



Government of South Australia

Department of Human Services

GUIDELINES FOR MANAGING SPONTANEOUS VOLUNTEERS in South Australia

STATE RECOVERY OFFICE

This document provides information on the registration, deployment and management of spontaneous volunteers

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Introduction

The National Action Plan for the Attraction, Support and Retention of Emergency Management Volunteers (2009) states as one of its priorities the importance of *harnessing the willingness and resources of spontaneous volunteers* (action 9).

Much of the literature supports the notion that people will come forward after a disaster to assist and that their generosity is applauded as part of the 'Australian spirit'.

"However, assimilating spontaneous volunteers also poses considerable logistical difficulty. Such people need to be screened, processed, briefed, credentialed and deployed to appropriate volunteer roles".

(National Action Plan for the Attraction, Support and Retention of Emergency Management Volunteers, Endorsed by the Ministerial Council for Police and Emergency Management – Emergency Management on 25 September 2009 pg. 21)

Following emergency events, especially large-scale events, the desire to assist those affected leads to a mobilisation of community support through spontaneous volunteering. Spontaneous volunteers are individuals or groups of people who offer assistance during and/or after an event and who are generally unaffiliated with any part of the existing official emergency management response and recovery system.

Offers of help from the community & individuals need to be managed so they do not negatively impact on the recovery effort, regardless of whether spontaneous volunteers are required or not. If not managed efficiently, spontaneous volunteers have the potential to overwhelm agencies carrying out recovery activities.

Spontaneous volunteers often see themselves as part of 'first responders' where as we (those in recovery) generally need them NOT in the first 48 hours, but in the weeks and months to come. However, it is accepted reality that community members will self-activate, regardless of whether their actions are supported or endorsed by those officially coordinating the response. The information on emergent groups in this document seeks to communicate the principle of harnessing and channelling the energy and expertise that community members can bring to recovery efforts.

Purpose

These guidelines are an internal document designed to be a guide for the management of volunteers by State Recovery Office in an emergency event in South Australia.

This document summarises:

- Principles to implement a successful volunteer program
- Arrangements between specific SRO and NGOs
- Brief technical information about the systems used to manage spontaneous volunteers
- Possible scenarios for catastrophic conditions
- SA government's position on spontaneous volunteers.

Key definitions

Spontaneous volunteers are those members of the general public that are not affiliated or recruited directly by a recovery organisation, but who simply offer their services to assist in some way.

Guiding principles for working with spontaneous volunteers

The Australian Disaster Resilience handbook “*Communities Responding to Disasters: Planning for Spontaneous Volunteers*” states 9 principles

1. People affected are the first priority
 - They and their property will be treated respectfully and appropriate permissions will always be sought before commencing any tasks. The Team Leader will be identifiable and introduced to the owner/site contact.
2. Spontaneous volunteering aids recovery and resilience
3. Jurisdictions will take considered policy positions about engaging spontaneous volunteers
4. Processes will need to engage volunteers and support agencies
5. Standard volunteer management processes apply in emergencies
 - All tasks undertaken by volunteers must be managed in a way that ensures safety of the volunteer and of others who may be in the vicinity. All volunteers will be properly briefed and debriefed to ensure their emotional and physical safety
6. Spontaneous volunteering is included in existing recovery arrangements
7. Everybody has a right to help and be valued
 - People who volunteer will be treated respectfully and kept informed of what is happening in the recovery effort. They will be approached if their assistance is required. They will also be told if their assistance cannot be used immediately.
8. The time when help is offered may not coincide with the need for volunteers
9. Effective, timely and consistent communication is essential.

Volunteers will be managed to ensure they will:

- Always show respect
- Follow instructions of their leader and/or owner occupier (do what the affected person needs, not what the volunteer thinks they need)
- Be aware of the responsibilities and rights they have in relation to self-care, insurance, roles, training, shifts, communication, feedback and complaints.
- Understand that they are never to work alone on a task; there must be a minimum of two volunteers + a site supervisor.

