

Emergency management sector volunteering in 2030: Change is coming

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Australian Government
Department of Industry,
Innovation and Science

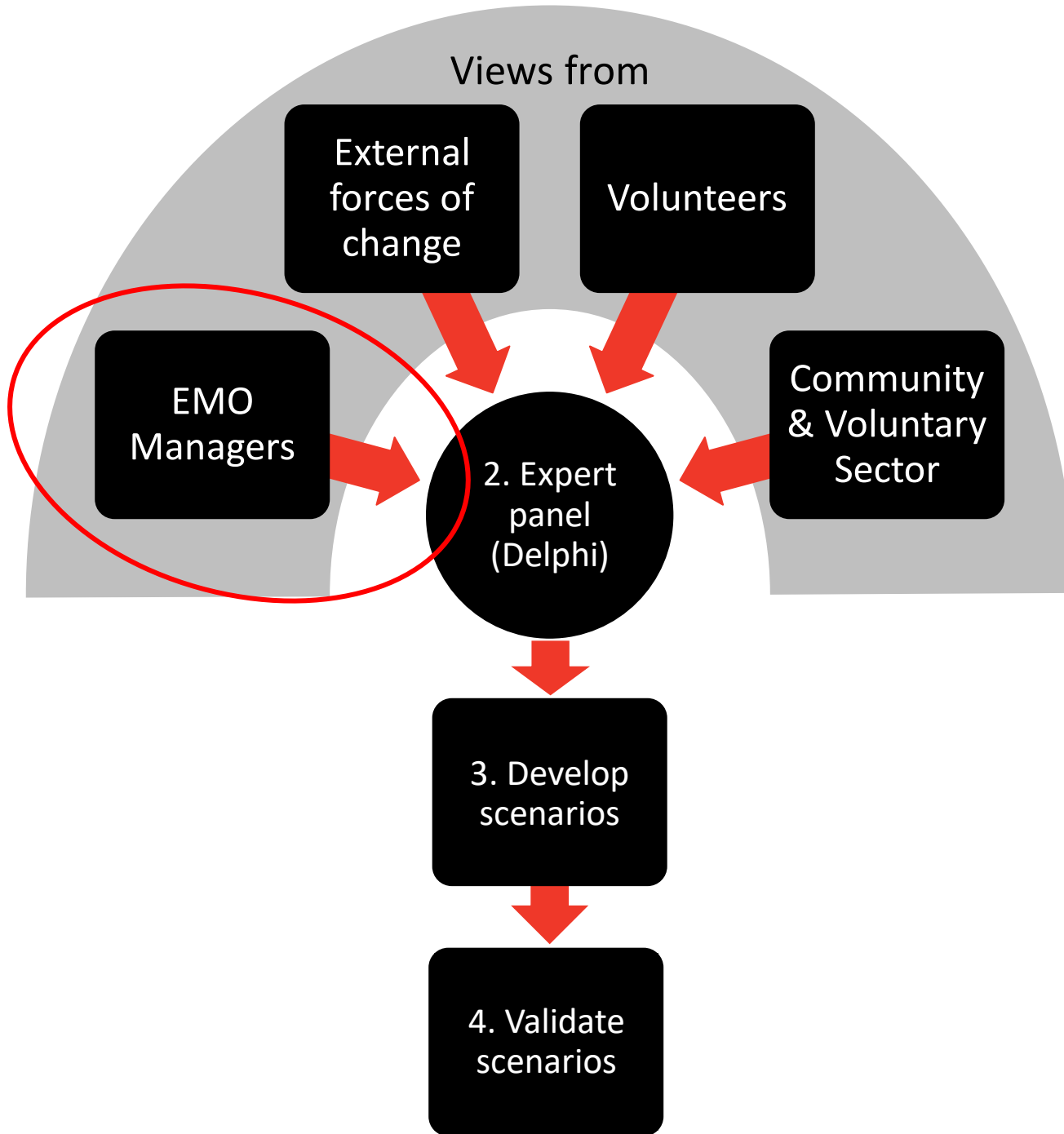
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Emergency volunteering 2030 – Adapting the sector



1. What might (and should) **emergency volunteering** look like in 2030 – before, during and after emergencies?
2. How, and by whom, might it be organised?
3. How can the EM sector best enable the value of this volunteering for communities over the next decade?

The process



Utilisation/ application

- Shared learning network
- Scenario-planning workshops

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Everyone says change is needed

"[Our change in thinking has] come from an understanding of where the national and international trends are going around sustainable volunteerism models and the emergence of new volunteerism groups and what makes them attractive. You look at that and go, 'okay, here's what we're up against'. Our traditional models will not survive in this area. So where do we need to go?"

Manager in volunteerism, Govt EMO



What has changed?

