeed genuinely believe they have good intentions. However their motives are such that they can potentially do significant damage to the recovery effort and the affected community members. Exploiters may be seeking to position themselves so their business or skills will be purchased; so they can get an in-depth and exclusive story for the media; so they can gain authority to take leadership of the recovery; or so they can be seen as a hero. It is vitally important potential volunteers with exploitative motivations are screened out.

That said, keep in mind most people offering their time and skills have genuine motivation to help and will be an asset if the recovery process needs volunteer participation. If you are unsure of someone’s motivation never feel hurried to make a decision about their suitability and take the time to talk with another member of the Volunteer Coordination Team.

### ASSESSING FOR SKILLS AND EXPERIENCE

This will be much easier for the potential volunteer to answer! Your role is to explore the skills and experience they have in their employment, other volunteer roles, local community activities etc. and to consider how these could be transferred to the needs of the recovery effort. Remember to think laterally. Someone who is unemployed with no recent work experience is also likely to have a lot of time available to assist. Someone whose paid role is in an office may have organizational and processing skills, but if they are active in local football and go to the gym regularly they may also be physically fit and able to do outside cleanup work.

Exploring the kind of work they are interested in and feel most confident undertaking is important. This will greatly increase the chances of them doing the job well, feeling valued for their efforts and becoming part of the recovery ‘team’.

Keep in mind some jobs will require formal qualifications and licences. Securing a copy or verification of these early will greatly assist your ability to match them to volunteer tasks later. Potential volunteers may not have copies of qualifications or licences readily available so consider other ways you can have them verified such as by contacting their employer (remember to seek their permission first and to document your discussions).



## Volunteer Interview Sheet

Name:

Interviewed by:

Date:

**Why do you want to help? What prompted you to come at this time?**

*(This question may help you screen out unsuitable volunteers. Trust your intuition if you are uneasy about their motivation and discuss with another member of the Volunteer Coordination Team if needed.)*

**How do you think you would be most useful as a volunteer? (do you have any particular work in mind?)**

**Have you ever been involved in an emergency before, either affected by an event or helped in an event?**

**Tell us about the skills and experience you bring, from any paid or volunteer work, local community activities you might be involved in.**

*Prompts: explore hospitality skills (cooking, serving), medical (first aid certified?), office experience (filing, phones, computers), agricultural (chemical handling, fencing, farm machinery, stock management).*

*Try to determine whether their skills and experience are at a basic, intermediate or advanced level – this will help determine how much supervision they may need.*

**What type of work do you enjoy yourself?**

**Are there any jobs that you would prefer not to do, or are unable to do?**

**Do you have any medical conditions or allergies or take any medication that we should know about?**

**Some jobs will take physical strength and stamina (eg cleanup) – how would you rate your capacity in this area?**

**What do you think will be most challenging for you in volunteering in this emergency? How do you think you will handle that challenge?**

*(Prompt: it is OK to ask how they think they will manage talking with people who may be distressed or traumatised if they don't volunteer this information).*



**How would other people say you cope under stress or in a crisis? (How do you react, how do you respond?)**

*(note: asking how other people see them invites them to think about how they appear to other people, indicates self awareness and insight)*

**Is there anything else that would be helpful for us to know about?**

**What is your availability for volunteer work?**

*(Prompts: how much notice do they need? Are they available for a few hours, days, weeks? Are there times they are not available?)*

**Do you have any questions for us?**

**Make sure they have completed and signed a registration form.**

**Give them a copy of the Volunteer Principles if they didn't receive one on registration.**

**Let them know the Volunteer Coordination Team will be in contact with them, that not all offers from volunteers may be taken up, but they will be kept informed.**

#### **AFTER THE INTERVIEW**

Take a moment and reflect on the interview, noting your thoughts below.