Role of State Recovery Office

The State Recovery Office (SRO) project manager will have general oversight of any volunteer deployment in the affected community.

SRO is responsible for stakeholder management with NGOs, activation of volunteer registration, client liaison and allocation of requests to volunteer organisations, reporting and record management.

SRO has delegated the responsibility for registration and coordination of spontaneous volunteers to the peak volunteering body in SA – Volunteering SA&NT. SRO Director has responsibility for authorising activation of the Deed of Agreement with Volunteering SA-NT (Management of spontaneous volunteers in SA). For information on this Agreement please refer to Appendix 10-04a.

Monitor social media sites to see if volunteer groups have been organised and engage to offer support and guidance.

SRO uses ECIS to record client requests for volunteer assistance. ECIS is initially activated by ERFSG to record information about, and provide case management for, affected individuals and families. For any issues contact Georgina Goodrich on 8415 4329 or 0417 421 288.

Instructions for using the system are SRO Operational Manual Appendix 06-02-03.

Role of Volunteering SA&NT (VSA&NT)

VSA&NT is a key partner with the State Recovery Office in managing spontaneous volunteers during recovery.

There is a Deed of Agreement between both parties outlining respective responsibilities. VSA&NT have responsibility for the **registration and management of volunteers**. If recovery agencies, local council or other organisations are receiving offers of help from spontaneous volunteers, or spontaneous volunteers are presenting at the location of the disaster or if Director, SRO anticipates the need for the service, then the Deed of Agreement should be activated Director, SRO or delegate.

They provide a **broker service**, providing a list of spontaneous volunteers to recovery agencies managing tasks on the ground who may require extra volunteers to boost their existing numbers (surge capacity). They will ensure adequate staffing to manage this service, deal with any media enquiries and manage volunteer expectations through various channels of communication.

VSA&NT may have a secondary role: to manage a volunteer deployment in their own right. This may occur in a smaller scale event. In this instance VSA&NT will ensure adequate supervision, ongoing communication, completion of all required paperwork, following correct procedures, and briefing volunteers.

Role of other Volunteer Services

Non-government Sector

Pre-existing arrangements have been made with some organisations who are willing to be of assistance to the State Recovery Office in managing spontaneous volunteers. The main MOU is between Volunteering SA&NT (State Recovery Operations Manual, Appendix 10-04a). See Appendix A for further descriptions of services offered and a table of what each organisation may provide in the way of resources; a management role, service role, equipment and contact details.

The following agencies have extra-ordinary arrangements or agreements with the SRO

- Conservation Volunteers Australia (CVA)
- Habitat for Humanity
- Primary Producers SA
- Team Rubicon Australia
- Samaritan's Purse

Emergent Volunteer Groups (via Social Media)

Spontaneous volunteer groups may convene through different forms of social media (eg. Facebook, twitter). These could be university students, religious or sporting groups that come together to initiate their own volunteer program. It is advised that these groups be engaged and discussions take place as to their aims, who, what and where their focus is, and ensure any assistance is of benefit to the affected community.

A guideline for working with emergent groups is found in Appendix C.

Local Government

Councils may activate programs to coordinate and manage volunteers. The State Recovery Office will work collaboratively with relevant local government/s to manage spontaneous volunteers.

Other Sources of Volunteers

Juvenile justice services and low security adult correctional services can be approached as a source of volunteers for specific low risk tasks eg picking damaged fruit, clean-up on farms and properties.

Contact: Rohan Bennett, Director, Youth Justice M: 0423 029 764. For a conversation about the possible use of adults on community service orders contact Jackie Bray, Deputy Chief Executive M: 0401 982 277.

Volunteer Activation Strategy

Step 1

In the early stage of an impending disaster, **notify** primary recovery partners to standby for **possible activation**.

Some organisations may choose to do their own reconnaissance with a view to self-deploying.

