

# Emergency volunteering 2030: A sector-wide, management perspective

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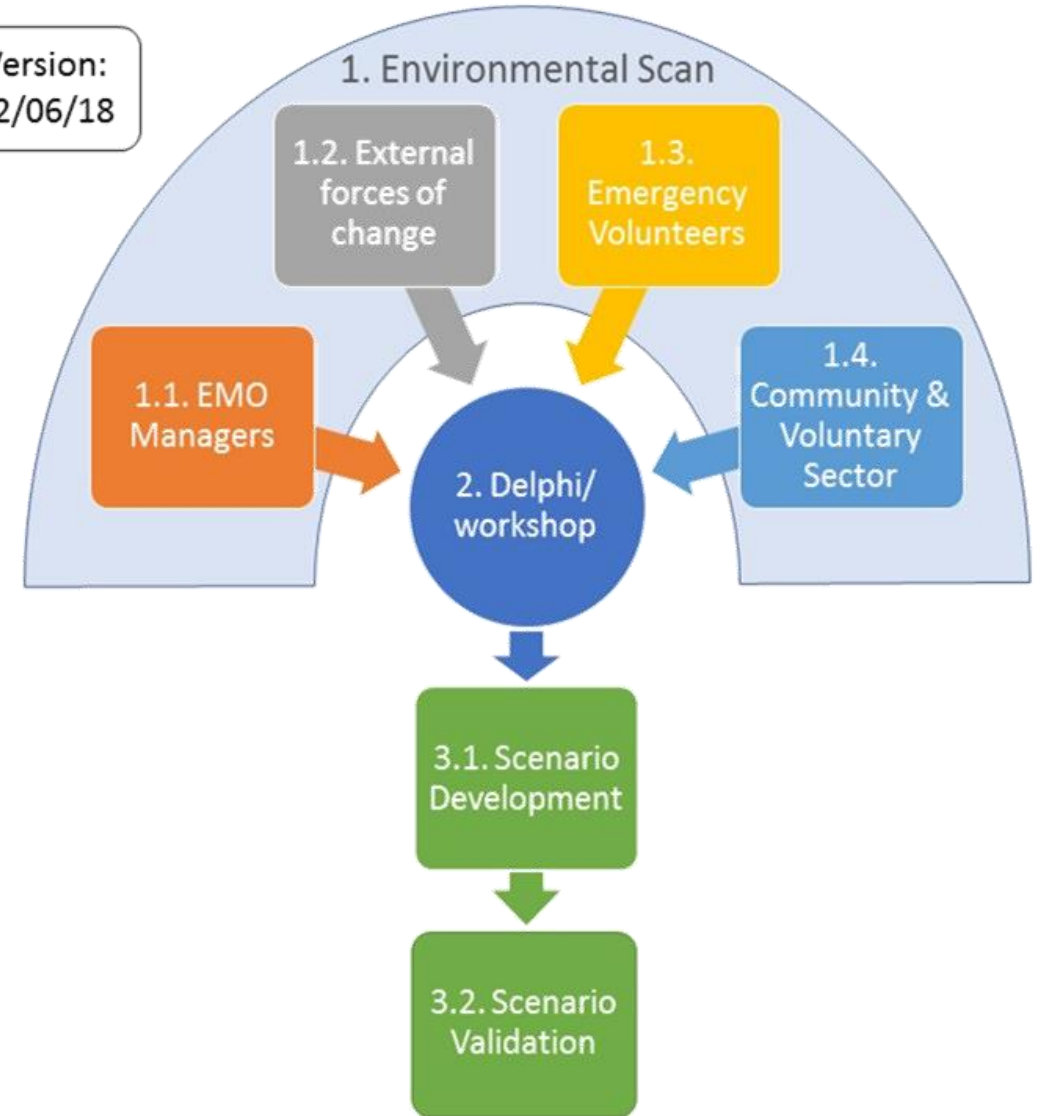
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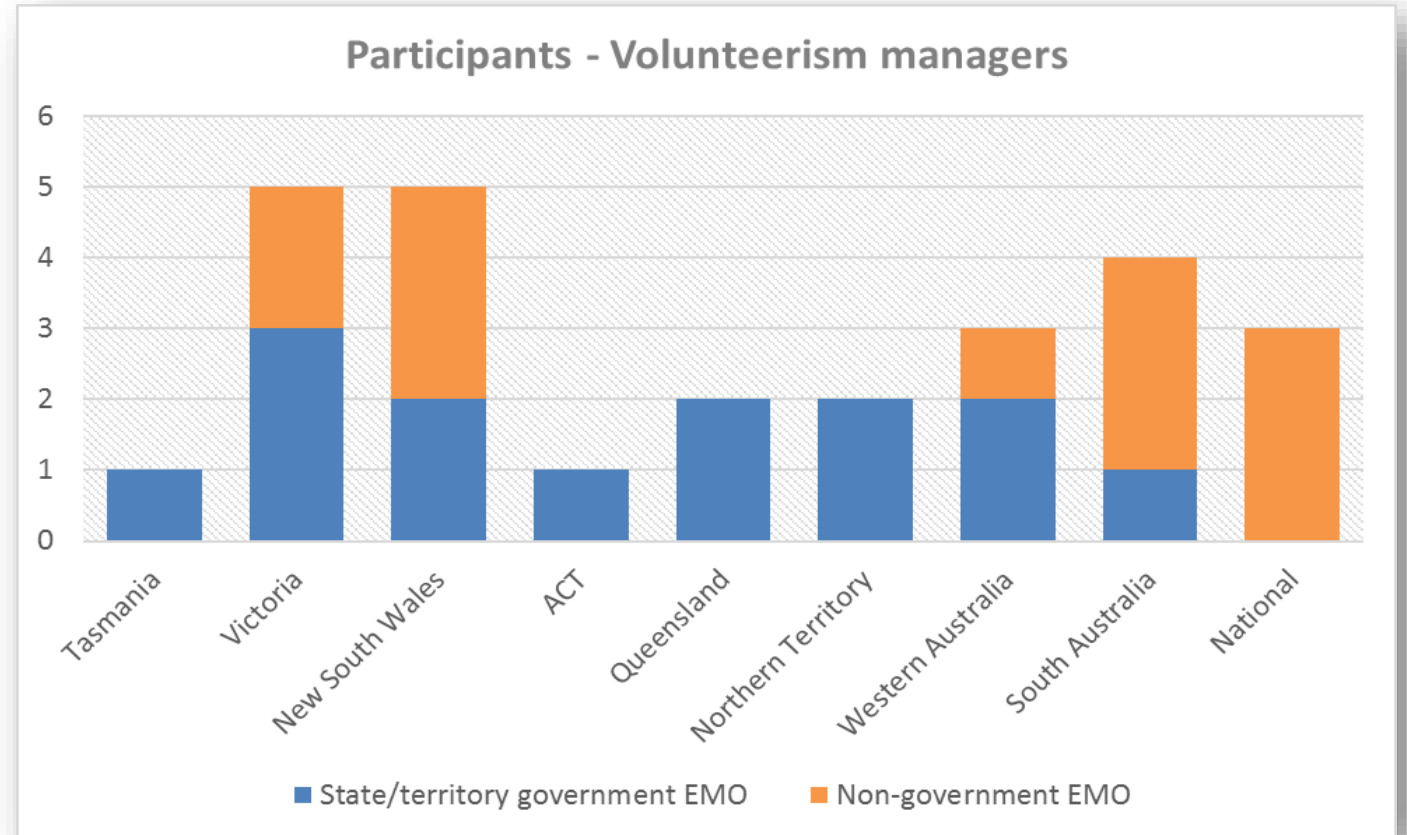