Internal environment has become more rigid, controlling

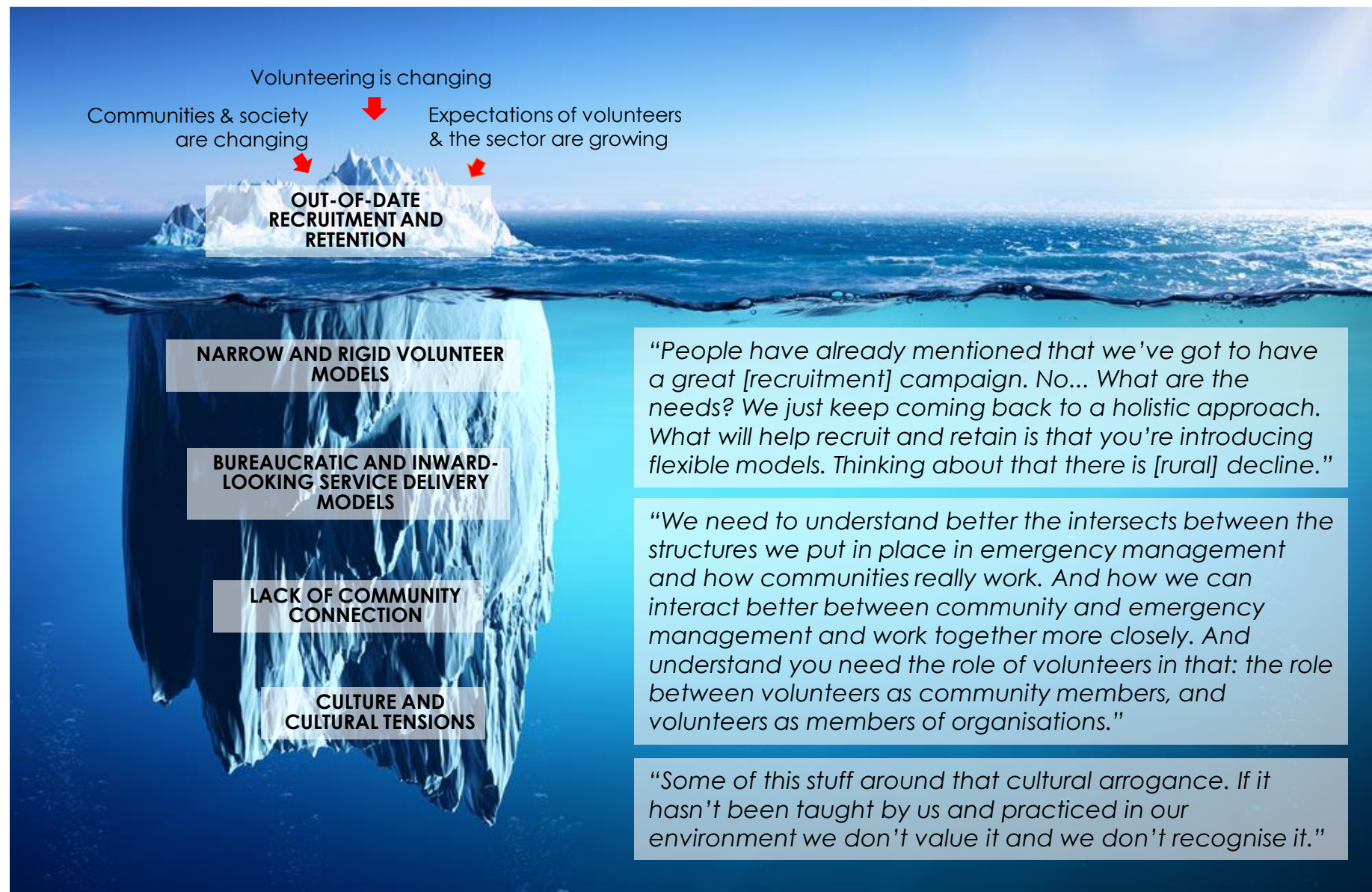
External environment has become more dynamic, empowered

"One of the challenges ... is the bureaucracy because there will come a point where, and we experience that now, where emergent forms of volunteering go against the government and the risk adverse attitude we have. We don't want to take risks. We like doing things slowly and we have got to change. We have got to move more quickly if we want to remain the leading people who respond to storm and flood and bushfires and everything else the sector does."

"I think, for me, it's the tension between resilience and regulation. For a long time now, there's been that buzz word of resilient communities. But resilient communities and regulation are diametrically opposed."

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Current issues



What the preferred future looks like

- 
1. The sector is agile, forward-looking, and externally-focused
 2. There is deep collaboration across and beyond the sector
 3. Organisations and the sector are community-centric and service-oriented
 4. Organisational culture is inclusive and collaborative
 5. Flexible & life-cycle volunteering opportunities exist
 6. Volunteers come from all segments of society
 7. Volunteers are empowered to connect with their communities.

