

Emergency Volunteering CREW

Developed by Volunteering Queensland, the Emergency Volunteering CREW (Community Response to Extreme Weather) service recognises the community goodwill that follows a disaster and provides a coordinated system to match volunteers' skills, availability and location, with the needs of organisations supporting recovery efforts. Volunteers register through the EV CREW website (before, during or after an emergency) and are then matched if, and when their help is needed.

Frequently used in Queensland following floods and cyclones, the service channels goodwill, buffers emergency services and provides surge capacity for endorsed organisations delivering recovery activities. The system is established on a customised multi-million dollar database built through Salesforce.

Peak body, Volunteering Tasmania (VT) has received funding through the National Disaster Resilience Grant Program, Emergency Volunteering Fund to implement the volunteer management system in the state. An MOU is under development with both DPAC and LGAT regarding utilisation of EV CREW. The Tasmanian component of the system will be online by mid-December.

The EV CREW system will be live 24/7 and people will be able to register to volunteer anytime. It will be during times of emergency that the system will come into its own, when the public is highly motivated to help. EV CREW will provide a buffer to emergency services, and a clear avenue to direct public goodwill.

In the case of a major emergency, it is likely that the State Government will request assistance from VT to support organisations in the recovery using the service. In a large scale emergency, the EV CREW Coordination Centre will be activated. VT staff and key volunteers will be required to liaise with volunteer involving organisations (VIO) re their needs, and then contact registered volunteers to check their availability to help on specific activities. As there will be additional costs related to the activation of a Coordination Centre, VT will seek reimbursement for extraordinary costs from/through DPAC.

As the administrator, VT can 'dip' into the system when needed. If for example, a localised emergency occurs and fence lines have been burned across a number of rural properties, VT can use the system to find volunteers for a local fencing project, delivered by a VIO.

Local councils will also have the capacity to request assistance from VT utilising volunteers on the EV CREW register following an emergency.

The system has already been implemented in the ACT and a pilot project is being rolled out in the Greater Geelong region in Victoria. As more state volunteering offices become familiar with the service, there are added benefits in helping each other deliver the EV CREW service following major emergencies.

For more information contact Margie Jenkin, Emergency Volunteering Project Manager, Volunteering Tasmania. MargieJ@volunteeringtas.org.au or 0403789110.



MEMORANDUM OF UNDERSTANDING

FOR

**THE PROVISION OF SUPPORT AND SERVICES
IN TIMES OF COMMUNITY EMERGENCY OR DISASTER**

BETWEEN

**THE LOCAL GOVERNMENT ASSOCIATION OF TASMANIA ONBEHALF OF ITS MEMBER
COUNCILS**

- AND -

VOLUNTEERING TASMANIA INC

DATED _____ DAY OF _____ 2015

MEMORANDUM dated

day

2015

PARTIES to this Memorandum of Understanding are:

- The Local Government Association of Tasmania on behalf of its member councils
- AND
- Volunteering Tasmania Inc

IT IS AGREED:

1. DEFINITIONS AND INTERPRETATION

In this Memorandum of Understanding, unless the contrary intention appears:

'LGAT' means the Local Government Association of **'Disaster'** means a sudden situation or emergency event of sufficient magnitude to cause widespread human, material, economic or environmental loss, and which exceeds the ability of the affected community to cope without external assistance

'Dispute' means any controversy, difference or claim relating to the content, validity or interpretation of the subject matter of this document

'Emergency' means an event that endangers or threatens to endanger life, property or the environment of a community, and which requires a significant and coordinated response

'Local government' means any or all of the Local Government Authorities in Tasmania as described in provisions of the *Local Government Act 1993*

'MOU' means this Memorandum of Understanding and any schedules or attachments herein

'Nominated Contact or Contacts' means any or all of the organisational representatives named in Schedule 1 of this document

'Parties' means the organisations that are party to this agreement, as represented by the signatories

'Preparedness' means arrangements to ensure that the resources and services needed to cope with the effects of an emergency or disaster can be efficiently mobilised and deployed

'Recovery' means the coordinated process of supporting emergency or disaster affected communities in the reconstruction of physical infrastructure and restoration of emotional, social, economic and physical well-being

