

LOCAL GOVERNMENT SUB PLAN

Spontaneous Volunteers

A practical guide for
Local Government



volunteering
queensland

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This document is designed to guide you in developing your own Local Government Spontaneous Volunteer Management Sub-Plan.

It outlines key considerations and example text for a Spontaneous Volunteer Management Sub-Plan to support Local Government and their respective Local Disaster Management Groups (LDMG) in managing how / if / when Spontaneous Volunteers are used to support disaster operations.

Local planning requirements, structures and templates should also be applied for consistency.

The purpose of a Spontaneous Volunteer Management Sub-Plan is to detail the arrangements within the Local Disaster Management Group (LDMG) to engage, manage and coordinate Spontaneous Volunteers to support local response and recovery activities. It is typically seen as a Sub-Plan of the Local Disaster Management Plan.

This Sub-Plan should aim to:

- Assist in the planning and implementation of a safe and coordinated involvement of Spontaneous Volunteers.
- Ensure the safety of Spontaneous Volunteers, responders and the community.
- Provide a positive volunteer experience that encourages continued volunteerism and other community support.

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SUGGESTED INFORMATION TO INCLUDE IN THE PLAN

BACKGROUND

OUTLINE THE BACKGROUND FOR YOUR SPONTANEOUS VOLUNTEER MANAGEMENT SUB-PLAN

EXAMPLE TEXT

Spontaneous Volunteers are volunteers with no formal association with the emergency management system but have put their hands up to help when a disaster happens. This type of volunteer generally:

- Assists in the first few weeks following a disaster event and is time limited
- Is motivated (often as a result of traditional and social media coverage) to assist disaster-impacted communities.
- May or may not have relevant training, skills or experience.

In accordance with the Queensland State Disaster Management Plan, Local Government is the key management agency for disaster events at the local level. Local Government is ideally placed to provide specific disaster management given its knowledge and understanding of local social, environmental and economic issues. Local Government achieves coordinated disaster management through the Local Disaster Management Group (LDMG).

Volunteering can help:

- Enhance ongoing community resilience
- Enable ongoing personal recovery for volunteers
- Have positive effects on self-esteem.
- Can lead to long term volunteerism.

MANAGEMENT OF SPONTANEOUS VOLUNTEERS

Highlight in your plan what the management of Spontaneous Volunteers includes.

EXAMPLE TEXT

Spontaneous Volunteer management includes (but not limited to):

- Maintaining Personal Accident and Public Liability Insurance for all staff, coordinators, Team Leaders and volunteers.
- Screening, recruitment and registration of volunteers.
- Providing volunteer inductions, briefings and debriefings.
- Training and supervision of staff, Team Leaders, coordinators and volunteers.
- Ensuring there are appropriate Workplace Health and Safety policies, procedures and volunteer rights and responsibilities documentation.
- Providing the required equipment and Personal Protective Equipment (PPE).
- Ensuring reward and recognition of volunteers.
- Maintaining policies, procedures, codes of conduct.
- Direct management, supervision and coordination of activities.

Additional information can be found in Annexure One of this plan.

UNDERSTANDING MOTIVATIONS

Capturing information on what motivates people to volunteer at times of disaster will support you in planning for the varying factors that will influence how, if, and when they help.

EXAMPLE:

[Name of LDMG] acknowledge Spontaneous Volunteers will be motivated to assist for a range of reasons including:

- Potential positive media coverage.
- Helping communities to recover.
- Relieving their own concerns.
- Taking back control of their lives.
- Curiosity.

GUIDING PRINCIPLES IN THE USE AND MANAGEMENT OF SPONTANEOUS VOLUNTEERS

The Australian Institute for Disaster Resilience's (AIDR) publication *Communities Responding to Disasters: Planning for Spontaneous Volunteers Handbook* highlights a range of guiding principles and policies that can be adopted by organisations to assist in the coordination of Spontaneous Volunteers, including nationally agreed principles.

Consider capturing these principles in your plan.

EXAMPLE

[Name of Local Government] utilises the following guiding principles to support the use and management of Spontaneous Volunteers at times of disasters.

- The people affected by an emergency or disaster are always the priority.
- Spontaneous Volunteers are a valuable component of community response and recovery.
- Everybody has the right to offer their assistance and to feel their offer has been valued.
- Volunteer Coordinators have a right to respectfully decline offers of assistance where they are deemed inappropriate or not needed.
- Good practice in volunteer management continues to apply in times of emergency or disaster.
- Spontaneous Volunteers can be effectively managed through timely, planned and informed communication.
- Spontaneous Volunteers have a right to the support, training and direction needed to undertake their role.
- Spontaneous Volunteers have a responsibility to work collaboratively with and follow the direction of the volunteer coordination bodies.
- Spontaneous Volunteer coordination commences as soon as an event occurs and continues until there is no longer an identified need for volunteers.
- During a large-scale disaster other groups or organisations may be required to assist in the management of volunteers.

ADDRESSING RISKS

INSURANCE AND LIABILITY

The National Standards for Volunteer Involvement recommends that volunteers are insured for liability and personal injury.

Generally, the organisation that is tasking and overseeing the operational management of volunteers is responsible for insuring those volunteers to avoid any potential liability with the organisation.

Volunteers working for a registered not-for-profit organisation engaged in voluntary activities, defined by the organisation, are protected from legal action provided they are not acting outside the law or contrary to their organisation's own rules. The Civil Liability Act 2003 does not specifically state that an organisation the volunteer works for will avoid liability where their volunteer is not liable. It is possible liability will transfer to the organisation.

Spontaneous Volunteers are not considered workers for Workers' Compensation purposes as per the Workers' Compensation and Rehabilitation Act 2003 and therefore cannot make a claim through Workers' Compensation if they are injured while doing their volunteer work.

It is important that issues in relation to liability for Spontaneous Volunteers are considered and planned for prior to a disaster.

Capture what arrangements are in place for the insurance and liability of volunteers and the activities they undertake. Consider capturing information such as:

- The types of insurance in place.
- Who is responsible for maintaining this insurance.

EXAMPLE:

All Spontaneous Volunteers involved in the coordinated response must be appropriately insured for their activities.

[Name of Organisation] maintains Public Liability Insurance and Personal Accident Cover for their volunteers.

MITIGATING RISKS

Identifying risks will assist in implementing strategies to mitigate these risks either through elimination, transferring, sharing or reducing them to an acceptable level.

