



bushfire&natural
HAZARDSCRC

THE OUT OF UNIFORM PROJECT

*BUILDING COMMUNITY RESILIENCE
THROUGH NON-TRADITIONAL EMERGENCY
VOLUNTEERING*

Perth Research Advisory Forum
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Australian Government
Department of Industry,
Innovation and Science

Business
Cooperative Research
Centres Programme



PROJECT

Aim

- Support the development of more inclusive, flexible and adaptive volunteer strategies and models in the emergency management sector

Rationale

- Traditional EM volunteer model is under pressure
- Volunteering-community resilience link
- Informal citizen response to disaster - ubiquitous and beneficial but not planned for by EMOs
- Form, scope and contexts of (emergency) volunteering is changing
- Very little research with Australian EM focus

Research team

- Prof John Handmer
- Dr Blythe McLennan
- Dr Josh Whittaker
- Dr Tarn Kruger

PROCESS

Stage	Description
1. Reviews	Review 1 - Informal volunteerism in disasters Review 2 - Trends in Australian emergency volunteering
2. Case studies	<p>Primary studies</p> <ul style="list-style-type: none"> • Community-led preparedness - Warrandyte • Community-led recovery • Spontaneous volunteering - EV CREW • Faith-based recovery - volunteering - Pinery fire <p>Secondary studies</p> <ul style="list-style-type: none"> • Blazes - digital volunteering - Cyclone Pam, Cyclone Tracy - spontaneous volunteering <p>Other projects</p> <ul style="list-style-type: none"> • VGI in preparedness (Haworth) • Community-led recovery (Jennings)
3. Evaluation of alternative 'models'	<ul style="list-style-type: none"> • Briefing paper • Risk/benefit assessment workshops • Final Risk/Benefit framework

Exploring and defining the terrain

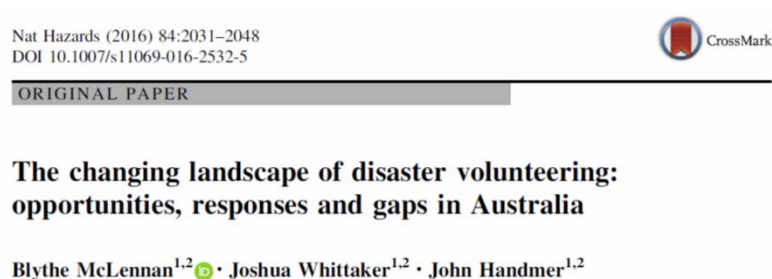
EXPLORING AND DEFINING THE TERRAIN

	BEFORE		Examples
		Informal helping / volunteering	
Informal helping / volunteering		Community-based disaster risk management	Neighbourhood post-flood clean-up efforts, community support for local fire brigades and SES units, social and cultural norms of community obligation and service in many CALD communities
Community-based disaster risk management (CBDRM)	Community-based risk reduction	Extending group volunteering	Be Ready Warrandyte (BRW), Wye Rural Fire Brigade Auxiliary, Emerald Emergency Support Team, Community On-Ground Assistance, Elwood Flood Action Group, Community Fireguard, Community Fire Units etc
Extending group volunteering	May extend into community-based preparation prior to disaster event	Spontaneous volunteering	Be Ready Warrandyte, environmental and conservation groups, sporting clubs, professional associations, Landcare, Country Women's Association etc
Spontaneous volunteering	May be pre-registered where available	Emergent group volunteering	Elements of the Brisbane Mud Army, BlazeAid, Emergency Volunteering CREW, elements of Samaritan's Purse domestic disaster relief, elements of Conservation Volunteers Australia disaster recovery, some local government relief centre volunteering
Emergent group volunteering	May emerge in response to needs identified prior to a disaster event	Digital volunteers & networks	Blazeaid, Firefoxes, Shoeboxes of Love, Baked Relief, Tassie Fires We Can Help, Community On-Ground Assistance (COGA), Walking Forward Disaster Relief Team, Cyclone Yasi Update <i>(Note: some have evolved into established orgs)</i>
Digital volunteering networks/entrepreneurs & volunteered geographic information (VGI)	May be pre-planned/networked	Skills-based volunteering	VOST Victoria, Tassie Fires We Can Help, Cyclone Yasi Update, Emergency Wiki 2.0, Bushfire Connect
Skills-based volunteering	Established/expanding orgs seek out project-based	Employer supported (corporate) volunteering	Sherrin Mappers, Random Hacks of Kindness, social entrepreneurs, animal rescue
Employer-supported (and corporate) volunteering	When supported by pre-established partnerships and agreements	Episodic/casual volunteering	Support for flood response by mining companies, local business involvement in CBDRM, corporate volunteering in partnership with NGOs and community groups, e.g. Community On-Ground Assistance (COGA), Habitat for Humanity, Conversation Volunteers Australia.
Episodic/ casual volunteering with established & expanding organisations	Formal, short-term (More common in expanded)		Support roles for specific brigades, units; community teams proposed for NSW SES; some volunteers with Conversation Volunteers Australia, Habitat for Humanity

