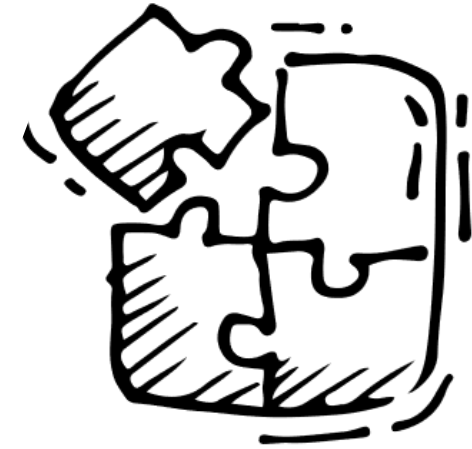


Sustainable volunteering projects: *Out of uniform and Adapting the sector*

Workforce & volunteerism 2030 RAF/ **2019**

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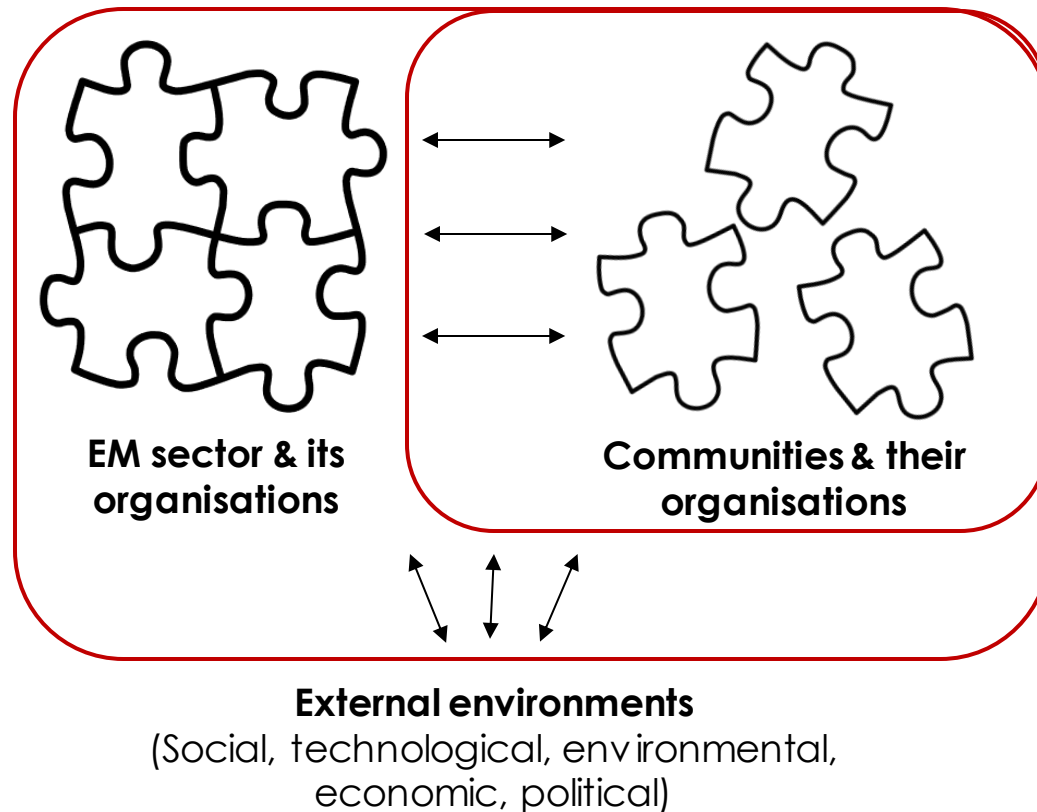
 @viajaerabj



Business
Cooperative Research
Centres Programme

Background and findings

Emergency volunteering landscape



Out of uniform project

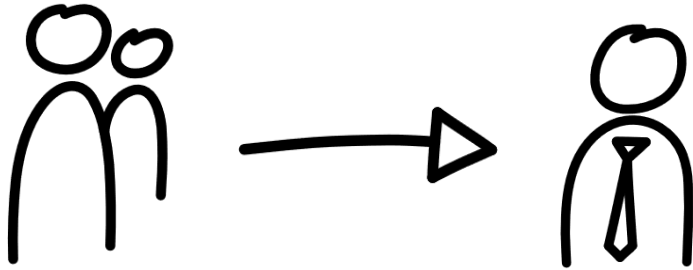
- What this volunteering looks like, how it is changing, interactions, outcomes, risks/benefits

Adapting the sector

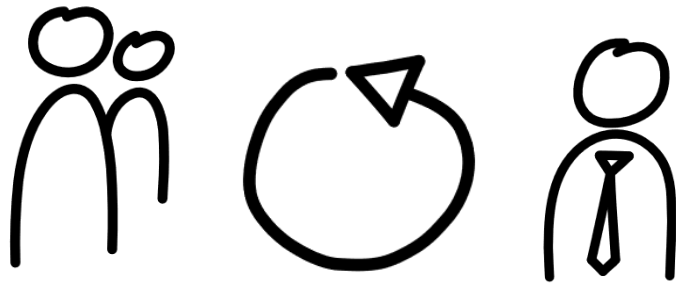
- Changing external environment & implications/responses in EM, stakeholder views about current/future landscape, preferred futures, priorities for change, leading developments, *future scenarios*

How we 'do' utilisation

Not this...