There will be potential reputational risks posed by the involvement of Spontaneous Volunteers including:

- Breaches of confidentiality by releasing sensitive information.
- Misrepresentation of the organisation to the public or media.
- Misuse of private information obtained by Spontaneous Volunteers.
- Reports of incidents causing harm to spontaneous volunteers or those they helped.
- Release of misleading information.

Consider:

- Identifying the impact to community if a non-coordinated approach to Spontaneous Volunteers is adopted.
- Identifying which tasks, if any, may benefit from the support of Spontaneous Volunteers.
- Developing and implementing processes for risk assessments of those tasks, including potential risks to the Spontaneous Volunteers, the persons affected by the event, other official responders, organisational reputation, as well as other risks.

- Reviewing risk assessments periodically with the objective of further reducing risk and promoting continuous improvement.
- Establishing a process to review risks prior to a disaster, and additional tasks that are identified during an event.
- Developing an inventory of approved response and recovery tasks suitable to be performed by Spontaneous Volunteers.

Capture in your plan the potential risks and consequences of engaging a Spontaneous Volunteer workforce may bring for your organisation, the community and the volunteers, and the mitigating actions required to address.

EXAMPLE:

Concern and Risks	Mitigating Action
People entering a disaster zone without registering	Ensuring a central point of registration.
Not managed appropriately	A process put in place for the management of volunteers.
Suitably qualified to complete the task	Qualifications to be checked when qualifications are required.
Workplace Health and Safety	A concise safety induction to be conducted by the managing organisation.
Harm to the volunteer	Information regarding the risks to be included in the safety induction.
Harm to the community member	Information regarding the risks to be included in the safety induction.
Not insured correctly	Information regarding the risks to be included in the safety induction. Ensure that the managing organisation has the correct insurances for their own volunteers and Spontaneous Volunteers.
Incorrect use of equipment	Information to be included in the safety induction regarding the risks.
Inclement weather	Ensure that volunteers are only active when it is safe to do so. Ensure that appropriate breaks are given in extreme heat. Ensure that appropriate protection is provided for volunteers.
LDMG rejects the activation of the plan	If the LDMG rejects the plan, then another plan should be developed to mitigate the gaps and risks to the community.

SPONTANEOUS VOLUNTEER TASKS AND PPE

SPONTANEOUS VOLUNTEERS TASKS

Spontaneous Volunteer tasks are often low-skilled tasks that can be scaled-up quickly with minimal training.

NB: this is not always the case and Spontaneous Volunteers with specialist skills may be required, at the approval of the Local Disaster Coordinator.

Planning for the types of tasks that can be undertaken by volunteers will assist in the identification of the resources required to support the recovery effort.

Capture the suitable tasks for Spontaneous Volunteers that have been identified.

EXAMPLE:

Task	Minimum PPE
Clean up of debris	<ul style="list-style-type: none">• Enclosed shoes• Long pants• Long sleeved shirt• Gloves• Protective eyewear

EMERGENT TASKS

There may be times that emergent tasks will be identified that fall outside of the identified tasks.

Capturing information on the key checks that should take place prior to any new task being adopted will provide guidelines for this decision-making process.

EXAMPLE:

Prior to emergent tasks being undertaken the following must occur:

- Risk assessments must be undertaken by [Name of Organisation] in consultation with [Name of Local Government] prior to additional tasks being undertaken to identify the minimum PPE, skills and qualifications required to undertake the task.
- The [Name of Organisation] must confirm with their insurance that these identified tasks will be covered.
- The [Name of Organisation] must agree to these tasks.

TASKS EXCLUDED FROM SPONTANEOUS VOLUNTEER ACTIVITIES

There may be tasks identified that will not be undertaken by the use of Spontaneous Volunteers. Capture these in the plan and the reasons why these will not be undertaken:

EXAMPLE:

Currently, [Name of Local Government] and [Name of Organisation] have assessed the following tasks as carrying excessive risk for the [Name of Organisation] and therefore are not recommended to be undertaken by Spontaneous Volunteers. These tasks may be carried out by other organisations or trained volunteers as deemed appropriate but should not be carried out by Spontaneous Volunteers.

Volunteers should not undertake the following roles unless [Name of Organisation] reassesses the situation and directly instructs the volunteers. These roles:

- May be perceived as a need on the day.
- May need to happen at some point in the future.
- Are taking place alongside volunteer tasks.
- May be completed by non-volunteers.

TASKS THAT WILL NOT BE CONSIDERED

E.g. Tasks that require specialist licenses or tickets such as plant operator, traffic control, asbestos removal

TASKS REQUIRING SPECIALIST TRAINING

[Name of Local Government] will not assign tasks requiring specialist training to Spontaneous Volunteers, unless approved by the LDC. Specialist tasks may include:

EXAMPLE:

Specialist Task	Training / Qualification required
Chainsaw operator – removal of debris	Operate and maintain a Chainsaw Ticket
Bus driver	Appropriate license (Heavy Rigid License)

EQUIPMENT

Include information on the types of equipment Spontaneous Volunteers will be required to use to assist them in undertaking the tasks and how this equipment will be sourced / accepted.

The use of specialised or personal protective equipment may be required for the following tasks as a part of the Spontaneous Volunteer response:

EXAMPLE:

Task	Equipment
Removing debris from fence line	<ul style="list-style-type: none"> • Gloves • Long pants • Enclosed shoes • Long sleeve top • Wide brim hat

PPE and resources will be considered, reviewed and approved by the Local Disaster Coordinator.

[Name of Local Government] will provide at a minimum, the following equipment and resources for use in Spontaneous Volunteer operations.

Task	Equipment
Removing debris from fence line	Gloves

Any other equipment required, will be negotiated, on an as needs basis.

ACTIVATION AND NOTIFICATION PROCEDURE

IDENTIFY HOW SPONTANEOUS VOLUNTEER OPERATIONS WILL BE ACTIVATED

Include information on:

- Who activates Spontaneous Volunteer operations.
- Who needs to be notified of the activation.
- Triggers for activation.
- Key positions to be activated.

EXAMPLE:

SPONTANEOUS VOLUNTEER ACTIVATION AUTHORITY

The LDMG is responsible for activation of this Sub-Plan and for the recommendation of the use of Spontaneous Volunteers in the formal response and recovery operations.