REVIEWS – THE STATE OF KNOWLEDGE



- Recognising the prevalence, changing forms, and contributions of informal citizen response to disaster
- Reiterate need to plan for it (not control it)



- Shifting the narrative around emergency/disaster volunteering from one of decline and crisis to one of transformation and opportunity
- Organisations need to adapt to take up opportunities

CASE STUDIES



Be Ready Warrandyte
LIVING WITH BUSHFIRE RISK

Samaritan's Purse INTERNATIONAL RELIEF AUSTRALIA

WHO WE ARE | WHAT WE DO | STORIES | GET INVOLVED | GIFT CATALOGUE | DONATE

DOMESTIC DISASTER RELIEF | Volunteer | Fundraising | Stories & Videos | Donate | Gift Catalogue



FEEDBACK FROM THE PINERY FIRES IN SOUTH AUSTRALIA

Thank you letter from Salt Church Re Pinery Fires

On behalf of Salt Water Church at Gawler we sincerely thank you and the Samaritan's Purse Team for the tireless effort and tremendous support you provided the Pinery Fire victims here in South Australia.

The moment you arrived on that Sunday in December it was as if Samaritan's Purse put their arms around the people of the region and said 'It's okay, help is here'.

Domestic Disaster Relief

Samaritan's Purse mobilises staff, equipment and volunteers providing practical support and recovery assistance to families impacted by cyclones, bushfires, floods, earthquakes and other natural disasters in Australia and New Zealand.

[VOLUNTEER](#)

[APPLY TO DEPLOY](#)

SUPPORT OUR WORK
Donate to Domestic Disaster Relief

[GIVE NOW \(AUD\)](#) | [GIVE NOW \(NZD\)](#)

Or Donate by Phone
Australia 1300 884 468
New Zealand 0800 726 274

NUMEROUS OTHER COUNTRIES



Home

VOLUNTEERING

Register as an Emergency Volunteer

Things to know about registering with Emergency Volunteering CREW:

- This service matches volunteers with disaster and emergency management agencies ("Organisations" - including all levels of government, well known charitable organisations and community groups).
- Responding to an emergency is complex and requires a high level of coordination.
- By far the biggest need for volunteers occurs in the recovery period - in the weeks, months and years following a disaster.
- Emergency Volunteering CREW refers potential volunteers like you to Organisations when they request volunteer support.
- The Organisation then coordinates the volunteer opportunity, which can require varying levels of skills and experience, and flexibility in terms of location and availability.
- Organisations provide orientation for each opportunity, and some have the capacity to provide training relevant to emergency response and recovery.
- Emergency Volunteering CREW is an initiative of Volunteering Queensland, supported by Volunteering ACT, Volunteering Tasmania, and Volunteering Victoria. In Victoria the service operates as HelpOUT.



Building Preparedness,
Building Resilience,
Building Community

The Community On Ground Assistance (COGA) project is a community and agency partnership that provides fire risk and responsive assistance and support to eligible families, groups and individuals recovering from the Victorian Bushfires in 2009.

COGA also provides tailored corporate volunteer opportunities to help businesses improve their workplace culture through direct hands-on practical support where it is needed most - on the ground!