	NOTES
What is their motivation? Are they a Helper, Survivor, Anxious, Curious or an Exploiter?	
What skills and experience stand out for you?	
What tasks would this person be best suited for?	
What factors would you consider in placing this person? (physical strength, level of patience, communication skills, energy level)	
What tasks would they not be suited for?	
What additional or special support might they need to be a volunteer?	
Other comments or recommendations	

**THE VOLUNTEER REGISTRATION FORM AND YOUR INTERVIEW NOTES MUST BE SECURED BY CLOSE OF BUSINESS EITHER AT THE VOLUNTEER CENTRE OR DESIGNATED COUNCIL OFFICE. ORIGINAL FORMS CANNOT BE TAKEN HOME BY CENTRE STAFF OR DISTRIBUTED WITHOUT AUTHORISATION.**



## Volunteer Briefing Sheet

This sheet can be adapted for use with individual volunteers or groups/teams of volunteers prior to their deployment. The briefing need not take long and is an essential way to ensure volunteers know what to expect, have accurate information if they are asked by affected community members and will be able to stay safe during their volunteer activities.

Any information provided about the event itself and the damage should be accurate and confirmed information provided by Emergency Services personnel at the MECC.

		NOTES
<b>Introductions</b>	<ul style="list-style-type: none"> <li>Introduce yourself and your role.</li> <li>Thank volunteers for their time.</li> <li>If a group invite them to introduce themselves.</li> </ul>	
<b>Situation</b>	<p><b>Describe the event and current situation:</b></p> <ul style="list-style-type: none"> <li>Location/s involved</li> <li>Extent of damage to property</li> <li>Number and degree of affected people (be careful and respectful advising on death and casualty – do not provide specific names)</li> <li>Predictions – likelihood of spot fires, flood resurgence, etc</li> <li>Weather forecast – and if this will affect the activity</li> </ul>	
<b>Volunteer Work (Mission and Execution)</b>	<p><b>Describe the volunteer work involved:</b></p> <ul style="list-style-type: none"> <li>Aim of the work – what it is hoped can be achieved</li> <li>Specific tasks that will need to be done as part of the job</li> <li>Indoor or outdoor activity</li> <li>Confirm skills required (administration, physical strength etc)</li> <li>Confirm that the volunteer understands the work is unpaid</li> </ul>	





		NOTES
Administration	<b>Logistics:</b> <ul style="list-style-type: none"> <li>Where they will be going</li> <li>How they will get there (own transport, car pooling etc)</li> <li>Times (lengths of shifts, breaks etc)</li> <li>Catering (what is provided, what they need to bring)</li> <li>Location of nearest toilets</li> <li>Paperwork or recording required</li> <li>Equipment and tools that will be provided at the site</li> <li>Equipment and tools they need to bring themselves</li> </ul>	
Communication	<b>Communication:</b> <ul style="list-style-type: none"> <li>Who they will report to at the location</li> <li>Confirm their contact with the Volunteer Coordination Team for queries</li> <li>Advise of any other agencies, key personnel who may be on site or involved and their role/s</li> <li>People sensitivity – reminder about confidentiality of people’s stories, to check with the affected householder before destroying or discarding items, check with farmers how they do their fencing and where they want it etc</li> <li>Media – what to do if approached, who to refer to</li> </ul>	
Safety	<b>Safety:</b> <ul style="list-style-type: none"> <li>Identify any known or potential hazards</li> <li>Location of first aid kit/s</li> <li>Appropriate clothing for weather and site</li> <li>Awareness of fatigue, signs of stress and distress and who to contact (if in a group ask to watch out for each other)</li> </ul>	
Questions	<b>Invite questions.</b>	



## Volunteer After Action Reviewing Sheet

After action reviewing is an important part of managing volunteers in emergencies, ensuring the volunteers are supported, with the aim of minimising fatigue and exposure to trauma. It is also a useful opportunity to gather additional information about the impact of the event and check on the progress of the recovery effort.

Ideally after action reviewing will be done face-to-face at the end of every shift. It may be done by the volunteer's on-site supervisor or by the Volunteer Coordination Team.




In the event of an emergency daily after action reviewing may be difficult or become repetitive over time. Telephone after action reviewing, group after action reviewing and after action reviewing through a periodic "check in" may suffice.

Please be guided by your knowledge of the volunteers involved, any impact the event may have had on them, the type of volunteer work being undertaken and the length of time they have been volunteering.

	NOTES
Introduce yourself and your role if the volunteer/s don't know you. Thank them for their contribution.	
What went well today? (What did you enjoy most?)	
What didn't go so well? (What was the hardest/worst part of the day?)	
How could we do that differently tomorrow/next time?	
Was there anything you needed that wasn't available?	
Were there any incidents we should know about? (injuries, angry community members, conflicts etc)	
Did you find out about any additional recovery work that we need to think about?	
On a scale of 1 – 10 how would you rate today's work, where 1 is not very effective and 10 is really worthwhile?	