'Resilience or resilient' means the capacity of a community to learn from past events and adapt in ways that will improve its ability to cope with and bounce back from the adversity of a future emergency or disaster

'Response' means actions taken in anticipation of, during and immediately after an emergency or disaster in order to minimise adverse effects and provide immediate relief and support

'Volunteer' means any person who gives their time willingly for the common good and without financial gain

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2. PURPOSE AND SCOPE

The Parties have entered into this Memorandum of Understanding(MOU) to affirm a shared recognition of the importance of a strategic and coordinated approach to the safe and inclusive involvement of not-for-profit community and volunteer organisations in times of demonstrated and significant community need.

This MOU outlines the arrangements entered into by the Parties to enable the streamlined engagement, support and best practice management of volunteer assistance during periods of emergency or disaster, and in the subsequent response. In so doing, it recognises the Parties' shared responsibility to work together in good faith to enhance community appreciation of the role of local volunteer organisations and volunteers in building community resilience in Tasmania.

Specifically, this MOU covers the principles that guide the Parties' collaborative intent and action before, during and after emergencies and disasters affecting local communities. It provides a framework for the arrangements specified in Schedule 1 of this document and it clarifies the roles and responsibilities of the Parties in relation to the activation of those arrangements.

The Parties recognise that the overarching objective of this arrangement is to encourage a shared culture that values the manifest and latent capacity of individuals in local communities to work together and become more resilient in preparing for, responding to and recovering from disasters.

3. COMMENCEMENT, ANNUAL REVIEW AND DISPUTE RESOLUTION

3.1 This MOU commences on the date on which it is signed by both Parties.

3.2 While the arrangements outlined herein are not intended to be time-limited, this MOU will be subject to annual review, evaluation and, if required, amendment to reflect changing conditions and/or circumstances.

3.3 The Parties may, from time to time, hold discussions regarding all aspects of this agreement and as such this document may be amended at any time by an agreement in writing between the Parties and be documented as an annexure or a complete replacement at that time.

3.4 Should any dispute or difference between the Parties arise while this MOU is in effect, the Parties will convene a meeting within ten (10) working days of the dispute arising, with a view to resolution by negotiation. If no resolution can be found, the MOU may be terminated.

3.4 This MOU may be terminated at any time by either Party providing the other Party with four weeks'written notice.

4. STATUS

4.1 Not legally binding

This MOU does not create legally enforceable obligations between the Parties. It merely constitutes a statement of mutual intent with respect to its contents and each Party represents to the other that it does not impose a commitment to proceed with any ensuing agreement, undertaking, liability or expense of any nature.

Neither Party shall be entitled to any rights of possession, custody, ownership or control, either expressed or implied, of the tangible resources provided by the other Party.

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4.2 Legislative and regulatory authority

This MOU is intended to reflect and be consistent with the [Emergency Management Act 2006](#), the [Local Government Act 1993](#), the [Tasmanian Emergency Management Plan](#) (Department of Police and Emergency Management Issue 82015) and the [National Standards for Volunteer Involvement](#) (Volunteering Australia 2015).

5. GENERAL PRINCIPLES

- 5.1 The Parties acknowledge that nothing in this MOU constitutes either of them as agent, partner or trustee of the other Party or as having power or authority to act on behalf of the other Party.
- 5.2 The Parties commit to cooperatively encourage the recognition, development and effective engagement of community volunteers and volunteer organisations before, during and after emergencies and disasters.
- 5.2 The Parties will be open, honest, cooperative and responsive to each other, respecting the functions, roles, legislative obligations and organisational responsibilities of all Parties, while assisting and supporting each other wherever possible.
- 5.3 The Parties acknowledge and respect the governance structures, financial, physical and human resources, policies and charters of their respective organisations: each organisation is independently responsible for establishing, implementing and financing its own policies, activities and initiatives.
- 5.4 The Parties acknowledge that Tasmania has a legislative and regulatory framework for the management of emergency and disaster incidents, before, during and after those incidents occur.
- 5.5 The Parties support the practical implementation of best practice operational systems and procedures, consistent with the legal requirements, guidelines and principles of Prevention, Preparedness, Response and Recovery (PPRR) outlined in the [Tasmanian Emergency Management Plan](#).
- 5.6 The Parties support the practical implementation of best practice community development, capacity building and models of engagement consistent with [National Standards for Volunteer Involvement](#).