... but this.

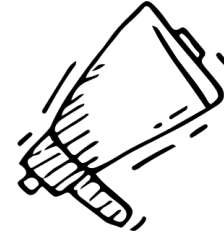


Co-production of knowledge

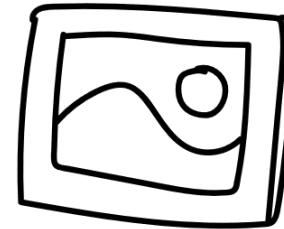
Build evidence



Showcase & amplify



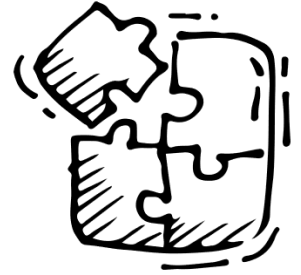
Re-frame & re-conceptualise



Mostly do it through different kinds of conversations



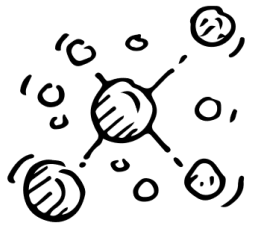
Synthesise



Confirm & legitimate



Connect people & experiences



Utilisation examples

(Some is more tangible, but most is less tangible)

THE NSW SES HAS REIMAGINED VOLUNTEERING
TO BE THE BEST VOLUNTEER EMERGENCY SERVICE IN AUSTRALIA, WE WILL:

- 1 Build greater capability to prepare and respond to communities affected by severe weather.
- 2 Provide a rewarding volunteer experience and make NSW SES the agency of choice for new volunteers.
- 3 Improve community resilience and connectedness.

NEW OPPORTUNITIES TO VOLUNTEER WITH NSW SES
There's never been a better time to get involved, learn new skills, meet great people and keep your community safe.

COMMUNITY ACTION TEAM (CAT) VOLUNTEERS
support local communities at risk of floods and storms. Volunteers utilise existing skills and leverage local networks to assist communities before, during and after emergencies.

CORPORATE VOLUNTEERS
utilise paid leave through an arrangement with their employer and the NSW SES to assist local communities. Volunteers use skills from their workplace as part of a field or incident management team, while developing experience and building professional networks.

SPONTANEOUS VOLUNTEERS
are engaged during a significant emergency response and provide support to affected residents. They may assist in a range of roles that don't require specialist training while giving back to their local community during times of need.

UNIT VOLUNTEERS
undertake training to specialise in areas such as flood and storm response, road crash rescue, vertical rescue, community engagement and incident management. Unit volunteers are ongoing members of their local unit and often the first to respond to major events, leading teams of volunteers to keep communities safe.

HOW NSW SES HAS REIMAGINED VOLUNTEERING SO FAR

- 21% Increase in volunteers during the first twelve months of the project with new initiatives underway across the state.
- 20 Community Action Teams have been established or are in development.
- 8 new memoranda of understanding have been signed as the NSW SES forms partnerships with organisations to build capability and support local communities.
- More than 1000 volunteers have pre-registered as spontaneous volunteers or Community Action Team volunteers to assist in future operational events and help their local community recover from the impacts of severe weather.

NSW SES saving lives and protecting communities

Infographic by **mccrindle** mccrindle.com.au

SES #VOLUNTEEREXPERIENCE
Volunteer today at www.ses.nsw.gov.au

Australian Disaster Resilience Handbook Collection HANDBOOK 12

Communities Responding to Disasters: Planning for Spontaneous Volunteers

Australian Institute for Disaster Resilience

Emergency Volunteering Shared Learning Network (EVN)

Sign Up: <https://bit.ly/2TOL9bE>

Catalyse new ideas & approaches



Potential utilisation

1. Mapping a vision & pathways to 2030 & beyond

Forums for doing this?
"there's no lever to pull"



Wairarapa Community Preparedness Training

WELLINGTON REGION EMERGENCY MANAGEMENT

Want to know about:

- Your local hazards?
- How you and your family can get better prepared?
- How you can work with your community to get through a disaster?