Primary recovery partners are those non-government organisations who have helped in past recovery projects, have good capacity, attend annual stakeholder forums, and generally maintain a good current relationship with the SRO. See Appendix A

A volunteer strategy tailored to the size, scope and nature of the particular event, or events, will be approved by the SRO project manager and Director (or delegate) of the State Recovery Office.

Step 2

Be guided by the following questions to deciding whether to engage with spontaneous volunteers, or ask for volunteers:

- Are spontaneous volunteers turning up?
- Are volunteers required or likely to be required?
- Have you been requested to start managing spontaneous volunteers?
- What is the best strategy to recruit, register and deploy spontaneous volunteers?

Step 3

Activate Volunteering SA&NT to ensure effective and consistent public communication regarding the registration, management and deployment of volunteers.

Communicate to external partner organisations that the general public should be directed to register their interest with Volunteering SA&NT and listen to further public announcements about volunteering opportunities.

Step 4

Requests for assistance will come through the SEICCC, the Relief or Recovery Centre or the Recovery hotline and be registered in the State Emergency Client Information System (ECIS).

SRO will allocate requests to relevant organisations.

Volunteer assistance to those affected is delivered through non-government organisations, who use their own volunteer base, and source additional assistance from VSA&NT if required.

It may take some weeks for the community to identify their needs or to request assistance.

Step 5

The strategy may be a combination of approaches, depending on the community affected, resources available, size and impact of the incident.

Plan the volunteer strategy based on the following considerations:

1. What information is coming in eg. from the State Emergency Centre (SEC)? eg are SES or CFS still on the ground completing some task.
2. Is it safe for spontaneous volunteers to go in / to send in un-skilled labour (might need to get information from hazard leader / site assessors)?
3. What are the risks for volunteer workforce?
4. Does the benefit to the community outweigh the risks?
5. Have we got the infrastructure to manage the effort (eg. venues, transport, planned routes, catering etc)?
6. If the local recovery committee has been established – what are they saying about volunteer need / issues?
7. Has a local recovery coordinator been identified? If so, discuss issue/s with them, and any other relevant parties (eg. the Mayor, Minister's office staff, local government representatives)?

Step 6

SRO will liaise with those requesting assistance and allocate requests to the appropriate volunteer organisation.

Step 7

See table1 for a suggested way to manage pre-planning, task management and fatigue.

Step 8

SRO will provide regular reporting on volunteer activities to the State Recovery Committee, and / or the State Recovery Coordinator (or delegate).

Initial-short term (includes interstate strike teams and faith based organisations)	Medium-long term (more focused on South Australian organisations)
<ul style="list-style-type: none"> ○ Team Rubicon Australia ○ Samaritans Purse ○ Service Clubs – Rotary, Lions ○ Primary Producers SA ○ St Vincent De Paul – donated goods ○ SAVEM (animal management) ○ Shoe Boxes of Love ○ Volunteering SA & NT <p>Emergent Groups</p>	<ul style="list-style-type: none"> ○ Habitat for Humanity ○ Conservation Volunteers Australia ○ Moron Helping Hands ○ Global Care Counselling ○ Blaze Aid ○ CALD partners (Chinese Welfare, Vietnamese, Italian) <p>Emergent Groups</p>

Table 1 Suggested timing of deployment of volunteer organisations

Capability for catastrophic conditions

NB. 22/2/2019 The QLD government appointed Team Rubicon Australia (TRA) to manage spontaneous volunteer deployment after the Townville and surrounding areas floods. This section is to be updated after SRO speak with Team Rubicon Australia regarding their experience and learnings that may inform policy on catastrophic events. The SA government may choose to follow the same process and appoint a single agency to manage the volunteer recovery effort.

Catastrophic events are by their very nature overwhelming and outside of the normal experiences of individuals. They are not simply an extension of a smaller disaster and are likely to be for sustained periods and over geographically dispersed area.

Innovative solutions to events of an extreme scale will require adaptive and creative thinking with the volunteer demand and corresponding capability needing to be assessed at the time.