6. UNDERSTANDINGS:

- 6.1 The Parties commit to enhancing established partnership arrangements between government and community-based organisations to enable the most effective deployment of volunteers to support local communities in times of emergency and disaster.

- 6.2 The Parties agree to support arrangements that will ensure effective lines of communication between local and state government and volunteer organisations during and after emergency and disaster-related operations.
- 6.3 During disaster incidents, the Parties agree to support the use of formal lines of communication between local and state government and volunteer organisations to appropriately match voluntary offers of assistance with areas of demonstrated community need.
- 6.4 The Parties commit to working collaboratively to ensure the timely and consistent dissemination of messaging about volunteering processes during disasters, in order to better manage public expectations and encourage the safer, more effective involvement of volunteers.
- 6.5 The Parties agree to timely and consistent dissemination of messaging to the service organisations (requesting volunteers) regarding their responsibility for the coordination and Work Health and Safety of those volunteers.

7. FINANCIAL CONSIDERATIONS

- 7.1 There are no financial considerations associated with the establishment or maintenance of this MOU.
- 7.2 Each Party is responsible for its own financial obligations. Subject to Schedule 1, a Party may not commit to the other any cost, expense or obligation without the prior written consent of that Party.

8. CONFIDENTIALITY AND PRIVACY

- 8.1 The Parties commit to the implementation of independent processes in their respective organisations intended to keep confidential any information reasonably and implicitly deemed to be or explicitly marked 'confidential' and not disclose this information to any other party or use it for any purpose other than that for which it is intended in times of emergency and disaster.
- 8.2 The Parties commit, in respect of any personal information held or collected in connection with this agreement, to compliance with the relevant provisions and principles of the [Privacy Act 1988](#) (Commonwealth) and the [Personal Information Protection Act 2004](#) (Tasmania) and any other applicable law governing privacy, confidentiality, and the collection, use or disclosure of personal and sensitive information about individuals or individual entities in emergency and disaster-related incidents.

EXECUTED AS A MEMORANDUM OF UNDERSTANDING

SIGNED ON BEHALF OF

**LOCAL GOVERNMENT ASSOCIATION OF
TASMANIA**

BY THE CHIEF EXECUTIVE OFFICER

NAME: KATRENA STEPHENSON

SIGNATURE:

DATE:

WITNESSED BY:

SIGNATURE:

SIGNED ON BEHALF OF

VOLUNTEERING TASMANIA INC

BY THE CHIEF EXECUTIVE OFFICER

NAME: ADRIENNE PICONE

SIGNATURE:

DATE:

WITNESSED BY:

SIGNATURE:

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SCHEDULE 1 - EV CREW ACTIVATION ROLES AND RESPONSIBILITIES

PART A: EXPLANATORY INFORMATION

Volunteering Tasmania Inc is Tasmania's peak not-for-profit membership association for volunteering individuals and volunteer organisations.

The *Emergency Volunteering and Community Response to Extreme Weather* service – [EV CREW](#) – is a volunteer management system that manages both pre-registered and spontaneous volunteers using a professional recruitment model and a collaborative multi-agency approach. Developed by Volunteering Queensland, EV CREW uses cloud-based technology to deliver a combination of web-based tools, educational resources and information that allows people to register their interest in volunteering in the event of an emergency or disaster. In times of need, the system is able to effectively match these registrants with the requirements of those organisations requesting support.

Volunteering Tasmania has facilitated implementation of EV CREW Tasmania to help build local disaster resilience and the social capital of volunteers and volunteer organisations.

Before, during and/or after emergency and disaster events, Volunteering Tasmania may be asked to use the functionality of EV CREW to match and refer registered volunteers with the task-specific requests of government and community organisations (the Service). Receipt of such a request for assistance during or after a significant emergency incident will require Volunteering Tasmania to establish a coordination centre to manage delivery of the Service.

Organisations other than the LGAT as Party to this agreement may request the assistance of Volunteering Tasmania relating to the use of EV CREW and activation of the coordination centre.