The Local Disaster Coordinator will assess and if deemed necessary recommend the use of Spontaneous Volunteers to the LDMG, and upon endorsement of the LDMG, will activate this Sub-Plan.

Activation

The LDMG approves the formal activation of Spontaneous Volunteers to support operations.

The Local Disaster Coordinator will liaise with the LDCC Spontaneous Volunteer Coordinator regarding planned operations and in turn will advise Volunteering Queensland if Spontaneous Volunteer operations and the use of EV CREW are required.

NOTIFICATION PROCEDURE COMMUNICATION PROTOCOLS

The Local Disaster Coordinator will liaise with the LDCC Spontaneous Volunteer Coordinator in regard to planned operations. The Local Disaster Coordinator will notify the following positions of the activation of the Sub-Plan and associated agreed activities:

- Volunteering Queensland (if Spontaneous Volunteer operations and the use of EV CREW are required).
- The [Name of Organisation] Spontaneous Volunteer Coordinator.
- Logistics Manager.
- Planning Manager.
- Media Manager.
- Intelligence Manager.

KEY ROLES AND RESPONSIBILITIES

Consider and record the key positions that will be supporting Spontaneous Volunteer operations.

EXAMPLE:

The following roles may need to be activated to support the coordination of Spontaneous Volunteers.

Role	Responsibility
Local Disaster Coordinator (LDC)	The Local Disaster Coordinator provides overall direction to the Spontaneous Volunteer Coordinator and team, including authority to activate the plan.
Local Recovery Coordinator (LRC)	The Local Recovery Coordinator (if appointed) is an employee of [Name of Local Government] and will provide overall direction to the LDCC Spontaneous Volunteer Coordinator and [Name of Organisation] during the recovery.
LDCC Spontaneous Volunteer Coordinator	The LDCC Spontaneous Volunteer Coordinator (under the direction of the Local Disaster Coordinator or Local Recovery Coordinator) is responsible for the implementation of this plan and providing direction and support to the Organisational Spontaneous Volunteer Coordinator and Team Leaders. The LDCC Spontaneous Volunteer Coordinator is a designated position within [Name of Local Government].
Organisational Spontaneous Volunteer Manager	The organisational Spontaneous Volunteer Manager is appointed by [Name of Organisation] and is the link between the LDCC Volunteer Coordinator and the Spontaneous Volunteer Team Leaders. They will brief the Team Leaders with information provided to them from the LDCC Spontaneous Volunteer Coordinator and ensure any emerging issues or requirements are reported to the LDCC.
Volunteer Reception and Registration Centre Manager	Oversees the operations of the Volunteer Reception and Registration Centre. Liaises with the organisational Spontaneous Volunteer Manager.

TRIGGERS TO ACTIVATE SPONTANEOUS VOLUNTEERS

The decision to activate Spontaneous Volunteer operations will depend on a range of factors. Identifying the key triggers for activation will support the identification of when and if Spontaneous Volunteers are utilised.

EXAMPLE:

Trigger	How We Measure This
High level of interest from community to support the response and recovery process	<p>Noted large numbers of community members interested in supporting response and recovery activities:</p> <ul style="list-style-type: none"> • Volunteering Queensland is advising that EV CREW is receiving large numbers of registrations. • Large numbers of calls being received by [Name of Local Government]. • Large numbers of walk-ins into Local Government facilities and evacuation centres by community members. • Groups and individuals are emerging and operating outside of the formal response and are starting to hinder response and recovery efforts.
Identified gaps in service delivery	There are a number of properties directly impacted by the disaster event leading to community need that is greater than the capacity of formal response organisations.

The following situations should be considered when planning for the use of Spontaneous Volunteers in response to the time, scale, nature and impact of the event.

EXAMPLE:

Situation	How We Measure This
Infrastructure and resources are available to support volunteers	<p>There is noted community interest to support response and recovery activities and there is:</p> <ul style="list-style-type: none"> • Adequate infrastructure available (e.g. toilets, showers, catering facilities, accommodation, etc). • Sufficient human resources available to support the supervision and management of Spontaneous Volunteers.
Safety and risks to the volunteer workforce	<ul style="list-style-type: none"> • Hazardous materials are not exposed. • Bad weather such as storms, wind, rain and lightning are not expected. • Measures can easily be put in place to prevent sun-related diseases and injury. • Measures can easily be put in place to prevent extreme exposure to heat and cold.

ESTABLISHMENT AND MANAGEMENT OF SPONTANEOUS VOLUNTEER OPERATIONS

IDENTIFY HOW SPONTANEOUS VOLUNTEER OPERATIONS WILL BE MANAGED

Include information on:

- Who has overall responsibility for the direct management of Spontaneous Volunteers.
- Other organisations that may be available to assist.
- How emergent groups can be supported within the formal arrangements.
- The establishment of Volunteer Reception and Registration Centres.

EXAMPLE:

FUNCTIONAL RESPONSIBILITY FOR MANAGEMENT OF SPONTANEOUS VOLUNTEERS

[Name of Organisation] will be responsible for the direct management of Spontaneous Volunteers for events that fall within the [Name of Local Government] area, resources permitting.

The activation of [Name of Organisation] to manage Spontaneous Volunteers will be undertaken by the Local Disaster Coordinator.

Responsibilities

As the managers of Spontaneous Volunteers, [Name of Organisation] will be responsible for:

- Identifying, recruiting, training and managing Team Leaders and Spontaneous Volunteers.
- Developing, implementing and maintaining associated operational plans and strategies for the effective activation, coordination and management of Team Leaders and Spontaneous Volunteers.
- Maintaining current and adequate insurances and liabilities associated with the delivery of its services and management of Team Leaders and Spontaneous Volunteers.
- Working in collaboration with the Local Disaster Coordinator and Local Recovery Coordinator or delegate (such as an appointed LDCC Spontaneous Volunteer Coordinator) to ensure the effective planning and coordination of Spontaneous Volunteer activity.
- Providing adequate briefing and workplace health and safety instruction to all Team Leaders and Spontaneous Volunteers.
- Ensuring approval has been provided by property owners or tenants prior to entering private property.
- Maintaining accurate records regarding operations and providing timely reports to assist the [Name of Local Government] LDCC in planning, preparation, response and recovery activities.
- Using EV CREW to support the recruitment and pre-registration of potential volunteers to support volunteer activities.