COMMUNITY	CORPORATE	ABOUT US	CONTACT US
<p>We provide a wide range of support to eligible people including:</p> <ul style="list-style-type: none"> Removal of re-growth and fire affected trees Dangerous tree removal Property clean-up to enable rebuilding to start Building repairs, carpentry and Occupancy Permit support Technical advice, assistance and advocacy with Occupancy Permits 	<p>COGA provides a range of safe and tailored corporate volunteer experiences. Participants are greatly encouraged by the meaningful way they can provide direct on ground support to people in need while helping to reduce the ongoing bushfire risk.</p> <ul style="list-style-type: none"> Small and large groups Wide variety of outdoor projects and locations Experienced facilitators Real team building <p>Call: 0427 454 174</p>	<p>Over the past 5 years, COGA has completed more than 500 jobs across Victoria. This has represented over 17,000 hours on site by our field staff and nearly 10,000 hours undertaken by volunteers. We operate through a range of principles which include:</p> <ul style="list-style-type: none"> Shared Responsibility Medium to Long Term Recovery Fire Preparedness Bushfire Risk Mitigation 	<p>To find out more information or to discuss your eligibility, don't hesitate to contact us on:</p> <p>Ph: (03) 5786 1134 M: 0407 427 000 E: cogainfo@icloud.com W: www.coga.org.au</p>

Our Agency Partners include:

© 2015 Community On Ground Assistance



RISK/ BENEFIT FRAMEWORK FOR DECISION MAKING

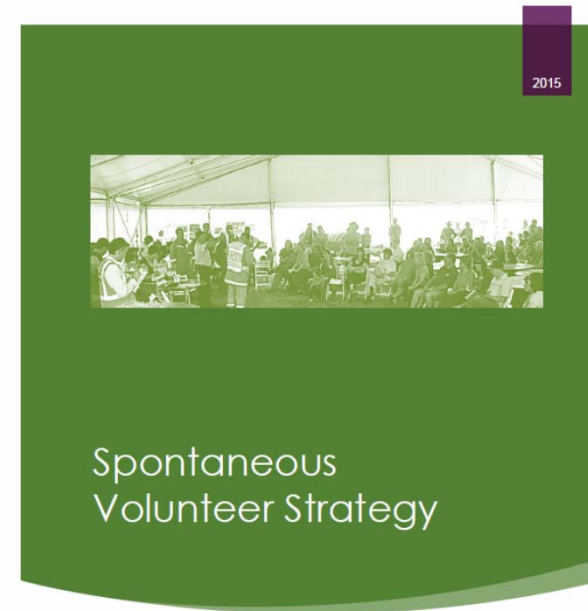
Increasing EMO engagement, acceptance
& organisational change

Enable	EMOs support or build capacity of self-organised volunteers and emergent/extending voluntary groups.
Adapt	EMOs adapt management systems to embrace non-traditional forms of emergency volunteering.
Select	EMOs selectively manage specific, low-risk volunteering that requires minimal change to existing management systems.
Contain	EMOs seek to reduce volunteering risks through information and communication, on-site safety management, or diverting people to low risk volunteering pathways with other EMOs.
Curtail	EMOs dissuade, stop or exclude volunteers, including referring them to recruitment pathways for traditional EM volunteers.
Do Nothing	EMOs have no plans in place.

