

# CHECKLIST FOR ORGANISATIONS MANAGING SPONTANEOUS VOLUNTEERS

Organisations managing Spontaneous Volunteers are critical to the local response.

Volunteer involving organisations that have been identified as playing a formal role in the management of Spontaneous Volunteers at times of disasters will be endorsed by their respective Local Government Authority. These arrangements will be captured in the Local Government's Spontaneous Volunteer Sub-Plan, which outlines how Spontaneous Volunteers will be utilised and managed.


These organisations will work within the coordinated arrangements to support the effective use and management of Spontaneous Volunteers on the ground.

This coordinated approach is important for the safety of volunteers and to ensure the response and recovery phases are as effective as possible.


## Checklist for Organisations Managing Spontaneous Volunteers

Organisations managing Spontaneous Volunteers are those that are responsible for the overall management of Spontaneous Volunteers in an emergency.

Local Governments, through their Local Disaster Management Group (LDMG), will determine whether there is a need for Spontaneous Volunteers. Subsequently, the Local Disaster Coordination Centre (LDCC) Spontaneous Volunteer Coordinator will determine the role/s that Spontaneous Volunteers are required to undertake, and will work with organisations managing Spontaneous Volunteers that will then recruit, screen, induct and deploy volunteers on the ground.

 Preparation for Organisations (other than Local Government)	
	<p>Determine your organisation's role in managing Spontaneous Volunteers in response to an emergency/disaster:</p> <ul style="list-style-type: none"> <li>• Does your organisation have a formal role in the Queensland Disaster Management Arrangements? and/or</li> <li>• Has a Local Government appointed your organisation to manage Spontaneous Volunteers (if so, have you entered into a Memorandum of Understanding (MoU) with the Local Government)?</li> </ul>
	<p>Do you have all of the appropriate insurances in place (including volunteer personal accident and public liability insurance) and has your organisation sought professional legal advice on this matter to ensure volunteers will be covered?</p> <p><i>Helpful Tip: Understanding the type of tasks the volunteers will be undertaking and any risks associated with the task and how these will be mitigated will assist you in providing information your insurer may require to identify if the organisation will be covered.</i></p>
	<p>Has your organisation developed an operational plan to guide how you will manage Spontaneous Volunteers?</p> <p><b>Practical Guide for Volunteer Involving Organisations: Organisational Plan - Management of Spontaneous Volunteers.</b></p>

	<p>Have you appointed people to the appropriate positions within your organisation to be able to effectively manage Spontaneous Volunteers? These positions may include:</p> <ul style="list-style-type: none"> <li>• Organisation Spontaneous Volunteer Manager (responsible for liaising with the LDCC Spontaneous Volunteer Coordinator and to have general oversight of the Spontaneous Volunteering activities in your organisation)</li> <li>• Spontaneous Volunteer Team Leaders (responsible for the direct management of Spontaneous Volunteers).</li> </ul> <p><i>Helpful tip: Remember, your workforce may be personally impacted by the disaster event. You will need to identify the number of Team Leaders you have available to help you calculate the number of spontaneous volunteers your organisation could support.</i></p> <p><b>Sample: Role Description Organisation Spontaneous Volunteer Manager</b></p>
	<p>Has the Organisation Spontaneous Volunteer Manager and Spontaneous Volunteer Team Leader received training?</p> <p><i>Helpful tip: Volunteering Queensland can assist in delivering this training. It is also recommended that the Spontaneous Volunteer Manager undertake the same training as the LDCC Spontaneous Volunteer Coordinator to ensure effective communication and aligned knowledge base.</i></p>
	<p>Have you created your Spontaneous Volunteer Task Management Plan, which will outline the position description, risk assessment, screening, induction, briefing, support, debriefing and recognition activities for each Spontaneous Volunteer position you anticipate?</p> <p><b>Template: Spontaneous Volunteer Task Management Plan</b></p>
	<p>Do you have documentation in place for Spontaneous Volunteer Management Overview, including the Organisational Plan - Management of Spontaneous Volunteers and Spontaneous Volunteer Task Management Plan which support your existing volunteer management policies?</p>
	<p>Have you pre-prepared communications in support of how offers of assistance from Spontaneous Volunteers can best be managed in an emergency?</p> <p>Have you worked with your Local Government to determine how these messages will be communicated?</p> <p><b>Sample: Messaging</b></p>
	<p>Have you communicated your role and Operational Volunteer Management Plan with Volunteering Queensland?</p>
<p><b>✓ Response</b>  <b>Once the LDMG has activated the Spontaneous Volunteer Sub- Plan you should undertake the following.</b></p>	
	<p>The Organisation Spontaneous Volunteer Manager and Team Leaders are to activate and be prepared.</p>
	<p>The Organisation Spontaneous Volunteer Manager reaches out to Volunteering Queensland to advise of activation and of the appropriate contact person.</p>
	<p>Advise your insurance agency of activation and the roles to be undertaken.</p>