ADDITIONAL SUITABLE ORGANISATIONS TO ASSIST

If [Name of Local Government] requires additional support in the management of Spontaneous Volunteers, the LDCC Spontaneous Volunteer Coordinator will contact other organisations to assist.

[Name of Local Government] has also identified key local community groups that may be able to assist or supplement the Spontaneous Volunteer response effort in the [Name of Local Government] area.

The community groups are:

Organisation	Contact Person and Number	Number of Members	Personal Accident and Public Liability Insurance	Roles They are Prepared to Manage

MANAGING EMERGENT VOLUNTEER GROUPS

Emergent volunteer groups are those that form as a result of the event and are unlikely to have an affiliation with any formal volunteering group. These groups are often self-organised and may evolve on social media platforms. Identifying a strategy for how these groups and individuals are supported and managed will increase the likelihood of them working within and enhancing the coordinated efforts. Consider capturing information on:

- The types of information they may need or that can be shared with these groups / individuals on ways to volunteer safely and the impacts the disaster will have on affected people.
- Ways to encourage them to link with and work with other groups to enhance the coordination of services being delivered to those impacted.
- How information will be shared with them and if there is an appointed position or group to assist with this.

EXAMPLE:

[Name of Local Government] recognises that emergent volunteer groups are formed with good intentions and have the capacity to provide skilled and timely assistance to the community. It also recognises that without linkages to the broader response and recovery effort, emergent 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, they are also unlikely to be covered by insurance.

The LDCC Spontaneous Volunteer Coordinator will offer information and support to emergent volunteer groups, ensuring their efforts are acknowledged and put to best use. It may be suggested to the emergent group that they join the formal coordinated volunteer activities. These groups can register as a group through EV CREW and be managed through [Name of Organisation].

VOLUNTEER RECEPTION AND REGISTRATION CENTRES

These centres will be used to support the management and coordination of spontaneous volunteers and will support with volunteer:

- Registration.
- Screening.
- Tasking.
- Briefing / debriefing.
- Personal Protective Equipment.
- Tools.

Even when using a central online system for the pre-registration of volunteers (such as Volunteering Queensland's EV CREW) it is important to note that the organisation responsible for managing Spontaneous Volunteers will still need to verify the information collected through the pre-registration process for volunteers that they utilise.

Consider including in your plan an overview of the purpose of the centres, who will manage the centres, and where it will be located.

EXAMPLE:

The purpose of the Volunteer Reception and Registration Centres is to ensure that all volunteers have a central point to gather to have their registration verified and to be provided with vital information, personal protective equipment, tools and coordination before and after their shift.

These centres form an integral part of managing Spontaneous Volunteers and will be utilised regardless of the size of the Spontaneous Volunteer operations.

A Volunteer Reception and Registration Centre will also be required when there:

- Is lack of internet connectivity.
- Are large numbers of people turning up to the disaster site or Local Government building.
- Are large numbers of volunteers required and cannot be sourced through EV CREW.

Management of Centre

The management of the Volunteer Reception and Registration Centres will be undertaken by:

- [Name of Organisation / Name of Local Government]

Centre Locations

Depending on the size of the event and number of volunteers required, a variety of venues have been identified for use as a Volunteer Reception and Registration Centre/s.

Location	Address	Maximum Capacity

LOGISTICS

Identifying key logistical considerations for the use of Spontaneous Volunteers will ensure the operations run as smoothly and efficiently as possible. Consider planning for the following:

- Who will be responsible for rostering volunteers?
- Will water and catering be provided to volunteers? Who is responsible for providing these for the volunteers?
- Will transport be provided? Can the LDMG provide buses to collect volunteers from the Registration Centres or do volunteers need to organise their own transport to the location where they will be working?
- What type of resources will the volunteers require and whose responsibility will it be to source, access and distribute these resources to the volunteers.

EXAMPLE:

ROSTERING

The creation of rosters for Spontaneous Volunteers will be the responsibility of the organisation Spontaneous Volunteer Manager.

The number of volunteers required per shift will be calculated according to the tasks, nature and extent of impact.

Consideration will be given to the duration of each shift that will be undertaken by volunteers. Issues such as temperature, humidity and the nature of tasks will impact on the duration of volunteer shifts. Regular rest and breaks for meals will be scheduled throughout each shift to ensure the safety and welfare of all.

Information regarding the numbers of volunteers required and the numbers of volunteers sourced to meet the task will be communicated to the LDCC Spontaneous Volunteer Coordinator.

In instances when EV CREW is used to source Spontaneous Volunteers, the organisation Spontaneous Volunteer Manager will liaise with Volunteering Queensland to support rostering shifts for EV CREW volunteers.

The names and contact numbers of EV CREW volunteers sourced to fill available shifts will be provided directly to the organisation Spontaneous Volunteer Manager.

TRANSPORT

Depending on the size, impact and geographical spread of the disaster event, consideration will be given to the provision of transport from a central location to transfer volunteers to their location of work.

The LDCC Volunteer Coordinator and organisation Spontaneous Volunteer Manager will identify the best response.

In the event vehicles are required to transport volunteers, the following providers have been identified as having the resources to assist:

- [Name of transport company]
- [Name of transport company]
- [Name of transport company]

The organisation Spontaneous Volunteer Manager will provide information to the LDCC Coordinator regarding numbers of volunteers expected.

CATERING

Meals, snacks, and water will be provided to the Spontaneous Volunteer workforce by [Name of Local Government].

Food must be procured from a licensed premise, which meets all food safe handling requirements.

The organisation Spontaneous Volunteer Manager will provide information to the LDCC Spontaneous Volunteer Coordinator regarding numbers of volunteers expected and any dietary requirements of the workforce.

RESOURCES

Equipment, amenities and resources required to assist Spontaneous Volunteers must be approved through the LDCC Spontaneous Volunteer Coordinator and acquired through the logistics cell.

The use of personal protective equipment and resources will only be accepted if identified in the Equipment section of this plan.

REPORTING AND MESSAGING

REPORTING PROTOCOLS

Throughout Spontaneous Volunteer operations, there may be a range of reports required.

These reports will assist and guide the LDMG and LDCC in assessing the effectiveness of the operations, any issues and future plans.

Record the types and frequency of reports required against the key positions involved in the Spontaneous Volunteer operations.