1. What might (and should) emergency volunteering look like in 2030 – before, during and after emergencies?
2. How, and by whom, might it be organised?
3. How can the EM sector best enable the value of this volunteering for communities over the next decade?

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# Environmental Scan Report 1- Volunteerism managers



# A volunteering system

Key elements in the picture drawn by managers in volunteerism



# What has changed?

Internal environment  
has become more rigid,  
controlling

External environment  
has become more  
dynamic, empowered

*“One of the challenges ... is the bureaucracy because there will come a point where, and we experience that now, where emergent forms of volunteering go against the government and the risk adverse attitude we have. We don't want to take risks. We like doing things slowly and we have got to change. We have got to move more quickly if we want to remain the leading people who respond to storm and flood and bushfires and everything else the sector does.”*

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# Current issues

Volunteering is changing

Communities & society are changing

Expectations of volunteers & the sector are growing

OUT-OF-DATE RECRUITMENT AND RETENTION

NARROW AND RIGID VOLUNTEER MODELS

A CULTURE OF VOLUNTEERISM IS NOT WELL-EMBEDDED IN EMERGENCY SERVICE AGENCIES

LACK OF COMMUNITY CONNECTION

BUREAUCRATIC AND INWARD-LOOKING SERVICE DELIVERY MODELS

COMMAND-AND-CONTROL CULTURE IS EXCLUSIONARY

*“People have already mentioned that we’ve got to have a great [recruitment] campaign. No... What are the needs? We just keep coming back to a holistic approach. What will help recruit and retain is that you’re introducing flexible models. Thinking about that there is [rural] decline.”*

# What the preferred future looks like

## VOLUNTEER MANAGEMENT

- ◆ Flexible ◆
- ◆ Diverse ◆
- ◆ Accessible ◆

## ORGANISATIONS

- ◆ Enabling ◆
- ◆ Empowering ◆
- ◆ Value volunteering ◆
- ◆ Partners in communities ◆

## THE SECTOR

- ◆ Collaborative ◆
- ◆ Adaptive ◆
- ◆ Open & agile ◆



# What needs to happen to get there?

## VOLUNTEER MANAGEMENT

1. Increase mobility, diversity and flexibility
2. Engage volunteers in solving problems & designing solutions
3. Streamline, target and tailor, recognise prior skills

## ORGANISATIONS

1. Adequately resource volunteer management & support
2. Carefully & actively manage cultural change
3. Engage with unaffiliated volunteers and volunteer groups, including self-led groups

## THE SECTOR

1. Build evidence of the value of volunteering and what works in adapting to change
2. Build understanding of community risk, needs and capacities
3. Integrate and locally-tailor service delivery in collaboration with communities



# What next for us?

- Do other stakeholder groups paint a similar picture?
- Why has change not happened yet?

## EMERGENCY VOLUNTEERING SHARED LEARNING NETWORK (EVN) PILOT

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VOLUNTEERING INTO THE FUTURE –  
DISASTER EVENTS: LOCAL  
GOVERNMENT & COMMUNITIES  
(Tarn Kruger)

♦ AFAC18 Day 3, Stream 2, 11am ♦

VOLUNTEERING IN AUSTRALIA:  
FLEX OR FAIL (Panel)

♦ AFAC18 Day 3, Stream 2, 12pm ♦