Anticipated scenarios are for SRO to consider:

- It is most likely that volunteers will be locally based, highly organic and will self-deploy. Natural leaders will emerge.
- SRO's main role will be to provide public messaging on the principles and safety.
- In the early stages, it is unlikely SRO will be providing a matching service for those needing volunteer assistance
- SRO will assess its role in coordinating volunteers in accordance with government and resource priorities with some options including:
 - Outsourcing volunteer coordination to another service eg VSA&NT or an interstate agency

- Reconfigure or providing limited volunteering coordination
- Development of eligibility criteria based on vulnerability and capacity
- Providing high-level coordination only
- Mobilising unconventional sources of volunteers.

NGOs who are deploying volunteers for catastrophic conditions will need to consider the following:

- **Personal safety:** There may be additional or extreme risks therefore risk assessments will need to be more rigorous and included in safety briefings. Briefings should include strong safety messages, ways to minimise risk, correct procedures and not working alone. Unexpected risks could include asbestos, disease and/or aftershocks.
- **Personal support:** Volunteers, their family and/or friends may be exposed to traumatic scenes. Altruism or “survival guilt” may lead to over compensation to assist but this needs to be managed with the ‘community-led recovery’ principle in mind, and matched with what the community needs and wants. Briefings and debriefings will be especially important.
- **Resource Management:** Volunteers should be self-sufficient providing their own equipment, food, water, accommodation. NGOs need to consider sharing resources as appropriate and managing with less direction may be necessary.
- **Supervision:** It may be necessary for emerging leaders, those with previous experience or the right skills to step up and lead a small team, organise rosters etc to ensure volunteer assistance can be delivered.
- **Planning and forecasting:** Being agile and innovative with medium and long term business planning in response to event.
- **Assistance / Tasks.** A catastrophic event will raise different tasks to those from smaller/medium events therefore increased flexibility will be important. For example, working to meet funeral / burial demands, dealing with mass animal casualties and deaths.

Business Continuity

VSA&NT are responsible for registration of volunteers, and any business continuity strategy to maintain back up should systems fail. The strategy for the Recovery Hotline is to revert to a spreadsheet or paper based system (ie. hard copy registration forms).

The non-government organisations who have agreements with the State Recovery Office are strongly encouraged to consider and mitigate for business continuity risks.

Alternatives to tasking spontaneous volunteers

Some organisations may decide that they do not have the capability to task spontaneous volunteers and there is political pressure to use the volunteers. SRO needs to advise SA&NT of their responsibility to communicate with those registered organisations, clarify that they will be contacted only if needed, and tell them not to self-deploy.

VSA&NT can work with the State Recovery Office to share the following information with the public:

- let people know how they can help the response or recovery effort under their own direction (i.e. door-knocking in their neighbourhood to check on others)
- other groups, either spontaneous volunteer groups or established organisations (such as the Red Cross), might be able to task them (gain permission to refer the public to them first), and
- how people can stay in touch with VSA&NT, as circumstances may change during the event or in future.

State Government position on Spontaneous Volunteers

The State Government acknowledges that spontaneous volunteers (SV's) as a group, and the use of such volunteers within a recovery effort, necessitate a different response than that for volunteers who are registered with an organisation. The risk of using non-screened volunteers is assessed against the host organisations' normal screening and risk management assessment. The organisation has autonomy and also carries the risk.

As a minimum standard, the following would be recommended **for groups or organisations that are partnering with or seeking endorsement from State Government.**

1. Team leaders supervising SVs must be pre-identified personnel trained in the coordination and management of SVs.
2. Team leaders must have undertaken relevant risk management training, including legislative requirements.
3. Team leaders supervising SVs must have a basic level of screening – either General employment screening or Working with Vulnerable People check through DSCI screening unit or a General Police check provided by SAPOL.
4. Team leaders must be appropriately selected, briefed and trained to provide adequate supervision.
5. Police checks /screening that have been issued inter-jurisdictionally may be recognised locally, providing they can be authenticated.
6. Teams need to be small in size to provide adequate supervision (1 team leader to 5 SVs is recommended). SV must work as part of team (min of 2) and never work alone.
7. The task performed must be clearly defined and specific.
8. Team leaders to keep a list of which SVs are doing what, where, when and do post-checking if necessary. Also let the SV know this may happen as part of broader probity.

