# TEMPLATE:
## SPONTANEOUS VOLUNTEER TASK MANAGEMENT PLAN
**(including task description, induction, briefing and support strategies)**

Organisations managing Spontaneous Volunteers will need to document, for each Spontaneous Volunteer task, the task description, risk assessment, screening, induction, briefing, support, debriefing and recognition strategies. It will be up to the Spontaneous Volunteer Manager and Team Leaders to ensure each of these items is implemented upon activation.

If the requirement for new positions arise during an emergency they will need to be documented and added to the plan, before volunteers can be deployed in those tasks.

The template below should be populated for every individual volunteer task.

| [Task]: For example Clean Up Activity | |
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| *Populate the right hand column with the relevant information.* | |
| **Position Title:** | This should say exactly what the position is. NB: it should not be Spontaneous Emergency Volunteer. *Example* *Clean Up Assistant.* |
| **Supported by:** | Position and contact details of the person who will be supporting this position - this will generally be the Team Leader. |
| **Description of the volunteering tasks:** | A detailed description of tasks that will be performed by the volunteers. These details will be given to volunteers to inform them of their duties should they decide to volunteer. *Example:* *Volunteers will be asked to assist with the clean up of houses that have been affected by the emergency, tasks may include:* <br> • *Liaise with property owners.* <br> • *Remove garden waste.* <br> • *Clean properties.* <br> • *Clean household items.* <br> • *Remove rubbish and debris.* <br> • *Salvage property and goods.* <br> • *Dispose of damaged, unsafe and unwanted materials.* <br> • *Clean buildings.* |

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| **Additional notes:** | Additional information about volunteering in this activity and how the activity may be of benefit to the community. These details will be given to volunteers to inform them of how their volunteering will be helping people and include any other information that may be useful to the potential volunteers. |
| **Considerations:** | This will highlight any other key things that need to be considered when selecting appropriate volunteers for the role.<br>*Example:*<br>• *High risk of contamination.*<br>• *Immunisation schedule must be up to date.*<br>• *Tetanus immunisation necessary.*<br>• *Must be physically fit.*<br>• *May involve lifting and carrying heavy objects.*<br>• *May involve utilising small, non-motorised tools such as spades and secateurs.*<br>• *May be exposed to the elements.* |
| **Equipment / PPE required** | *Example:*<br>*Gloves, Long Sleeve, long pants, enclosed shoes* |

## Volunteer Requirements

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| **Skills / qualifications:** | *Example:*<br>*Gardening / Landscaping*<br>*General Clean-up*<br>*Asbestos removal license* |
| **Volunteer age range** | *18-24*<br>*25-34*<br>*35-44*<br>*45-54*<br>*55-64* |
| **Police Check** | *Desired* |
| **Blue Card** | *Not required* |
| **Driver Licence** | *Not required* |
| **Over vehicle** | *Not required* |
| **Other requirements** | |

## Risk Assessment

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| **Undertake a risk assessment for the volunteering role** | Apply your organisational risk assessment processes to the role to determine risk and ways to mitigate risk to the volunteers, the organisation, and those who are being helped.<br>*Capture your assessment here.* |

## Screening

The organisation managing Spontaneous Volunteers will be required to appropriately screen Spontaneous Volunteers to ensure they will be suitable for the role - this may occur over the phone or face to face.

### Briefing / induction

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| **Screening**<br><br>**Briefing / induction plan** | Questions you may include:<br>• Do they meet the skills, qualifications and considerations for the role (refer to the two sections of your Position Description to determine this)?<br>• Are they available at the required times to undertake the role?<br>• Will they abide by the policies and procedures?<br>• Determine whether a Police Check or a Blue Card is required.<br><br>For each role draft a briefing / induction plan considering providing information about the organisation, emergency/disaster and the volunteer's role.<br><br>*Tip: refer to Volunteering Queensland's Briefing Sheet for further information.* |

### Debriefing

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| **Debriefing plan** | For each task, draft a debriefing plan to ensure Spontaneous Volunteers are effectively supported. Your plan should include the type of information you need to improve operations as well as the volunteers' experience.<br><br>*Tip: Refer to Volunteering Queensland Debriefing Sheet for further information on debriefing.* |

### Recognition

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| **Recognition plan** | Recognition should be tailored and individualised for each person and role. Consider some creative ways to recognise the Spontaneous Volunteers including:<br>• Explaining the impact their assistance has made on the local recovery effort.<br>• A small gesture of thanks such as certificate or voucher.<br>• Hosting an appropriate thank you event once the emergency has concluded.<br>• Inviting a Local Government to express their thanks to each volunteer. |

### Supervision

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| **Supervision plan** | When allocating Spontaneous Volunteers to different activities, consider the maximum number of volunteers that can be adequately supervised and supported by a Team Leader. For low-risk, low-skill tasks, an organisation may choose to have one Team Leader supervising ten Spontaneous Volunteers (i.e. 1:10 ratio). For high-risk, high-skill tasks, an organisation may lower this ratio down to 1:3 – that is, one Team Leader supervising three Spontaneous Volunteers.<br><br>This information can guide your planning for how many volunteers should be assigned to one activity, one location, or how many volunteers your organisation can support in total. This will be informed by the number of Team Leaders available within your organisation.<br><br>*Tip: Throughout an event, re-evaluate the appropriate ratio for the environment and tasks at-hand. New or changing information may result in a lower ratio (fewer Spontaneous Volunteers per Team Leader) to provide adequate safety and supervision, especially as the impact of the event increases.* |