It is acknowledged that there may be circumstances where a council may request assistance of Volunteering Tasmania to provide a small number of volunteers to assist either a council or a service organisation with a very local event. These situations may not require the activation of the EV CREW co-ordination centre.

The scope of this MOU is limited to requests for assistance initiated by and on behalf of a Council as described in this Schedule.

PART B: ADMINISTRATION

- a. The Parties acknowledge that Volunteering Tasmania is responsible for all administrative arrangements, including financial support, associated with the implementation, maintenance and ongoing management of EV CREW in Tasmania.
- b. The Parties acknowledge that EV CREW is a referral point for members of the public who are interested in helping others in their communities before, during and/or after emergency and disaster events.

- c. The Parties commit to openly and willingly encourage and direct the day-to-day pre-registration of Tasmanian community volunteers with EV CREW.
- d. During emergency or disaster incidents, the Parties agree to encourage and direct community volunteers to register with EV CREW.
- e. The Parties commit to promoting and communicating information about the governance and operational management of EV CREW to all relevant stakeholder groups, including Tasmania's emergency management organisations and political and official representatives across local, state and commonwealth government agencies.
- f. The Parties agree to work cooperatively to acknowledge, promote and embed EV CREW as part of routine arrangements, training and plans relating to emergency and disaster prevention, preparedness, response and recovery.
- g. The Parties agree that if a request for EV CREW assistance is made by any individual/s or organisation/s not party to this MOU in response to emergency or disaster events, the relevant local council will be notified.
- h. Operational Contacts for the Service are nominated in Part D of this Schedule.

PART C: OPERATIONAL ARRANGEMENTS FOR CROWN ACTIVATION OF THE SERVICE

- a. The Parties acknowledge that initiation of activities to provide the Service may have unfunded financial implications for Volunteering Tasmania and that Volunteering Tasmania may seek reimbursement or the recovery of reasonable, direct costs from a council.
- b. In the event of emergency or disaster, the Municipal Emergency Management Coordinator of a council (or appointed delegate) may issue a request for the Service by contacting Volunteering Tasmania through the nominated Operational Contact, by both telephone and confirmation email.
- c. On receipt of a request by a council to use the Service, the Parties agree to enter into an agreement pursuant to this MOU that sets out the specific terms of that arrangement, including a description of the need or required task/s, logistical information, a statement or indicative assessment of potential financial implications, and/or suggested arrangements for reimbursement or cost recovery.
- d. Reimbursable costs consist of expenses that are directly related to activities initiated in response to council activation of the Service, including but not limited to contacting registered volunteers by telephone, assisting with spontaneous volunteer registration during incident response and immediate recovery periods, liaising with associated volunteer organisations, staff overtime directly related to Service provision, general office consumables and adequate refreshments for volunteers assisting Volunteering Tasmania in providing the Service.
- e. The Parties agree that Volunteering Tasmania will capture and record details of reasonable incidental expenditure incurred directly in relation to Service

activation pursuant to this MOU. Relevant documentation (tax invoices) will be retained by Volunteering Tasmania to substantiate and assist in seeking reimbursement or recovery of costs from the council.

- f. The Parties agree that in the event of a significant disaster, Volunteering Tasmania may negotiate council support to provide temporary telephone and/or contact centre facilities.
- g. The Parties agree that once a request for the Service has been issued and received by Volunteering Tasmania, the Operational Contacts are jointly responsible for oversight of ongoing liaison, inter-organisational communication and the management of procedures relating to the negotiation and communication of the processes and conditions of Service activation and deactivation, operational decisions and issue resolution.
- h. The Parties agree to regularly review, update and maintain contact information and procedures for EV CREW use, volunteer stand-down procedures, operational management and issue resolution.

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PART D: OPERATIONAL CONTACTS

COUNCILS AS REPRESENTED BY THE MUNICIPAL EMERGENCY MANAGEMENT COORDINATOR OF EACH COUNCIL	VOLUNTEERING TASMANIA
TITLE: NAME: TELEPHONE: MOBILE: EMAIL:	TITLE: NAME: TELEPHONE: MOBILE: EMAIL:

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