9. SVs must not be deployed to areas of high risk or where vulnerable groups are present (i.e. schools, aged care facilities, child care centres etc).
10. When informing residents of how to access assistance, the disclaimer provided by Crown Law will be read to the resident and a record of this advice will be made. The disclaimer is: ***“In referring you to this recovery agency, we remind you that that agency is independent. The agency and its volunteers are not acting on behalf of government”***. This position statement was approved by Minister Bettison in January 2015 and the disclaimer added in 2016.

Appendix A Resource List (as of June 2019)

Conservation Volunteers Australia (CVA)

Conservation Volunteers projects are managed in conjunction with project partners that include regional councils, national parks, museums, Landcare groups, conservation departments and other national conservation agencies.

The [disaster recovery](#) program supports communities with rapid response teams of volunteers, providing essential assistance in the days and weeks following major disasters and extreme weather events. Fires, floods, earthquakes, cyclones, oil spills, and marine mammal stranding's – all require compassionate yet practical responses, and the recovery program provides exactly that.

Habitat for Humanity

Habitat for Humanity have capacity to assist the affected community through their Brush with Kindness program.

Brush with Kindness:

- clean up damaged properties
- clearing away debris from homes, buildings and grounds
- minor rebuilds and repairs
- repair damaged gardens and landscaping.

Affordable homes:

Habitat for Humanity may be able to assist families experiencing hardship whose homes were destroyed or suffered major damage, and whose insurance may not be adequate to cover the cost of rebuilding their home.

Partnership approach

HFHASA will seek to work with local churches, service clubs, community groups as well as its corporate partners, to provide practical clean up assistance.

State Recovery Office assists Habitat for Humanity with verification of asbestos on affected properties.

Example of Habitat for Humanity's involvement following the Pinery Fire 2015:

Preparation

- Attendance and presentation at Community meetings
- Recruitment of volunteers and resourcing of program
- Assessment of properties for assistance

On-ground recovery activities

- First recovery activity day on Wednesday 23rd December 2015
- Scaled up recovery activities that commenced Monday 4 January
- Were on the ground for at least 2 days per week throughout much of 2016

Primary Producers SA

Primary Producers SA are a participating agency of the Agriculture and Animal Services Functional Support Group. In the past this organisation has helped coordinate the movement of fodder; access used/old vineyard posts for fencing and organise transport, and worked with local farmers to get people involved in recovery committees.

The President of Primary Producers SA has indicated their organisation has capacity and is willing to assist the SRO in its endeavours to manage spontaneous volunteers, however it would be in a better position to do this the larger the disaster. Farmers are often one of the groups affected by disaster, so in a small disaster they are often providing or seeking support from others in their community; in a larger event the organisation is more likely able to mobilise people from non-affected area's to assist. Again, this is dependent on the time of year and whether farm activities, such as shearing, cropping etc make it difficult for farmers to leave their land to assist.

Members have excellent hands-on skills and many are local SES / CFS volunteers, so are aware of emergency arrangements in SA. Due to the issues raised above a formal agreement has not been entered into with the SRO, but they are willing to be contacted in the event of an emergency.

Team Rubicon Australia

TRA is an international non-profit disaster response organisation that unites the skills and experiences of military veterans with first responders to rapidly deploy disaster response teams, free of charge to communities affected by disasters across Australia and the world. As of early 2019 a Disaster Relief Team (DRT) is being set up in South Australia. If this is not available, interstate teams can be deployed to assist.

Samaritan's Purse

Samaritan's Purse is a non-government organisation that offers practical, physical assistance to those in need.