EXAMPLE:

Organisation	Type of Report Required	Frequency
Organisational Spontaneous Volunteer Coordinator		
LDCC Spontaneous Volunteer Coordinator		
Volunteering Queensland Liaison		
Volunteer Reception and Registration Centre Manager		

MESSAGING

Timely and clear communication is important when managing the recruitment and coordination of Spontaneous Volunteers.

Having a communication strategy will ensure potential Spontaneous Volunteers receive the same message regardless of who they speak with or how the information is provided.

It is likely that updated messages will be needed as the nature of the disaster and the associated recovery changes.

The following four phases have been identified as consistently requiring tailored communications messages in most disasters:

Emerging	Initial Response	Recovery	Stand Down
The aim of communication at this point is to stem a potential influx of Spontaneous Volunteers until more detail is known about the event and that the situation is safe.	The aim of communication at this point is to ensure only skilled and experienced volunteers are called for, and only if the situation is safe.	The aim of communication at this point is to be specific about the current need for volunteers. This should include the numbers required, skills and experience needed and where and when they should present themselves. This message will need to be updated regularly in line with the evolving need.	The aim of communication at this point is twofold: <ul style="list-style-type: none"> To make it clear that no more volunteers are required. To thank those who have offered their assistance.

At any stage a call for 'general volunteers' should be avoided. This may cause a considerable influx of potential Spontaneous 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.

EXAMPLE:

The following should always be considered when developing and delivering messages provided to the community:

- 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.
- Utilising the services of Volunteering Queensland to register volunteers.

Calls for 'general volunteers' will always be avoided as this may cause a considerable influx of potential Spontaneous Volunteers and may create challenges for their management pending available resources.

When calling for volunteers, consideration will be given to the skillset required for the current tasks at hand.

If volunteers are not needed at any given time, the reason for this should be clearly stated.

Where possible provide an alternative avenue for people's good intentions. This could include encouraging people to support their neighbours, friends or family in the first instance or donating money via a recognised charity.

Communication message templates can be found [\[insert link\]](#). They have been developed to reflect potential situations. These templates should be completed as quickly as possible and forwarded by the LDCC Spontaneous Volunteer Coordinator to the media cell for approval and distribution. There are likely to be additional or more specific messages needed as the nature of the disaster and the associated recovery changes.

ADVERTISING VOLUNTEER RECEPTION AND REGISTRATION CENTRES

The need to advertise the location of these centres will be dependent on the size of Spontaneous Volunteer disaster operations and the mechanisms utilised to support the registration and referral of these volunteers.

EXAMPLE:

In instances where Spontaneous Volunteers are referred from EV CREW direct to [\[Name of Organisation\]](#), the location of these centres will not be promoted through social media. Volunteers referred, will be advised through EV CREW communications as to the location they should attend. In instances where a centre is established to support large scale events and the onsite management of the registration and coordination of volunteers, the location of these centres and when they will be established will be promoted via Local Government call centres, social media and local media.

DECLINING OFFERS OF VOLUNTEER ASSISTANCE

Offers of volunteer assistance may come from individuals and groups in a variety of ways including:

- Contacting the Local Government call centre.
- Arriving at Evacuation Centres and Local Government offices.
- Using social media and other types of media to rally assistance.
- Noted increase in uncoordinated activities of community members and groups that are creating concern to the community and authorities.

Giving a clear and consistent message to all potential Spontaneous Volunteers who offer their help will minimise any negative implications on reputation.

EXAMPLE:

In the event that volunteers are not needed or no longer needed, [Name of Local Government] will distribute a media release to advise of the non-requirement of volunteers. The media release should advise that only trained emergency services personnel are required and refer all interested persons to register through EV CREW so that they can be contacted if the need arises. Offers to volunteer will always be acknowledged.

STANDING DOWN SPONTANEOUS VOLUNTEERS

THE DECISION TO STAND DOWN VOLUNTEERS

There will come a point in disaster operations that it will be identified that the use of Spontaneous Volunteers will no longer be required. Consider in your plan what actions will need to be taken to stand down these volunteers and the triggers you may expect to see to stand down the use of Spontaneous Volunteers in formal operations.

EXAMPLE:

Once the decision has been made by the LDMG / LDCC to stand down volunteers, Spontaneous Volunteers will be:

- Notified that they are no longer required.
- Officially thanked.
- Notified of future volunteering opportunities including in medium to longer term recovery activities.

In addition, potential Spontaneous Volunteers (those that have pre-registered with EV CREW or through other mechanisms but not utilised) will be notified of the following by Volunteering Queensland:

- That they will not be needed and are thanked for their offer of help.
- Of other or future volunteering opportunities to volunteer including in medium to longer term recovery activities.

Trigger	How We Measure This
The immediate to short term needs of those affected have been met	<ul style="list-style-type: none">• The allocated tasks for Spontaneous Volunteers have been completed.• Any remaining needs of those affected require trained personnel.
The LDMG are satisfied that objectives of the volunteer operations have been met	<ul style="list-style-type: none">• The allocated tasks for Spontaneous Volunteers have addressed the outcomes required.
Unsafe environment for the volunteers	<ul style="list-style-type: none">• An unsafe environment that impacts the volunteers has been identified.
Ineffective outcomes of volunteer operations	<ul style="list-style-type: none">• The allocated tasks for Spontaneous Volunteers have not been completed.• The allocated tasks for Spontaneous Volunteers have not addressed the outcomes required.

TRANSITION TO LONGER-TERM RECOVERY

TRANSITION FROM SHORT-TERM RECOVERY TO LONGER-TERM RECOVERY VOLUNTEERING

Consideration should be given to the longer-term roles that Spontaneous Volunteers can undertake to ensure continuity of recovery activities after official responders have left. This includes identifying resources that will remain after short-term recovery activities are completed, and the on-going roles available to Spontaneous Volunteers. For example, assisting to re-establish community groups.

REWARD AND RECOGNITION

Spontaneous Volunteers should be acknowledged, regardless of whether their offer was accepted. Individual, group and community acknowledgements could be included as part of the debriefing process or given additional recognition and reward through local, state or commonwealth government protocols.

EXAMPLE:

Spontaneous Volunteers will be acknowledged, regardless of whether their offer was accepted. Individual, group and community acknowledgements are to be considered as part of the debriefing process or given additional recognition and reward through local, state or commonwealth government protocols.