	<p>The Organisation Spontaneous Volunteer Manager will be advised by the LDCC Spontaneous Volunteer Coordinator:</p> <ul style="list-style-type: none"> <li>• Which roles for Spontaneous Volunteers need to be activated.</li> <li>• The geographical area volunteers will be required to support.</li> <li>• other important items such as timelines, WHS issues etc.</li> </ul>
	<p>The Organisation Spontaneous Volunteer Manager will activate the necessary positions in the Organisational Plan - Management of Spontaneous Volunteers.</p> <p><i>Note: if additional positions are required that have not already been included in the Organisational Plan - Management of Spontaneous Volunteers, position descriptions and supporting information will need to be documented by the organisation before requesting volunteers from Volunteering Queensland.</i></p>
	<p>The Organisation Spontaneous Volunteer Manager will consider the number of volunteers required and communicate the need for volunteers to Volunteering Queensland for recruitment and rostering of volunteers from EV CREW.</p> <p><i>Helpful tip: On the occasions you do not utilise EV CREW, please continue to liaise and share information with Volunteering Queensland on your Spontaneous Volunteer operations.</i></p>
	<p>The Team Leaders will implement the Organisational Plan - Management of Spontaneous Volunteers, Plan for each position ensuring that policies and best practice volunteer management are adhered to.</p>
	<p>The Organisation Spontaneous Volunteer Manager will regularly liaise with the LDCC Spontaneous Volunteer Coordinator regarding messaging required to advise the community of the need (or not) for Spontaneous Volunteers.</p>
<p> <b>Recovery</b></p>	
	<p>The LDCC Spontaneous Volunteer Coordinator and Organisation Spontaneous Volunteer Manager will review what further or ongoing activities are required for recovery and ensures Team Leaders remain activated and prepared.</p>
	<p>The Organisation Spontaneous Volunteer Manager reaches out to Volunteering Queensland to advise of activation.</p>
	<p>The Organisation Spontaneous Volunteer Manager will be advised by the LDCC Spontaneous Volunteer Coordinator:</p> <ul style="list-style-type: none"> <li>• Which roles for Spontaneous Volunteers need to be activated.</li> <li>• The geographical area volunteers will be required to support.</li> <li>• Other important items such as timelines, WHS issues etc.</li> </ul>
	<p>The Organisation Spontaneous Volunteer Manager will activate the necessary positions in the Operational Spontaneous Volunteer Management Plan.</p> <p><i>Note: if positions are required that have not already been included in the Operational Spontaneous Volunteer Management Plan, these will need to be documented immediately by the organisation.</i></p>
	<p>The Organisation Spontaneous Volunteer Manager will communicate the need for volunteers to Volunteering Queensland for recruitment of volunteers from EV CREW.</p>
	<p>The Team Leaders will implement the Organisational Spontaneous Volunteer Management Plan for each position ensuring that policies and best practice volunteer management are adhered to.</p>
	<p>The Organisation Spontaneous Volunteer Manager will regularly liaise with Volunteering Queensland and implement communications to advise the community of the need (or not) for spontaneous volunteers.</p>