## Volunteer Identification Badge

 <b>GANNAWARRA SHIRE COUNCIL</b> <hr/> <p><b>VOLUNTEER</b></p>	<p>This certifies that the individual named overleaf is volunteering for the Gannawarra Shire Council as part of the community emergency recovery effort and should be given every assistance.</p> <p>Volunteer Coordination Team Member:</p> <p>_____/____/____  Name Date</p> <p>_____  Signature</p>
 <b>GANNAWARRA SHIRE COUNCIL</b> <hr/> <p><b>VOLUNTEER</b></p>	<p>This certifies that the individual named overleaf is volunteering for the Gannawarra Shire Council as part of the community emergency recovery effort and should be given every assistance.</p> <p>Volunteer Coordination Team Member:</p> <p>_____/____/____  Name Date</p> <p>_____  Signature</p>
 <b>GANNAWARRA SHIRE COUNCIL</b> <hr/> <p><b>VOLUNTEER</b></p>	<p>This certifies that the individual named overleaf is volunteering for the Gannawarra Shire Council as part of the community emergency recovery effort and should be given every assistance.</p> <p>Volunteer Coordination Team Member:</p> <p>_____/____/____  Name Date</p> <p>_____  Signature</p>



## End of Day / Shift Report

To be completed by the Duty Volunteer Coordination Team Member at the end of the day/shift to ensure accurate communication and follow up of all outstanding activities.

<b>Duty Volunteer Coordination Team Member</b>	
<b>Date and time of shift</b>	
<b>Summary of day's activities</b>	
<b>Outstanding tasks for follow up</b> (please indicate urgency and suggested timeframes)	
<b>Incidents and how they were responded to</b> (including injuries, conflicts, angry community members/volunteers etc)	
<b>Any other important information?</b>	
<b>Signed:</b>	



## Incident Report

To be completed by the Duty Volunteer Coordination Team Member as soon as practicable after the incident and a copy forwarded to the Volunteer in an Emergency Coordinator. In the event of any serious injury (an injury requiring medical treatment) the Volunteer in an Emergency Coordinator and MRM should be notified immediately.

<b>Report prepared by (Duty Volunteer Coordination Team Member):</b>  <b>Contact details:</b>	<b>Date prepared:</b>
<b>Date of Incident:</b>	<b>Time of Incident:</b>
<b>Individuals Involved and Witness to the Incident:</b>	
<b>Location of Incident:</b>	
<b>Type of Incident:</b> <i>Injury, missing person, damage to property, theft, allegation of wrong-doing, etc.</i>	
<b>Incident Details:</b>	
<b>Actions Taken:</b>	
<b>External Involvement:</b> <i>Were authorities or other agencies notified at the time? If so who, by whom, and how? Did they then take a role in managing the incident?</i>	



## Incident Report (page 2)

**Outstanding Actions and Follow-Up:** *What else needs to be done? Who else needs to be notified?*

**Final Outcome:** *What was the final outcome of the incident? When was it resolved?*

**Future Prevention:** *Can this incident be prevented in the future? If so, how?*

**Supplementary Information:** *Anything else it would be helpful to include.*

**Copy of this report has been sent to:**

Volunteer in an Emergency Coordinator – date and time: \_\_\_\_\_

MRM (if applicable) – date and time: \_\_\_\_\_

**Signed:**



## Volunteer Placement Tracker

Information about all volunteers matched with volunteer roles should be logged electronically through *CrisisWorks*. **This sheet should only be used in the event that *CrisisWorks* is inoperable** and any data should be uploaded as soon as it is once again available.

Origin of request (person or agency seeking assistance)	Contact details	Nature of work required	Volunteer/s matched & dispatched (names and contact details)	Comments





## Volunteer Feedback and Evaluation Form - VOLUNTEER QUESTIONNAIRE

This questionnaire aims to assess and continually improve the processes in place to manage volunteers during an emergency response and recovery across the Gannawarra Shire.

Your effort and time as a volunteer has been hugely appreciated and your comments on how we have supported you in this process are very valued.