[Name of Organisation] will work with [Name of Local Government] to ensure they recognise and reward the Spontaneous Volunteers that are managed by the managing organisation.

The managing organisation is responsible for the reward and recognition process on an individual level, during their shift or as a part of the debrief process.

REVIEW AND EVALUATION

ASSESSING IMPACT OF SPONTANEOUS VOLUNTEER ACTIVITIES

Assessing the impact of Spontaneous Volunteers will assist in the identification of the effectiveness, efficiency, appropriateness, and implementation of the operations. Identifying lessons learnt will assist in improving future Spontaneous Volunteer operations.

EXAMPLE:

The LDMG, LDC and LDCC Spontaneous Volunteer Coordinator will assess the impact of Spontaneous Volunteering during each event.

The process of assessing Spontaneous Volunteer contributions should include:

- Recording the number of work hours provided by Spontaneous Volunteers (through sign-in sheets and EV CREW data).
- Using that information to quantify the economic value of their contribution and evaluate the involvement and impact of Spontaneous Volunteers (applying the current Australian Bureau of Statistics volunteering rate).
- Assessing the value of the time provided by Spontaneous Volunteers to determine the cost / benefit of utilising Spontaneous Volunteers in response and recovery operations.
- Identifying examples and capturing the stories of Spontaneous Volunteers completing tasks and other work to assess the experiences and impact of their involvement (case studies).

EVALUATION AND CONTINUAL IMPROVEMENT

This Sub-Plan is to be evaluated and updated following any activation or exercise that identifies lessons learnt or opportunities for improvement. This evaluation will include:

- Reviewing the roles of Spontaneous Volunteers in response and recovery.
- Consulting Spontaneous Volunteers, official responders, response organisations and other stakeholders to understand their experiences and collect feedback.
- Considering the need for an external evaluation by independent experts.
- Identifying other sources of information, such as published reports, research projects, government studies and lessons learned.
- Evaluating how the involvement of Spontaneous Volunteers has changed from event to event.
- Sharing the results of any evaluation with all stakeholders.
- Identifying ways to improve the plan and the roles of Spontaneous Volunteers in response and recovery and update the plan accordingly.
- Making the evaluation public, if appropriate through the [\[Name of Local Government\]](#) website.

ANNEXURE ONE

SPONTANEOUS VOLUNTEER MANAGEMENT

Consider capturing brief information on the primary volunteer management structures that will be applied to Spontaneous Volunteer operations so there is a shared understanding of:

- Volunteer management.
- The primary processes that need to be undertaken.
- Who is responsible for implementing the processes.

Volunteer management includes (but is not limited to):

- Maintaining current Personal Accident and Public Liability Insurance for all volunteers.
- Undertaking effective screening, recruitment and registration of volunteers.
- Providing volunteer inductions, briefings and debriefings.
- Training and supervision of staff, Team Leaders, coordinators and volunteers.
- Providing Workplace Health and Safety policies, procedures and volunteer rights and responsibilities.
- Providing appropriate equipment and Personal Protective Equipment (PPE).
- Rewarding and recognising volunteers.
- Establishing volunteer management policies, procedures, codes of conduct.
- Developing and maintaining current volunteer management plans for all tasks identified for Spontaneous Volunteers.
- Providing direct management, supervision and coordination of volunteer activities.
- Adhering to and implementing the National Standards for Volunteer Involvement.

For more information on volunteer management and the frameworks that support them:

National Standard for Volunteer Involvements: <https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL-3004.pdf>

Volunteer Rights and Responsibility: <https://volunteeringqld.org.au/volunteers/rights-responsibilities>

Volunteer Code of Practice: <https://volunteeringqld.org.au/resources/code-of-practice>

EXAMPLE:

Management of Spontaneous Volunteers

The direct management of Spontaneous Volunteers is the responsibility of [Name of Organisation] for the duration of the Spontaneous Volunteer operations.

Registration of Spontaneous Volunteers

The registering of Spontaneous Volunteers is an essential element to ensuring they comply with insurance requirements. Registration also provides an opportunity to identify the skills and other attributes of volunteers in order to effectively utilise their skills and match the abilities of the volunteer with the needs of the community.

Programs also exist where people interested in volunteering can pre-register their interest online. For example, Volunteering Queensland's EV CREW allows any member of the community (local and Queensland wide) to pre-register their interest as a Spontaneous Volunteer both before and during a disaster event.

Registration will capture information such as name, contact details and basic skillset. However, generally it will not capture all information the responsible organisation may require.

Any organisation directly managing Spontaneous Volunteers will be responsible for comprehensive registrations and on-the-ground registrations of all Spontaneous Volunteers that they are managing, before they undertake their first shift. This registration process will include:

- Screening.
- Completion of registration forms.
- Induction.

It is the responsibility of [Name of Organisation] to determine if everyone is fit to do the task assigned.

Screening for Suitability

[Name of Organisation] is responsible for ensuring that volunteers are fit to perform the task assigned to them during the registration process.

The process of assessing Spontaneous Volunteers' suitability to undertake duties will be undertaken by [Name of Organisation] to ensure:

- Their skills and experience are best utilised.
- That they are not placed in unsafe situations.
- That they are not undertaking tasks beyond their skill level without appropriate training being provided.

Blue Card and Criminal History Checks

Police / Working with Children Checks have not been identified as a requirement to undertake the tasks identified in this plan. A risk assessment will be undertaken prior to the use of volunteers in each activation, by the LDCC Volunteer Coordinator in collaboration with the organisation Spontaneous Volunteer Manager to identify if these checks are necessary, or if there are processes that can be implemented to mitigate the risks.

Identification

- All Spontaneous Volunteers will be required to provide identification.
- All Spontaneous Volunteers undertaking tasks at the direction of [Name of Organisation] will wear identification, if resources are available.

Instruction and Training Needs

- The organisation Spontaneous Volunteer Manager, LDCC Volunteer Coordinator and Spontaneous Volunteer Team Leaders should actively identify any emerging requirements for training they may need in order to perform the task/s assigned to them.
- The LDCC Volunteer Coordinator should be advised of the request for emergent training so that they may in turn arrange the appropriate training as soon as possible.

Supervision and Monitoring Tasks

[Name of Organisation] has a duty of care to supervise and monitor a Spontaneous Volunteer's performance, for their ability to undertake a task in relation to their emotional, and physical wellbeing.

