###### Volunteer briefing sheet

This template is:

* used by the Volunteer Coordinator and their team during readiness
* intended to be amended to reflect actual processes used
* intended to have yellow highlights deleted.

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| Background information |
| **Introduction** |
| * Speaker introduces self
 |
| * Thank volunteers for being involved
 |
| **Event description** |
| * Affected regions, districts, suburbs, communities, streets, or roads
 |
| * Number of people affected, displaced
 |
| * Degree of severity
 |
| * Extent of utility, infrastructure, or property damage
 |
| * Casualties or fatalities (if relevant/appropriate)
 |
| **Outlook** |
| * Expected aftershocks, weather forecasts
 |
| * Expected duration of event
 |
| * Any major complicating/simplifying factors
 |
| **CDEM response activities** |
| * Activated ECCs/EOCs/Civil Defence Centres (including evacuation, welfare, or volunteer centres)
 |
| * CDEM response/volunteer teams already at work
 |
| * Other council CDEM personnel
 |
| **Other agencies’/groups’ response activities** |
| * Police, search and rescue teams, Fire Service (urban, rural), contractors, military
 |
| * Lifeline utilities (electricity/telecommunications companies repairing damage)
 |
| * Other council CDEM personnel
 |
| * Spontaneous volunteers (individuals or groups)
 |
| Task allocation |
| **Overview** |
| * Description of tasks that need carrying out
 |
| * Allocation and description of specific tasks to individuals
 |
| * Distribution of volunteer task description sheets/health and safety sheets (if necessary/practicable)
 |
| **Site or task specific** |
| * Equipment to be used, suitable clothing to be worn
 |
| * Hazards to be aware of
 |
| * How to minimise hazards
 |

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| Working in communities |
| **What to be aware of** |
| * Cultural or linguistic diversity
 |
| * General make-up of community
 |
| * People with aversion to charity
 |
| **What to look out for** |
| * Any community members who seem vulnerable
 |
| * Who to report these issues to
 |
| House-keeping |
| **Shift schedules** |
| * Estimate length of shift
 |
| * Desired outcome (what is hoped to be achieved)
 |
| **Reporting lines** |
| * Who to report to (for task allocation, to report accidents, or incidents)
 |
| * Who to ask to direct questions to about any task specifics
 |
| * What to do if unsure about anything
 |
| **Breaks and refreshment** |
| * How many
 |
| * How long
 |
| * Where to get food, water
 |
| * Smoking areas
 |
| * Toilets and washrooms
 |
| Responsibilities |
| **CDEM responsibilities** |
| * To make sure volunteers are prepared, understand roles
 |
| * To make sure volunteers get regular breaks, and have access to food, water, and refreshment
 |
| * To answer any questions, listen to issues
 |
| * To let volunteers know how/where to get extra guidance, assistance
 |
| * To provide as much support and training as possible on the job
 |
| * To provide items or clothing that identify volunteers as part of CDEM
 |
| **Volunteer responsibilities** |
| * To exercise common sense
 |
| * To prioritise safety of self/others
 |
| * To keep any private information encountered private
 |
| * To only give personal statements to the media (not on behalf of CDEM)
 |
| * To interact positively with team and community
 |