All responses are anonymous and responses are collated so no individual respondent is identifiable.

Emergency event you volunteered to assist with						
Date you commenced volunteering (for this event)		/ /		Date your volunteering role ended (for this event) / /		
Average hours / day spent volunteering						
Your age	18 years and under	19-34 years	35-50 years	51-65 years	66 years and over	
Sex	Male	Female	Your community's name			
Did you volunteer your time as						
<input type="checkbox"/> An individual		<input type="checkbox"/> A member of an existing group		<input type="checkbox"/> Part of an informal group formed to respond to this emergency event only		
<b>Please indicate how you believe the following elements of volunteer management were conducted during the emergency event</b>						
<i>On arrival I was welcomed and the volunteer registration process was explained to me</i>						
Very well	Quite well	Somewhat	Poorly	Very Poorly		
<i>I completed a 'Volunteer Registration Form'</i>					Yes	No
<i>The 'Volunteer Registration Form' was relevant and useful</i>						
Absolutely	Mostly	Somewhat	A little	Not at all	N/A	
<i>From this I was given a Volunteer Role Description</i>					Yes	No
<i>This 'Volunteer Role Description' reflected my skills and abilities</i>						
Absolutely	Mostly	Somewhat	A little	Not at all	N/A	
<i>This 'Volunteer Role Description' reflected how I had hoped to be utilised as a volunteer</i>						
Absolutely	Mostly	Somewhat	A little	Not at all	N/A	
<i>I received a copy of the Principles of Volunteer Management in Emergencies on arrival</i>					Yes	No



<i>The various roles of the Volunteer Management Team were explained to me</i>					Yes	No
<i>I could easily identify a Volunteer Coordination Team Member when I needed them</i>					Yes	No
<i>I was able to access a Volunteer Coordination Team Member for support when needed</i>					Yes	No
<i>The support I received from the Volunteer Coordination Team was appropriate and useful</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>Before commencing my role as a volunteer I was briefed about the emergency</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>Before commencing my role as a volunteer I was briefed about the volunteering process</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>Before commencing my role as a volunteer I was provided with an ID badge</i>					Yes	No
<i>The 'end of day' reporting arrangements were simple and effective</i>						
Absolutely	Mostly	Somewhat	A little	Not at all	N/A	
<i>The 'incident' reporting arrangements were simple and effective</i>						
Absolutely	Mostly	Somewhat	A little	Not at all	N/A	
<i>As a volunteer I felt my safety was protected</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>As a volunteer I felt valued</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>As a volunteer I felt supported</i>						
Absolutely	Mostly	Somewhat	A little	Not at all		
<i>On completion of my volunteer role I was provided with after action reviewing</i>					Yes	No
<i>This after action reviewing met my needs</i>						
Very well	Quite well	Somewhat	Poorly	Very Poorly		
<i>As a volunteer I feel my contribution to date has been acknowledged</i>						
Very well	Quite well	Somewhat	Poorly	Very Poorly		
<i>On the whole the Volunteer Management Process worked</i>						
Very well	Quite well	Somewhat	Poorly	Very Poorly		



Please list any areas or ideas you have on how we might improve our management of volunteers

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Please list any final comments you might have

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Thank you once again for your time and effort.



## Managing Affiliated Volunteers

Depending on the nature of the emergency, volunteers already affiliated with other organisations may have capacity to assist in other areas, especially if their time is not currently required by their affiliated organisation. Examples include service clubs from outside the area, church groups, sporting clubs, or emergency services personnel not in command of the event.

These teams or groups of volunteers are likely to come with their own supervision and support structures in place as well as possible access to their own plant and equipment.

Rather than register these volunteers as individual, spontaneous volunteers, they will be coordinated as a group, through their nominated leader/supervisor, and liaise directly with the Volunteer in an Emergency Coordinator or a nominated member of the Volunteer Coordination Team. In this way these volunteers will still be acting under the direction and with the support of their affiliated organisation, while at the same time their contributions will be coordinated as part of the wider volunteer management effort.

Large groups offering their assistance from outside the Shire may require accommodation, transport or catering assistance. This may be difficult to source given priority will be (appropriately) going to the local affected community and emergency services personnel. These logistics will need to be considered by the Volunteer in an Emergency Coordinator and MRM and formally authorised by the MECC. Such offers, while generous and well intentioned, may need to be respectfully declined or at least postponed until the provision of accommodation etc can be done without depleting local coordination efforts.

