

# TEMPLATE: DETERMINING THE BEST MODEL FOR THE MANAGEMENT OF SPONTANEOUS VOLUNTEERS IN YOUR LOCAL GOVERNMENT

These models outline where the accountability and responsibilities are held for managing and coordinating Spontaneous Volunteers. There are three models that Local Governments can adopt:

1. Local Government Led Model - Local Government will determine the need for Spontaneous Volunteers through the Local Disaster Management Group (LDMG) and the Local Disaster Control Centre (LDCC) via the LDCC Spontaneous Volunteer Coordinator and manage Spontaneous Volunteers themselves.
2. Organisation Led Model - Local Government will determine the need for Spontaneous Volunteers through the LDMG and LDCC (specifically the LDCC Spontaneous Volunteer Coordinator) and outsource the management of Spontaneous Volunteers to one external organisation.
3. Consortium Led Model - Local Government will determine the need for Spontaneous Volunteers through the LDMG and LDCC (specifically the LDCC Spontaneous Volunteer Coordinator) and outsource the management of Spontaneous Volunteers to a number of organisations.

It is important to note that liability applies to whichever group takes on the responsibility and accountability for managing Spontaneous Volunteers.

To determine the best model for your Local Government area for managing Spontaneous Volunteers, work through the checklist below. The column with the most ticks will likely be the best model for your local area. If you don't know the answers to some questions, call Volunteering Queensland for advice on the best way to identify the information.

If you have already identified the best model for your Local Government, skip to the next section of this template.

Before completing this checklist, consider the organisation/s in your local area that may be best placed to manage Spontaneous Volunteers in an emergency, then undertake an assessment via this checklist to determine the best way forward.

	Local Government	One Volunteer Involving Organisation	Multiple Volunteer Involving Organisations				
<b>Organisation Information</b>							
Organisation name							
Type of organisation							
Does the organisation have Public Liability insurance that extends to the activities of their volunteers as well as Volunteer Personal Accident Insurance	Personal Accident	Personal Accident	Personal Accident	Personal Accident	Personal Accident	Personal Accident	Personal Accident
	Public Liability	Public Liability	Public Liability	Public Liability	Public Liability	Public Liability	Public Liability
<b>Organisational Capacity</b>							
Is using and managing volunteers part of their regular operations?							
Do they have * Volunteer Management Practices in place and are these replaced in policies and procedures?							

	Local Government	One Volunteer Involving Organisation	Multiple Volunteer Involving Organisations				
Do they have established work, health and safety processes in place?							
Can they easily access staff and volunteers to support their operations?							
<b>Local Capacity</b>							
Is the organisation embedded and does it have a positive reputation in the local community?							
Can the organisation access local staff and volunteers to support volunteer management and coordination to reduce demand on local resources e.g. accommodation, catering and transport? If so, what numbers of personnel can they access to supervise volunteers?							
<b>Other Considerations</b> <b>Helpful Tip:</b> There may be instances where you identify the organisation as not being suitable to manage spontaneous volunteers but have capacity and capability to assist in other areas. Identify the other types of roles and tasks the organisation can undertake to support disaster related activities in your local community.							
What is the primary service the organisation provides? Can this service address a gap within your local disaster management plan by providing a service that will be required?							

\* For further information on volunteer management practices, please refer to:

- The National Standards for Volunteer Involvement or contact Volunteering Queensland to discuss.

Once you have determined which model is best for you, start to consider where liability sits by reviewing the table below.

**Helpful tip:** *there are many variations of this that can be reviewed in detail in Volunteering Queensland's 2018 Making it Happen Report.*

Liability			
Model	Who directs the need for Spontaneous Volunteers	Who owns insurance and liability	Who is responsible for the management of Spontaneous Volunteers
Local Government Led Model	Local Government through the LDMG, LDCC (specifically the LDCC Spontaneous Volunteer Coordinator)	Local Government	Local Government to appoint a Spontaneous Volunteer Manager and Team Leaders. <b>Note:</b> Local Government's role will also be captured in the Managing Spontaneous Volunteer Sub-Plan
Organisation Led Model	Local Government through the LDMG, LDCC (specifically the LDCC Spontaneous Volunteer Coordinator)	The organisation managing Spontaneous Volunteers	The organisation managing Spontaneous Volunteers. The organisation to appoint Spontaneous Volunteer Manager and Team Leaders <b>Note:</b> Consider the establishment of an MOU between Local Government and the Organisation. The organisation's role will also be captured in the Managing Spontaneous Volunteer Sub-Plan
Consortium Led Model	Local Government through the LDMG, LDCC (specifically the LDCC Spontaneous Volunteer Coordinator)	The various organisations managing Spontaneous Volunteers	The various organisations managing Spontaneous Volunteers. Each organisation in the consortium will appoint a Spontaneous Volunteer Manager and Team Leaders. <b>Note:</b> Consider the establishment of an MOU between Local Government and each organisation. Members of the consortium and each organisation's role will also be captured in the Managing Spontaneous Volunteers Sub-Plan.