UTILISATION...SO FAR

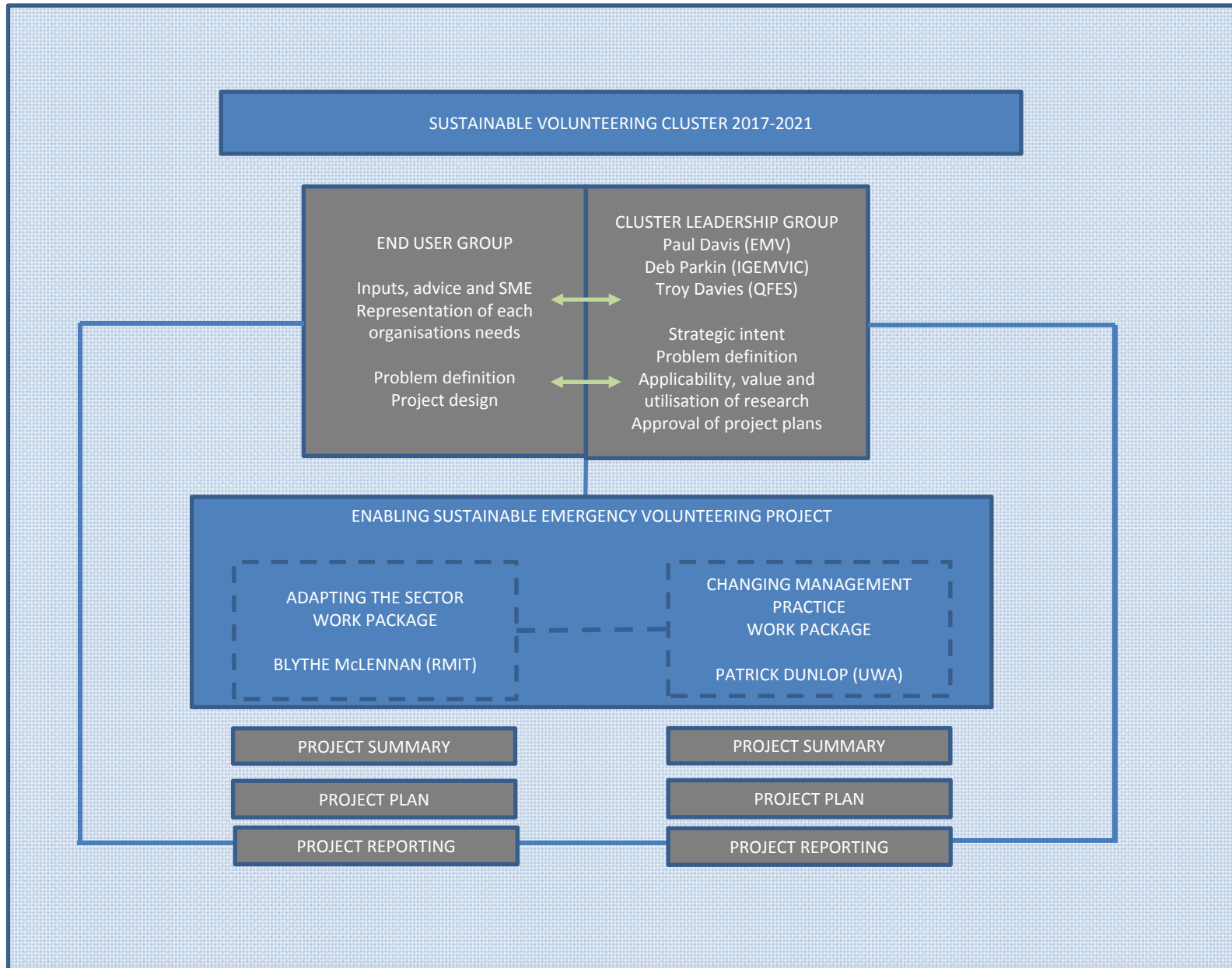


- National Spontaneous Volunteer Strategy
- AIDR Spontaneous Volunteer Management Handbook
- Also...
 - AllMS Manual – new chapter on community goodwill
 - Volunteering Victoria Spontaneous volunteering outcomes framework
 - Agency volunteering strategies and conversations, e.g. NSW SES



COORDINATION OF VOLUNTEER EFFORT
IN THE IMMEDIATE POST DISASTER STAGE





RESILIENCE TO HAZARDS



Mud Army and SES volunteers working together at the 2011 Queensland floods. Photo: Queensland Fire and Emergency Services

Key Topics:
non-traditional recruitment, resilience, volunteering

Project Status: Research + Utilisation

Out of uniform: building community resilience through non-traditional emergency volunteering

The public is usually first on the scene in an emergency or disaster and remain long after official services have ceased. Citizen participation is a key principle of disaster risk reduction and resilience building. However, emergency management relies on volunteers affiliated with official agencies and a comparatively smaller workforce of paid staff. Individuals and groups working outside of this system have often been seen as a nuisance or liability, and their efforts are largely undervalued. here is a significant and largely untapped opportunity for emergency management agencies to contribute to community resilience by supporting non-traditional emergency volunteers. It is likely that 'informal' volunteers will provide much of the surge capacity required to respond to more frequent emergencies and disasters in the future.

