

# CHECKLIST FOR LOCAL GOVERNMENT TO EFFECTIVELY MANAGE SPONTANEOUS VOLUNTEERS

This checklist will guide Local Governments through their responsibilities with regard to Spontaneous Volunteers in the preparation, response and recovery phases of an emergency to ensure Spontaneous Volunteers can be effectively deployed in their local area.

<b>PREPARE (prior to an emergency)</b>	
	<p>The Local Government has considered and documented the types of roles in the local area that Spontaneous Volunteers may be required to undertake in response to an emergency.</p> <p><b>Template: Local Spontaneous Volunteering Roles Scope</b></p> <p><i>Helpful tip: Volunteering Queensland can help guide you through this process, call us for a chat!</i></p>
	<p>When taking into consideration the types of Spontaneous Volunteers that may be required in the local area, the Local Government has determined who will manage Spontaneous Volunteers in an emergency.</p> <p><b>Template: Determining the Best Models for the Management of Spontaneous Volunteers in Your Local Government</b></p>
	<p>Once the organisation/s managing Spontaneous Volunteers have been determined, the Local Government completes a Spontaneous Volunteer Management Sub-Plan.</p> <p><b>Template: A Practical Guide: Spontaneous Volunteer Management Sub-Plan for Local Government</b></p>
	<p>If the Local Government has selected a model to outsource the management of Spontaneous Volunteers to another organisation or organisations, it has entered into a Memorandum of Understanding (MoU) with the organisation/s.</p> <p><b>Sample MoU for the Management of Spontaneous Volunteers</b></p>
	<p>The Local Government should inform Volunteering Queensland of the model they have chosen and how they plan to implement it, including the organisation/s appointed as the managers of Spontaneous Volunteers.</p> <p><b>NB: Local Governments should sign an Agreement with Volunteering Queensland, which outlines responsibilities of each organisation at times of disaster for the activation and use of Volunteering Queensland's EV CREW to support their Spontaneous Volunteer operations.</b></p>
	<p>The Local Government has appointed a person to be the LDCC Spontaneous Volunteer Coordinator and provided ongoing training for that person and the other relevant LDCC cells.</p> <p><b>Sample Role Description LDCC Spontaneous Volunteer Coordinator</b></p> <p><i>Helpful tip: Volunteering Queensland can provide Spontaneous Volunteer Coordinator training.</i></p>
	<p>The Local Government has ensured the organisation managing Spontaneous Volunteers has access to appropriate training. Volunteering Queensland recommends the following training as a minimum:</p> <ul style="list-style-type: none"> <li>• Psychological First Aid.</li> <li>• Queensland Disaster Management Arrangements.</li> <li>• Spontaneous Disaster Volunteer Team Leader training.</li> <li>• Spontaneous Disaster Volunteer Coordinator training.</li> </ul> <p><i>Helpful tip: Volunteering Queensland can either provide or assist to arrange this training.</i></p>
	<p>The Local Government undertakes an exercise to test the outcomes of the Spontaneous Volunteer Sub-Plan.</p>
	<p>The Local Government will develop draft communications regarding offers of assistance.</p> <p><b>Sample Messaging</b></p>

<b>RESPONSE (the assistance and intervention during or immediately after an emergency)</b>	
	The LDCC will determine if there is a need to activate the Spontaneous Volunteer Management Sub-Plan.
	<p>The Local Government will work with Volunteering Queensland to distribute communications about whether there is or isn't a need for Spontaneous Volunteers.</p> <p><i>Helpful tip: if volunteers aren't required it is important to communicate this but also have a way to register their interest in case they are needed in the future.</i></p>
	The Local Government will keep the organisation responsible for the management of spontaneous volunteers informed and support their activation.
<b>The following only occurs if the plan is activated (note this may only be activated in the recovery phase in some emergencies)</b>	
	<p>The Local Government will ensure the Spontaneous Volunteer Coordinator has a position in the LDCC</p> <p><i>Helpful tip: this position usually sits in the Operations Cell within the LDCC.</i></p>
	The LDCC Spontaneous Volunteer Coordinator will determine the need for Spontaneous Volunteers in response to the emergency and seek approval from the LDCC.
	<p>The LDCC Spontaneous Volunteer Coordinator will communicate with the organisation's Spontaneous Volunteer Manager the following:</p> <ul style="list-style-type: none"> <li>• Which Spontaneous Volunteer roles need to be activated.</li> <li>• The geographical area that the volunteers are required to support.</li> <li>• Other important items such as times, WHS issues etc.</li> </ul> <p><b>Template Briefings</b></p>
	<p>The LDCC Spontaneous Volunteer Coordinator will advise Volunteering Queensland's EV CREW service of the activation of Spontaneous Volunteer operations and will communicate the following:</p> <ul style="list-style-type: none"> <li>• The name of the organisation responsible for the management of Spontaneous Volunteers.</li> <li>• The primary point of contact within the nominated organisation that has the authority to request volunteers.</li> <li>• The reason for the activation of the Spontaneous Volunteers.</li> <li>• The roles in which Spontaneous Volunteers will be utilised.</li> <li>• The geographical area they will be supporting.</li> </ul>
	<p>The Local Government will work with Volunteering Queensland to distribute messaging about the need for Spontaneous Volunteers.</p> <p><i>Helpful tip: messaging templates should be given to the communications teams before an emergency.</i></p> <p><b>Sample Messaging</b></p>
<p><b>NB:</b> it is the organisation that is managing Spontaneous Volunteers' responsibility to recruit the volunteers (through Volunteering Queensland), screen, induct, brief, manage and deploy them.</p> <p>See the Checklist for the guide on Organisations Managing Spontaneous Volunteers for detailed information on this.</p>	
<b>RECOVERY (the coordinated process of supporting emergency-affected communities in reconstruction of physical infrastructure and restoration of emotional, social, economic and physical wellbeing)</b>	
	The LDCC Spontaneous Volunteer Coordinator or other delegated person will determine the need for Spontaneous Volunteers in response to the emergency.
	<p>The LDCC Spontaneous Volunteer Coordinator will communicate with the organisation's Spontaneous Volunteer Manager the following:</p> <ul style="list-style-type: none"> <li>• Which roles for Spontaneous Volunteers need to be activated.</li> <li>• The geographical area that the volunteers are required to support.</li> <li>• Other important items such as times, WHS issues etc.</li> </ul>
	The Local Government will work with Volunteering Queensland to distribute messaging about the needs for Spontaneous Volunteers.
	The Local Government will work with relevant parties to develop Recovery Plans and consider how Spontaneous Volunteers can support the recovery process.
	Liaise with the Queensland Reconstruction Authority regarding recoupable costs.