They can help with:

- Bushfire recovery kits to help homeowners look for possessions
- Assisting homeowners in the retrieval of personal belongings
- Clearing up debris or other fire-related damage
- Cleaning associated with fire-related impact

The organisation has a purpose built Disaster Relief Unit (DRU), 17.6 meters long which is hauled by a prime mover to wherever it is needed.

It has full-time operational staff and the capacity to support up to 80 volunteers on location whenever a disaster strikes. The Unit becomes the support base for volunteers who come in after a disaster to help with clean up and enables Samaritan's Purse to be completely self-sufficient with generators, its own water supply and tools and equipment all on board.

Marine Services

There is an understanding between the Department of Planning, Transport and Infrastructure (DPTI) and DHS to work together to deliver a coordinated approach to managing and providing a volunteer effort as a result of a marine incident. The understanding with marine

Activity	Management Role	Comment	Contact
		could be approached at the time.	
<p>'Personal Assistant' work with disaster affected people</p>	<p>Uniting Communities</p> <p>Red Cross Australia</p> <p>Office for Women and Women's Information Service</p>	<p>Will do this using their own volunteers</p> <p>Have an MOU with Emergency Relief Functional Service to perform 'meet and greet' / listening ear / peer support at relief centres, extreme heat responsibilities, and responsibility for the National Registration and Inquiry system when activated. Red Cross are willing to assist where extra capacity allows.</p> <p>Referral to appropriate agencies</p>	<p>Jessica Vachal P 8202 5634</p> <p>Fiona Mort P 0419 835 897</p>
<p>Managing donated goods</p>	<p>St Vincent De Paul</p>	<p>MOU exists between SVDP and SRO</p>	<p>David Wark DWark@svdpsa.org.au</p> <p>Andrew Dow Chief Financial Officer P 08 8112 8716 M 0431 689 920 E adow@svdpsa.org.au</p>
<p>Registration and deployment of SV's to recovery agencies</p>	<p>VSA&NT</p>	<p>Will activate their hotline, web system & app (We Do) to register members of the general public wishing to volunteer. Face-to-face registration will be arranged if systems are down.</p> <p>Provide groups with a "Managing Volunteers training booklet" and a "Managing Spontaneous Volunteers Information Booklet"</p>	<p>Tracey Fox M 0408 840 555</p>
<p>Control Agency Marine Pollution</p>	<p>DTEI – Emergency Management</p>	<p>Need use of Volunteering SA & NT to register spontaneous volunteers. Will work with SRO to manage and supervise</p>	<p>Danielle Kowalski P 8343 2702 M 0436 471 273 E Danielle.kowalski@sa.gov.au</p>

Activity	Management Role	Comment	Contact
(coastal)			
Fencing and fodder	Primary Producers SA	Willing and able to assist – greater capacity to do so the larger the event when more farmers may be available	Rob Kerin M 0439 933 103 Deane Crabb P 8100 8711 M 0419 799 166 E dcrabbg@saff.com.au
Provision of meals to people quarantined in their homes who have no other resources during a pandemic	Meals on Wheels	May or may not use spontaneous volunteers	70 Greenhill Road Wayville Freecall 1800 854 453 P 8271 8700 info@mealsonwheels.org.au
Provision of food to people quarantined in their homes who have no other resources during a pandemic	Foodbank	May or may not use spontaneous volunteers	Greg Pattinson CEO 377A Cross Rd Edwardstown P 8351 1136 reception@foodbanksa.org.au
Leadership (and Administration)	Adventist Disaster Relief Agency (ADRA)	ADRA has agreed to assist SRO with identifying leaders in their regions who are willing to take on management of volunteers. ADRA will also provide volunteers to assist SRO in administrative tasks as required during recovery.	Tracy Hamilton Program Officer, Australia Region P (02) 9473 9530 M 0434 578 183

Appendix B Additional Services (as of June 2019)

Procurement

As set out in the State Recovery Office's Operational Manual, procurements undertaken during an emergency situation should, to the extent possible, comply with normal Procurement Board policies and guidelines. The purchase of goods and services should aim to achieve value for money objectives and, where possible, be purchased at the local level.

