###### Response checklist

This template is:

* for use by the Volunteer Coordinator and their team during an emergency
* prepared during readiness
* intended to be amended to reflect actual processes used by the Volunteer Coordination team
* intended to have yellow highlights deleted.

Start up

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done(tick) | Assigned to | Started (date/time) | Finished(date/time) |
| Volunteer Coordinator is informed/briefed about emergency |  | Ops Manager/Controller |  |  |
| Volunteer Coordinator activates required members of the Volunteer Coordination team |  | Volunteer Coordinator |  |  |
| Information is gathered about initial community/volunteer response |  | Volunteer Coordinator |  |  |
| Decisions made regarding which CDEM-trained teams to be activated  |  | Ops Manager/Controller |  |  |
| Decisions made regarding tasking of any spontaneous volunteers, and activation of roles (e.g. Spontaneous Volunteer Coordinator. |  | Ops Manager/Controller |  |  |
| Any required ECC/EOC workspaces and volunteer centres set up |  | Volunteer Coordinator |  |  |

Ongoing response work

|  |  |
| --- | --- |
| Volunteer Coordinator’s ongoing tasks (under direction of Operations, and in consultation with other CIMS functions as appropriate) | Assigned to (name of Volunteer Coordination team member) |
| Prepare messages (‘volunteers needed’ or ‘volunteers not yet needed’) as required |  |
| Maintain contact with Volunteer Coordination team members and key community members |  |
| Ensure volunteer-related information is shared with the public |  |
| Ensure community and spontaneous volunteer activity is being monitored |  |
| Ensure any active volunteer centres continue to be resourced |  |
| Support and update members of Volunteer Coordination team |  |
| Support and update active volunteer teams (may include tasked spontaneous volunteers) |  |
| Support and update spontaneous volunteers who have self-activated |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Print off, or cut and paste as required to last duration of emergency* |  |  |  |  | *Indicate with a tick* |
| Daily checklist  | Date: |  |  |  |  |  |  |  |
| Volunteer Coordinator daily tasks |  |  |  |  |  |  |  |
| Attend CDEM/IMT briefings at ECC/EOC and present progress and any issues or concerns |  |  |  |  |  |  |  |
| Re-evaluate appropriateness and effectiveness of CDEM-led volunteer activity |  |  |  |  |  |  |  |
| Review Volunteer Coordination team and volunteer requirements (support, resources, workspaces) |  |  |  |  |  |  |  |
| Check in with key community contacts as appropriate |  |  |  |  |  |  |  |
| Check in with members of the Volunteer Coordination team as appropriate |  |  |  |  |  |  |  |
| Daily checks – Volunteer Coordinator to carry out remedial actions if not occurring |  |  |  |  |  |  |  |
| Information related to volunteer activity is accurate and reflected in any public messaging (liaise with PIM) |  |  |  |  |  |  |  |
| Information coming from communities or volunteers (CDEM-trained or spontaneous) is monitored and appropriate actions are taken |  |  |  |  |  |  |  |
| Processes and documents prepared during readiness are being used |  |  |  |  |  |  |  |
| Established processes of the CDEM organisation and other CIMS functions are being followed |  |  |  |  |  |  |  |
| Records are being kept of Volunteer Coordination team and volunteer activity |  |  |  |  |  |  |  |
| The Volunteer Coordination team and volunteers are being rostered appropriately, and have regular breaks and refreshment |  |  |  |  |  |  |  |
| The Volunteer Coordination team and volunteers are managing stress |  |  |  |  |  |  |  |
| The Volunteer Coordination team and volunteers are briefed and debriefed at the beginning/end of a shift |  |  |  |  |  |  |  |

Winding down

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Done(tick) | Assigned to | Started (date/time) | Finished(date/time) |
| Debrief the Volunteer Coordination team and all volunteers/active community members as teams and/or individuals |  |  |  |  |
| Provide volunteer coordination issues and learnings to CDEM debriefing sessions |  |  |  |  |
| Ensure all records are archived, following the requirements of the Public Records Act 2005 |  |  |  |  |
| Ensure input and feedback form all volunteers active in response is sought |  |  |  |  |