###### 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 |