The Emergency Situation Procurement Policy sets out the requirements for public authorities to ensure that appropriate management practices are in place for the procurement of goods and services under an emergency, in accordance with the provisions of emergency-related legislation.

The Policy is available on the Procurement Board's website at <http://www.spb.sa.gov.au/content/policies-guides/gov-req>

Logistics Functional Support Group

The role of the Logistics Functional Support Group is to "Coordinate the provision of non-agency specific supplies and resources when an agency's capabilities have been exhausted as a result of an emergency".

Term	Description
Supplies:	Means any "thing" e.g. equipment, materials or service.
Non-Agency Specific supplies	Means goods and services that are generally available in quantity through businesses and organisations that may be able to draw on additional resources through their market presence (e.g. state or national footprint), distribution networks, contractual arrangements or associations.
Agency Specific supplies	Means those goods and/or services that an agency would use in day to day operations and have existing contracts for with established supply chains. Some supplies may be produced under permit or licence, held in limited quantities or made to order. As such these items may have very defined specifications and long lead times that would likely exceed the ability of the LFSG to supply in a timely manner or in sufficient quantity to fulfil an urgent need during an emergency.

Special Needs Groups

A range of special needs groups may be present in a disaster affected community, for example:

- those for whom English is not their first language

- those with accessibility and /or mobility needs
- those who are living in remote areas.

Consideration must be given to these special needs groups in the development of all public communication messages.

Interpreting and Translating

“On Call” interpreters and translators are the authorised provider for all of DHS interpreting and translating requirements. All DHS staff are required to contact them in the first instance.

Bookings can be made by phoning 8410 5111 and following the prompts. Please be advised that the following information must be provided at the time of booking:

- Name of requestor
- Location
- Event cost centre
- Site/address requiring services (if face to face) Name of client (if applicable)
- Nature of services required
- Time/date of services required

Contact On Call will arrange a conference call with staff member/customer/interpreter.

Aboriginal Interpreting Service (AIS)

Telephone: 8999 8353

Based in the Northern Territory the AIS provides services in the Pitjantjatjara, Luritja and Yankuntjatjara Lands.

Booking Interpreters for Hearing Impaired Customers

Deaf CanDo - telephone: 8100 8200

For face to face meetings organise an interpreter through Deaf CanDo (formerly DeafSA) or the customer can request to use a known interpreter. For telephone conversations, staff should use the National Relay Service.

National Relay Service - telephone: 133 677

The National Relay Service is an Australia-wide telephone access service provided for people who are deaf or have a hearing or speech impairment. It is also available to anyone who wants to call a person with a hearing or speech impairment. Visit their website for more information and instructions on how to book.

Appendix C

Strategy for dealing with emergent and splinter groups in SA

If a new stakeholder emerges for an event with whom/which SRO does not already have either formal or informal operating arrangements in place, consider whether and how SRO should engage with the party, having regard to these issues:

- A stakeholder might be a sole practitioner, an unconstituted group, an incorporated body and/or a registered charity or non-government organisation.
- What is the nature of the entity's activities and would it be desirable for their activities to be coordinated with those of others?
- Do the entity's activities appear to be legitimate?
- Is the entity at risk of issuing incorrect information or diverting donors or volunteers from more appropriate arrangements set up by government?

Note that members of the community are free to set up arrangements to assist those in need – this is a legitimate activity and if well managed can offer an additional channel for assistance. It might be appropriate to contact them to offer assistance and coordination, correct any mis-information or encourage them to work in with existing arrangements for a more coordinated outcome.

Social media sites are often used to distribute information, coordinate offers and requests for assistance and collect goods or cash for those affected. DHS Communications and Engagement directorate monitors social media for this type of activity after an event.