The Wellington Region Emergency Management Office (WREMO) will be running a free Wairarapa-based emergency preparedness course. This is an informative, interactive and most of all FUN course open to anyone 14 years and over. The course runs over 2 sessions, starting at 9.00am and finishing at 3pm. Tea, coffee and snacks are provided.

Course Programme

- Understanding local hazards and impacts in your area
- How to get your household, workplace, neighbourhood and the wider community better prepared
- How to keep yourself and your family safe during and after a disaster
- How to gather important information after a disaster and communicate it over radios
- What the emergency responders will be doing, and how you can assist them
- How to set up and run a Civil Defence Centre so your community can work together in a coordinated way

After completing the course you can apply to become a WREMO volunteer. This will give you the opportunity to get more specialised training in a variety of fields, and if a disaster does occur, you will have a better understanding of how you can help your community and support emergency services.

Community Preparedness Training

Sunday 13th and 20th March 2015
 9:00am – 3:00pm

Greytown Town Centre (WBS Room),
 89 Main Street, Greytown

To register for this course visit:
www.getprepared.org.nz/CDEM-volunteer

2. Community preparedness training

e.g. WREMO community driven volunteer program

	Need	Value to volunteers	Need	Value to volunteers
Strategic and future focused	Better access to training, resources and information including the use of online systems/tools.	It will be easier for volunteers to undertake training at a time convenient to them, and will remove the need for travel to a location. This will reduce the time committed for volunteers and will increase opportunities to enhance effective delivery by agencies and organisations to share systems or design resources.	Strategic and future focused plans for the recruitment and retention of youth.	An increase in youth engagement and involvement through provisions to youth, that reflect their specific needs and how they will gain value from volunteering.
Strategic and future focused	Broader and structured development pathways and plans for volunteers.	Volunteers are enabled to expand their knowledge and experience within their agency, within the community or across the sector leading to greater personal challenge, motivation and satisfaction.	Flexible volunteering models that offer diverse options for individuals to engage in their volunteering.	People are increasingly looking for organisations that offer diverse options for individuals to engage in their volunteering. Access and use of digital and mobile products offer enormous benefit in enabling volunteers to integrate volunteering into their lifestyle and for agencies and organisations to design smart products and services to support them and use their time wisely.
Strategic and future focused	Transparency of roles and expectations between emergency management and community service.	Streamlining and simplifying will reduce the burden on volunteers needing to re-learn while ensuring transfer to another agency remains viable to WREMO, CDEM, or other agencies. The significant initial investment in training volunteers in one agency can then be applied to another agency without losing skills, knowledge and experience.	Clear volunteer roles to integrate into the service delivery arrangements able to cover capability and capacity and supports the workload on first responders.	Designing new roles to integrate into the service delivery arrangements able to cover capability and capacity and supports the workload on first responders.
Strategic and future focused	A modern and robust strategy to enhance community, organisational and business knowledge, understanding and respect for the volunteers within a strong Victorian culture of emergency management and community service.	The community will have a better understanding and appreciation of the fundamental importance and essential nature of volunteering during and after emergencies in Victoria, and will increase their support, recognition and investment in volunteering. The community will have increased confidence in the service provided by volunteers.	Modern work force management arrangements consistent with the needs of volunteers.	Aligning the role definition, capability frameworks, role statements, organisational design principles, performance management systems and training of staff with the need to support, empower and effectively engage volunteers, ensuring their skill and training is fully recognised.
Strategic and future focused	Modern and effective financial systems for services and processes that are timely, low cost and effective and efficient for potential volunteers.	Efficient ways for people to express interest and see information about EM volunteering, with more people receiving the information they need to make a decision to progress or not, and data captured to inform continuous improvement.	Effective arrangements to support the impact on employees when their people are engaged in emergency volunteering.	A better understanding and appreciation of what employees of volunteers contribute to emergency management is critical to recognizing, valuing and supporting employees to continue to release volunteering.
Strategic and future focused	Systems, processes and resources that are better able to support the needs of volunteers, including the delivery of services and products, emergency management products.	Volunteer's time is used more effectively by designing more flexible ways for the volunteers, based on their needs, to be trained, supported, motivated, recognised, valued and communicated with.	Sustainable funding and investment to support the needs of volunteers and to build a sustainable foundation for service delivery in communities.	Investment will be required to support agencies, communities and volunteers to plan for and respond to the needs of new groups of people that will be required to successfully manage change and build a sustainable foundation for service delivery in communities.
Strategic and future focused	Tools, resources and processes to reduce out-of-pocket expenses on volunteers.	The tools, resources and support for emergency management volunteers should not come at a financial cost to an individual volunteer.		