Note: Emergency services organisations (CFA, SES etc) already have inter-agency protocols in place to allow for cross-agency volunteering. This Plan does not seek to replicate or override such arrangements, but rather seeks to secure a logical avenue for acknowledging the offers of assistance from affiliated volunteers willing to undertake general volunteer activities.

Contact from such groups should be referred directly to the Volunteer in an Emergency Coordinator.



## Offers of Assistance from Affiliated Volunteers

Group offering assistance:

Date:

Person from group making contact:

Role with Group:

Contact number:

Summary of skills and experience available:

Number of volunteers potentially available:

Who is currently acting as their lead / supervisor and would this support continue?

What is their availability? (how much notice do they need? Are they available for a few hours, days, weeks?)

What (if any) equipment, personal protective equipment, catering etc will they be self-supplying?

What support might they need? (eg accommodation, transport, equipment)

Any other information we might need?

This information was taken by \_\_\_\_\_ from the Volunteer Coordination Team on \_\_\_\_  
/ \_\_/ \_\_\_\_.

**Advise the Volunteer in an Emergency Coordinator will be in contact shortly  
(aim for same day if possible).**



## Managing Emergent Volunteer Groups

Emergent Volunteer Groups are those that form as a result of the emergency and are unlikely to have formal incorporation although they may have leadership from within the group. Common examples include a coordinated group of farmers rendering assistance across the community once repairs to their own properties are complete, or a group of tradespeople coming together to repair local houses.

These groups are formed with good intention and have the capacity to provide skilled and timely assistance to the community. However without communication linkages to the broader response and recovery effort, emergent volunteer groups may work in isolation from the coordinated efforts of local community recovery committees, or put themselves and others at risk. Unless they affiliate with an existing group, emergent volunteer groups are also unlikely to be covered by insurance.

Should the Volunteer Coordination Team become aware of an emergent group the Volunteer in an Emergency Coordinator should be advised immediately who will attempt to make contact with the natural leadership in the group.

The Volunteer in an Emergency Coordinator should offer support to the emergent volunteer group, inviting them to be part of the overall, coordinated volunteer effort to ensure their work is acknowledged and put to the best use. Once the support of the natural leader of the emergent group is attained, the group's individual members should be invited to register as part of the spontaneous volunteer process. The Volunteer in an Emergency Coordinator should maximise the prospect of enlisting their formal help by making it as easy as possible for the group's members to register. This could include taking registration forms to them, fast-tracking the interview process and ensuring the work they are matched with is congruent with their original intention in volunteering.

If an emergent volunteer group is unwilling to register its members the Volunteer in an Emergency Coordinator should remain in contact with the group to monitor their activity as much as possible and ensure that they at least have up to date information on the recovery effort. The incident should be reported to the MRM to ensure the MECC is aware of their activity. The MRM will consult with other members of the Emergency Management Group to determine whether any further action could or should be taken, in the event the group's activities run counter to the coordinated recovery effort.



## Volunteer Insurance Information

Volunteers that are registered, deployed and coordinated following the instructions in this Kit are considered volunteers of Gannawarra Shire and are therefore insured by Council.

Volunteers (up to the age of 90 years<sup>3</sup>) are covered while they act in good faith to carry out the tasks assigned to them as a registered volunteer, take reasonable precautions for their own and others' safety, and follow direction from the Volunteer Coordination Team.

Volunteers registered with existing agencies and groups undertaking their usual volunteering duties will be insured by their existing agency or group (eg SES, CFA, Red Cross, Service Clubs).

Good Samaritans who are first on the scene and Good Neighbours rendering individual assistance are not covered by Council or any other organisation's insurance, as they are not acting at the request or under the direction of any organisation. Individuals and businesses in these circumstances will need to claim on their own insurance.

Emergent volunteer groups will be un-insured unless they seek incorporation and insurance, make formal arrangements to partner with an existing organisation, or register as spontaneous volunteers willing to act under direction of Council.

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<sup>3</sup> Council's volunteer insurance explicitly covers volunteers only up to the age of 90 years. For this reason, volunteers over this age cannot be recruited and registered.