SA legislation – administered by Consumer and Business Affairs (CBS) – requires any person or entity that is soliciting cash for charitable purposes to be a licensed charity. Refer to <http://www.cbs.sa.gov.au/licensing-and-registration/charities/>. CBS does not take an interest in the collection of goods.

If members of the community report concern about the activities of a person or organisation or SRO develops concerns, report the issue to CBS for consideration/investigation. If fraud is suspected, refer the matter to the SA Police.

If informal fundraising activities are prevalent in relation to an emergency event, arrange for DHS's Communications team to increase publicity of the State Emergency Relief Fund and if necessary to issue warnings about inappropriate activities.

Emergent organisations often form during and immediately after the emergency in response to unmet needs, or the perception of needs not being met by existing organisations. Leaders and volunteers in this category might not have knowledge of state arrangements, local knowledge or connections within the affected community, nor any experience of the complexities of the post-disaster phase.

A key strength of these groups is their ability to quickly and successfully mobilise local resources and capacity. However, they are unlikely, at least initially, to have any formal structure through which to coordinate their contribution and activities (preferring to use social media eg. Facebook, with a lead person and administrators in the background). Their efforts may be at cross-purposes with more formalised recovery arrangements and their areas of focus (eg. donated goods) may not align with those priorities through strategic recovery plans.

Preferred strategy

Make contact with the primary person and/or other administrators and

- Talk through **Principles** and **Rules** (see below)
- Provide State Recovery Office liaison details and obtain their contact details
- Find out if they are connected with any splinter groups; how and why (repeat process
 - with those groups as required)
- Monitor progress / activities and remain engaged as required
- Maintain involvement with Communications and Engagement Unit.

Principles

If possible, give some just-in-time training (preferably face-to-face with the leader of the group) and provide a brief overview consisting of the following:

1. State arrangements (for managing volunteers), and encourage connection with VSA&NT. We encourage integration with existing recovery arrangements as much as possible.
2. National Recovery Principles (see below) and The Australian Disaster Resilience handbook "*Communities Responding to Disasters: Planning for Spontaneous Volunteers*" 9 principles (see page 5)

National Principles

- Understand the **context**
- Recognise **complexity**
- Use **community led** approaches
- **Coordinate** all activities
- **Communicate** effectively
- Recognise and build **capacity**

Four Areas of Recovery

Social
Natural Environment
Physical / Built
Economic

3. State Emergency Relief Fund (SERF) is likely to be activated for a significant event. Donations to this fund are tax deductible and 100% of donations is paid to those affected, managed by the fund committee independently of government. Remind them is it illegal for a person or organisation that is not a registered charity to solicit cash from the public for charitable purposes.
4. Effective, timely and CONSISTENT information is essential - (www.sa.gov.au/recovery) and hotline number (1 800 302 787).
5. Local Recovery Coordinator / Local Recovery Committee / any committee's they may be able to be involved in.
6. **RISK / SAFETY**. Discuss liability issues and reiterate they are not a spokesperson for Government.

Rules

- Refer groups to the Communication Strategy - Appendix 6 of the 'National Guidelines for Managing Donated Goods' which incorporates the key message matrix and provides alternatives. If activated, refer all goods donations to St Vincent De Paul. This organisation has an agreement in place with State Recovery Office to manage the donation process, even though donated goods are NOT encouraged.
- Do not deploy volunteers for clean-up (this is generally covered by organisations such as Samaritan's Purse, Team Rubicon Australia and Habitat for Humanity; and coordinated by State Recovery Office). IF they are self-deploying to assist with property clean up then their Supervisor is to check there is no duplication; check with the homeowner that they have not already registered a request for assistance / service through the Relief / Recovery Centre or hotline.
- Keep in contact with a State Recovery Office Project Officer

Spontaneous volunteers may be able to perform desk-based tasks, such as:

- data entry (electronic or paper), or log keeping
- operating information points, and
- answering phones.

Spontaneous volunteers may be able to perform active tasks, such as:

- catering (if required)
- moving equipment or supplies
- cleaning and general maintenance of facilities, and
- other essential physical tasks.