Research Clusters

Economics and decision-making
VIEW PROJECTS

Governance and Institutional knowledge
VIEW PROJECTS

Scenarios and loss modelling
VIEW PROJECTS

Communication and warnings
VIEW PROJECTS

Emergency Management Capability
VIEW PROJECTS

Sustainable volunteering
VIEW PROJECTS

Out of uniform: building community resilience through non-traditional emergency volunteering

Improving the retention and engagement of volunteers in emergency service agencies

Understanding and enhancing resilience
VIEW PROJECTS

Flood and Coastal Management
VIEW PROJECTS

Built Environment
VIEW PROJECTS

Bushfire Predictive Services
VIEW PROJECTS

Severe and High Impact Weather
VIEW PROJECTS

Prescribed burning
VIEW PROJECTS



Spontaneous Volunteer Management Handbook

The Australian Institute for Disaster Resilience (AIDR) is responsible, through development, publication and management of the *Australian Disaster Resilience Handbook Collection*, on behalf of the Commonwealth Attorney General's Department, for enhancing the national capability in disaster resilience.

A **Spontaneous Volunteer Management Handbook** has been selected for development.

As part of the Handbook Collection, the Spontaneous Volunteer Management Handbook will outline the nationally agreed principles for spontaneous volunteer management and will provide a standardised national approach to applying these principles to the development of spontaneous volunteer management plans and activities.

The Handbook will be written to be applicable across all states and territories. It will not be designed to take the place of standard operating procedures.

Feedback Requested by Friday 7th April 2017

It is important that a broad range of knowledge, experience and expertise of those involved in managing spontaneous volunteers is incorporated into development of this handbook.

You and/or your organisation have been identified as having a current or potential role in managing spontaneous volunteers. Accordingly, your feedback on the attached discussion paper is invited.

The discussion paper outlines the proposed foundations for the development of the Spontaneous Volunteer Management Handbook. The purpose of the discussion paper is to:

- Provide a basis for consultation with stakeholders on the scope, principles, design and approach of the Handbook;
- Support the development of a detailed content writer's brief.

Where possible, please provide your feedback as written response(s) to one or more of the discussion questions attached. You can submit your feedback as an email attachment (PDF or Word format) to [Amanda Lamont](mailto:Amanda.Lamont).

This Handbook development project will:

- Build directly upon the *National Spontaneous Volunteer Strategy* that was endorsed by the Australia-New Zealand Emergency Management Committee on 2 October 2015;
- Complement current and ongoing activity in spontaneous volunteer management;
- Build on the capability and knowledge of organisations and individuals across the disaster resilience sector in Australia and internationally;
- Align with the principles and priority outcomes outlined in the *National Strategy for Disaster Resilience*, and with the *National Standards for Volunteer Involvement*;
- Draw on recent research on non-traditional emergency volunteering undertaken by RMIT University as part of the research program of the Bushfire and Natural Hazards Cooperative Research Centre (BNHCRC); and
- Bring together experts to guide the Handbook development through the establishment of a Steering Committee and Working Groups, as well as Writing and Editorial Teams. The development process also encompasses literature reviews and user testing.

Next Steps

A working group will be formed which will include representatives selected by various organisations which have a role in managing spontaneous volunteers.

The working group will meet to consider the feedback from the discussion paper and make recommendations on the content and structure of the Spontaneous Volunteer Management Handbook through development of the writer's brief.

If you would like to nominate someone for the working group, please forward their name and contact details to [Amanda Lamont](mailto:Amanda.Lamont).

Please feel free to forward the discussion paper to others in your network whom you think would add value to the discussion.

Please provide your feedback to the discussion paper by **Friday 7th April 2017**.

If you have any questions, please contact Amanda Lamont.

Thanks and regards

Amanda Lamont – Manager Policy & Planning
Australian Institute for Disaster Resilience

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