The Organisation Spontaneous Volunteer Manager is to ensure the appropriate monitoring and supervision of Spontaneous Volunteers is undertaken by the Team Leaders to reduce the levels of risk associated with their tasks and increase the satisfaction levels of both volunteers and the recipients of assistance.

Sign in and Sign out Records

At the commencement and conclusion of each shift, all staff and volunteers must sign in and out on the Daily Timesheet. The Spontaneous Volunteer Manager is responsible for ensuring that members of their team have signed on before and off after each shift.

A new page is to be used for each day, and at the conclusion of each day, the Daily Timesheet is to be forwarded to the LDCC Volunteer Coordinator for filing. A copy of these timesheets should also be provided to Volunteering Queensland to crosscheck records of those referred to the organisation versus those that actually attended.

Briefings

It is critical that all Spontaneous Volunteers are briefed at the beginning of each shift. Briefing of the Spontaneous Volunteers will be the responsibility of Team Leaders. This ensures the volunteers have an understanding of:

- The current situation.
- Their roles and tasks for that shift.
- The resources required and where they can collect them.
- Communication and reporting lines and requirements.
- Occupational health and safety requirements and any safety issues.
- Protocols for talking to the media.
- The checking in process.

It is also important that volunteers have the opportunity to ask questions either during, or at the end of the briefing to ensure they have a clear understanding of the information provided.

Debriefing

Spontaneous Volunteers must take part in debriefing sessions upon or shortly following the completion of each shift. Debriefing is the responsibility of the Team Leaders. This allows the group to collectively reflect on what went well and what could be improved. It also provides volunteers with an opportunity to discuss items they found challenging and to request help or guidance.

Any relevant information is to be passed on to the LDCC Spontaneous Volunteer Coordinator in order to implement relevant changes, as soon as practical.

Volunteer Support and Wellbeing

The personal safety and welfare of Spontaneous Volunteers and personnel will be considered and adequately planned for by [Name of Organisation]. The organisation Spontaneous Volunteer Manager and Team Leaders are responsible for monitoring their staff and volunteers to identify any concerns of diminishing well-being of individuals and to prevent burn-out.

If someone is unaccounted for at the end of each shift, the Team Leader must inform the organisation Spontaneous Volunteer Manager as soon as possible.

If a Team Leader identifies that someone requires counselling, they will be referred to [Name of provider] which will be provided to them by [Name of Organisation].

Reward and Recognition

The organisation Spontaneous Volunteer Manager will ensure they recognise and reward the Spontaneous Volunteers that are managed by their organisation.

ANNEXURE TWO

KEY ORGANISATIONS

Include information on the key points of contact for Spontaneous Volunteer operations within the organisations that are identified as supporting the arrangements.

EXAMPLE:

Organisation	Responsibility	Contact Name and Details
[Name of Local Government]		
Volunteering Queensland		
[Name of Organisation]		

ANNEXURE THREE

VOLUNTEER RECEPTION AND REGISTRATION CENTRE SET UP

Consider including some information in your plan on the set up and use of Volunteer Registration and Reception Centres. Below is some information to help you identify the types of information to include.

Centre Layout

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 these principles as a guide.

Centre layout will normally include a number of zones as follows:

- **Welcome area** – located close to the entrance. Consider signage and people to greet and direct volunteers to where they need to go.
- **Waiting area** – near the welcome area so the Welcome Area Volunteer can liaise with those arriving, see how many are waiting, provide initial registration form for completion, etc.
- **Registration and review area** – in an area (or separate room) beyond the welcome and waiting areas. This is where volunteers will complete registration forms (paper based or online) and identification checks. This area may also be used to screen for qualifications (such as Blue Card) and for Criminal History (including requesting documentation).
- **Briefing and debriefing area** – a space where volunteers can be briefed either individually or as a group prior to undertaking their assigned volunteer tasks, as well as participate in the debriefing at the end of the day.
- **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 Spontaneous Volunteer Coordinator, or whichever of the Spontaneous Volunteer Coordination Team is on duty at the time and providing leadership to the centre.

Layout Considerations

The size and layout of the centre and will be dependent on the scale of operations. For smaller scale operations some areas may be combined.

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.

Always consider creating private spaces.

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 sign-posted.

Centre Positions

Resources

The types of resources required to support centre operations will vary depending on the location and size of response and other influencing factors.

By identifying the equipment, facilities, personnel, and supplies needed for the operations of the centre will assist you in having a plan to access the resources that are readily available as well as the resources you will need to procure.

Below are some examples on the types of resources you will need to consider.

	Number Required	Number Available
External		
Parking		
Accessibility – ramps		
Signage		
Health and Hygiene		
Water		
Amenities		
Handwashing		
First Aid		
Cleaning equipment		
Internal Set up and Operations		
Tables		
Chairs		
Privacy Screens / Partitions		
Information, Technology and Communication		
Laptops		
Printers		
Phone		
Photocopier		
Admin		
Stationery		
Sign in sheets		
Paper copies of registration forms and privacy agreements		
Incident / Accident forms		
ID and vests for personnel		

Choosing a Location

Identification of centres will usually be undertaken in partnership with Local Government.

A range of centres may be identified and captured in the plan to support the size, nature and location of the disaster.

In some instances, a physical centre will not be utilised, particularly in smaller localised events where a small number of volunteers are required. At these times, the volunteer registration and tasking process may take place where the activity is being undertaken e.g. at a local park where clean up activities will be held.

Below are some examples of the types of features and facilities you may like to consider when assessing the building for its suitability.

Building

- Is there adequate lighting?
- Is there heating and air-conditioning?
- Does it have enough ventilation?
- Are there toilets and washing facilities?
- Is there a kitchen?
- Does it meet fire safety regulations?
- Can it be secured?
- Does the building have access to internet and landline phones?
- Is the building safe and in sound repair?

Accessibility

- Has the centre already been identified for another purpose at times of disasters?
- Is there onsite parking available?
- Are public transport facilities nearby?
- Is their disability access to the building and its amenities?

Capacity

- Will the size of the centre accommodate small / medium or large scale operations?
- Can the building accommodate the different spaces required?
- Are there enough toilets?

Resources

- What resources are available for use at the centre to support operations e.g tables, chairs?

Outdoor Locations e.g. Parks

- Are there shaded areas?
- Are toilets nearby?
- Can handwashing facilities be established?
- Is there enough space to erect tents or other temporary structures?
- Can vehicles easily access the area for delivery and collection of resources.

