

Key themes and recommendations for Spontaneous Emergency Volunteering

(non-frontline community volunteering)

KEY THEMES	RECOMMENDATIONS	DONE
Before the disaster		
Designing strategies specific to the organisation, the emergency context, and the type of volunteering that may occur	Planning appropriate strategies for the arrival of spontaneous volunteers to avoid confusion Clearly outline the trigger point when extra surge for each community would be required	<input type="checkbox"/>
Plan for each step of engagement with spontaneous volunteers	Prepare a list of tasks and job descriptions in advance that can be modified to suit the disaster situation	<input type="checkbox"/>
Open and clear communication	Creating a unified communications campaign	<input type="checkbox"/>
Engaging philanthropies	Identifying and creating relationships in the preparation phase in each city	<input type="checkbox"/>
Identify avenues for donations	Create an awareness of items that already exist with the official responders and items and monetary aid that might be needed	<input type="checkbox"/>
During the disaster		
Consider a spontaneous volunteer engagement officer	As a first point of contact, consider appointing a spontaneous volunteer engagement officer who can coordinate with them during disasters and listen to the needs of the local communities to support them accordingly	<input type="checkbox"/>
Ensuring a uniform and simple registration process	Have simple registration forms that require the same information across all volunteer involving organisations	<input type="checkbox"/>
Collaboration within the various organisations	Ensure all volunteer involving organisations in the emergency management space work together to support each other	<input type="checkbox"/>
Compartmentalising tasks	Divide tasks into discrete categories to speed up task selection and completion. This may include duty cards with roles and safety requirement displayed at set locations and handed to the individuals	<input type="checkbox"/>
Ensure safety	Ensure checklists are read and signed before registration	<input type="checkbox"/>
Avoid branding issues	Reduce confusion and inconvenience caused by variety of branded clothing/items issued by different organisations	<input type="checkbox"/>
After the disaster		
Consider a feedback and communication loop	Encourage all spontaneous volunteers to complete feedback surveys	<input type="checkbox"/>
Future engagement and retention	Inform spontaneous volunteers about future opportunities available to them	<input type="checkbox"/>

This information sheet is an excerpt from Volunteering WA's 'Spontaneous volunteer engagement in recent emergencies in WA' Report 2024