Centre Roles and Responsibilities

Role	Responsibility
Volunteer Reception and Registration Centre Manager	<ul style="list-style-type: none"> • Retain responsibility for the coordination of Spontaneous Volunteers and their activities at the Volunteer Reception and Registration Centre. • Schedule a duty roster accordingly. • Undertake briefing and debriefing of Spontaneous Volunteers.
Welcome Area Officer	<ul style="list-style-type: none"> • Greet people entering the centre for the first time and confirm they are there to volunteer. • Find privacy for affected community members that may arrive, prior to finding them an escort to the Evacuation or Relief Centre. • Provide initial information about the opportunity and the upcoming shift. • Provide volunteer registration forms for completion. • Support volunteers in completing their forms if required. • Assist with administration tasks during quiet periods.
Registration and Screening Officer	<ul style="list-style-type: none"> • Undertake face-to-face and telephone assessments of potential volunteers. • Make recommendations to the Centre Coordinator regarding assessed volunteer capacity. • Assist with briefing and debriefing of volunteers, if required. • Assist with administration tasks in quiet periods.
Centre Administration	<ul style="list-style-type: none"> • Answer telephone queries from potential volunteers. • Keep database up-to-date regarding available volunteers, where they are deployed, etc. • Match requests for volunteer assistance with available volunteers. • Fill out volunteer task descriptions so they accurately reflect the work to be done. • Contact registered volunteers and advise them of the shift role and arrange for briefing. • Contact the agency or site requesting assistance and advise them of the volunteer/s who will be attending and when.

ANNEXURE FOUR

ROLES AND RESPONSIBILITIES

Consider the positions that will be needed to support local operations.

The following are examples of key roles and their respective responsibilities within the Spontaneous Volunteer operations.

Role	Description	Responsibilities
Local Disaster Coordinator (LDC)	The Local Disaster Coordinator provides overall direction to the Spontaneous Volunteer Coordinator and team, including authority to activate the plan.	<ul style="list-style-type: none"> • Authorise the activation of this plan. • Authorise the establishment of a Volunteer Registration and Reception Centre.
Local Recovery Coordinator (LRC)	The Local Recovery Coordinator (if appointed) is an employee of [Name of Local Government] and will provide overall direction to the Spontaneous Volunteer Coordinator and team during medium and long-term recovery.	<ul style="list-style-type: none"> • Coordinates recovery activities at the local level. • Organises briefing and debriefing each shift.
LDCC Spontaneous Volunteer Coordinator	<p>The LDCC Spontaneous Volunteer Coordinator, under the direction of the Local Disaster Coordinator or Local Recovery Coordinator, is responsible for the implementation of the Spontaneous Volunteer Management Sub-Plan and providing direction and support to the Organisational Coordinator and Team Leaders.</p> <p>The LDCC Spontaneous Volunteer Coordinator is a designated position within [Name of Local Government] or other suitably qualified person appointed by either the Local Disaster Coordinator or Local Recovery Coordinator.</p>	<ul style="list-style-type: none"> • Implementing this Spontaneous Volunteer Management Sub-Plan. • Providing direction and support to the organisational coordinator and Team Leaders. • Briefing and debriefing of the organisational coordinator each shift. • Ensuring that the organisational coordinators, Team Leaders and Spontaneous Volunteers have all the necessary resources to complete their tasks. • Collating reports from organisational coordinators. • Distributing messaging to media regarding Spontaneous Volunteers through the LDCC Media Unit. • Assessing trends in issues reported to see if patterns are emerging. • Activating EV CREW through Volunteering Queensland. • Evaluating and reviewing of volunteer coordination systems. • Assessing and undertaking the formal stand-down of volunteers. • Identifying priorities that are required within the Local Government area. • Tasking the managing organisation with work to be undertaken. • Assessing the impact of Spontaneous Volunteers to the overall event. • Considering ways to keep Spontaneous Volunteers engaged in the longer-term recovery.

Role	Description	Responsibilities
Organisational Spontaneous Volunteer Manager	<p>The organisational Spontaneous Volunteer Manager is responsible for being the link between the LDCC Spontaneous Volunteer Coordinator and the Spontaneous Volunteer Team Leaders.</p> <p>This means they will need to brief the Team Leaders with information provided to them from the LDCC Spontaneous Volunteer Coordinator and ensure any emerging issues or requirements are reported to the LDCC Spontaneous Volunteer Coordinator.</p>	<ul style="list-style-type: none"> • Managing on the ground volunteer operations. • Identifying and planning for the use of the organisations resources in response to requests received from LDCC. • Rostering Team Leaders. • Monitoring the Team Leaders to Spontaneous Volunteer ratio. • Identifying numbers of Spontaneous Volunteers required to undertake tasks identified by [Name of Local Government]. • Delegating tasks to Team Leaders and their teams. • Ensuring travel, catering and PPE is planned for and meets the needs of teams and the tasks they are undertaking. • Linking volunteer operations with the LDCC. • Raising issues or concerns to the LDCC. • Reporting any incidents to the LDCC. • Establishing a Volunteer Registration and Reception Centre (decision to establish and location to be determined by LDC). • Briefing and debriefing of Team Leaders. • Liaising with Volunteering Queensland to utilise the EV CREW service and to request numbers of Spontaneous Volunteers to support the operations.
Spontaneous Volunteer Team Leader	<p>With the support and coordination of the organisational Spontaneous Volunteer Coordinator, Team Leaders will undertake tasks as detailed in the Spontaneous Volunteer Management Plan to ensure the effective and efficient coordination of volunteers and Team Leaders.</p>	<ul style="list-style-type: none"> • Operational management of Spontaneous Volunteers (including but not limited to briefing, debriefing, ensuring volunteers are fit for the tasks they are undertaking, ensuring volunteers sign in and sign out). • Ensuring any issues or concerns are raised to the organisational Spontaneous Volunteer Coordinator. • Briefing and debriefing of the Spontaneous Volunteers. • Direct supervision of Spontaneous Volunteers. • Delivering Workplace Health and Safety instruction for volunteers. • Reporting any incidents to the organisational Spontaneous Volunteer Coordinator. • Delegating tasks to the Spontaneous Volunteers. • Compiling reports on the activities undertaken by their respective volunteer teams for the organisational Spontaneous Volunteer Coordinator.

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