What needs to be done

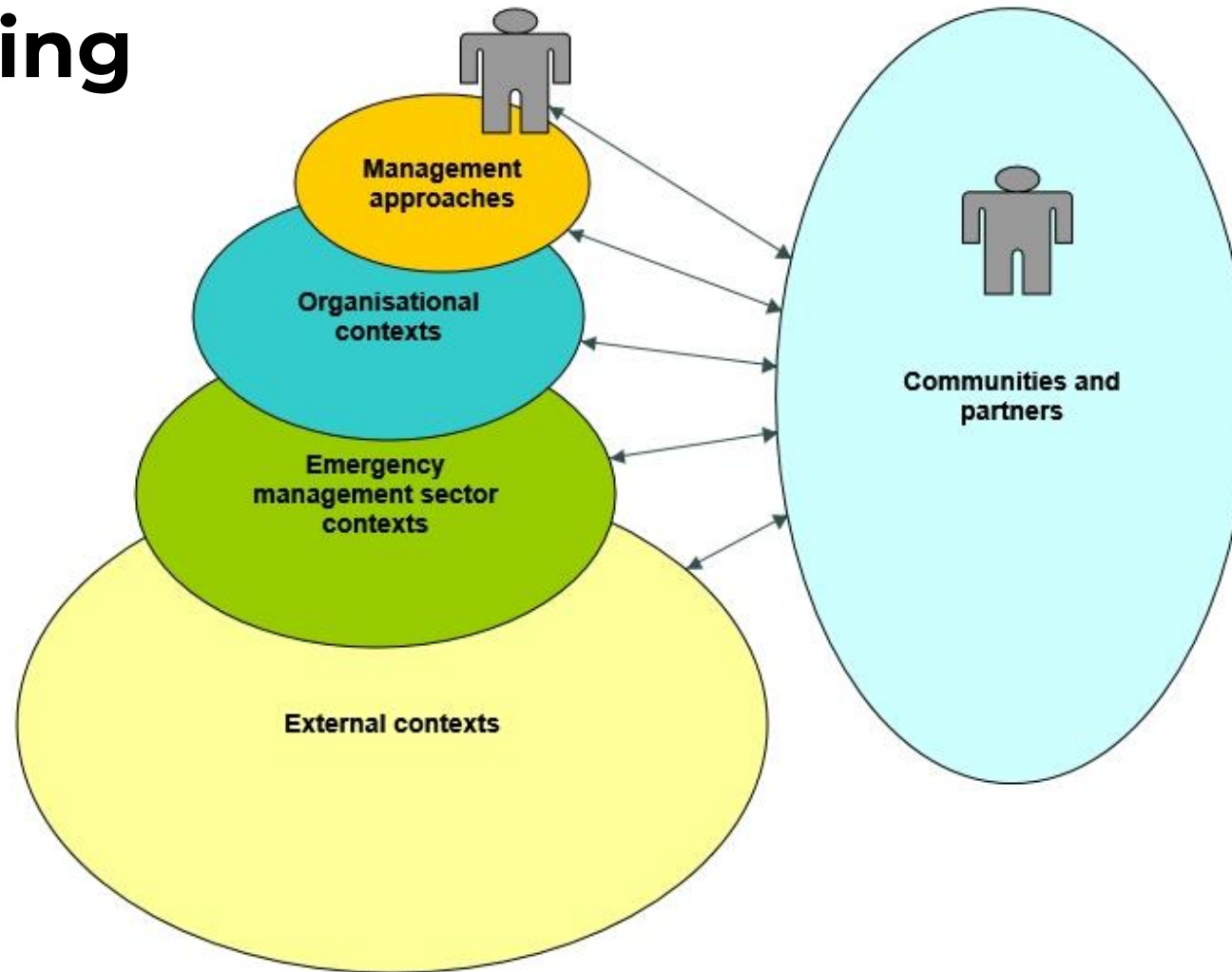
1. **Build evidence, understanding and knowledge**
2. **Change volunteer management models & practices to be more flexible, tailored & responsive**
3. **Build relationships across & beyond the sector**
4. **Collaborate with communities to design service delivery & allocate resources based on community need, capacities & risk**
5. **Carefully & actively manage cultural change**



Image: NSW SES

A volunteering system

Key elements in the picture drawn by EM managers



Who is involved

Researchers

- Dr Blythe McLennan, Dr Tarn Kruger, Prof John Handmer (RMIT)

CRC Lead End Users (whole project)

- Paul Davis, EMV; Troy Davies, QFES; Deb Parkin, IGEM-Vic

CRC End User Group (whole project)

- Karen Roberts & Jennifer Pidgeon, DFES
- Ali Martin, CFA
- Peter Jeffrey, Qld SES
- Georgina Goodrich, SA SRO
- Annabelle Kirwan, Vic SES
- Kristine Wendtman, NSW RFS
- Adelaide Cooper & Lisa Grieg, SAFECOM
- Andrew McCullough, NSW SES
- Zoe Kenyon, AFAC VMTG
- Diana Bernardi, Australian Red Cross
- Kendra Clegg & Jenn Burgess, Vic SES

Advisory Group (Adapting the sector)

- Allie Guegan, Frankston City Council/ CFA vol
- Amanda Nixon, Vol Qld
- Anne Leadbeater, consultant
- Anthony Bradstreet, NSW RFS & AFAC CETG
- Bridget Tehan, VCOSS
- Carla Bailey, Logan City Council
- Faye Bendrups, VESA
- Julie Molloy, IGEM-Qld
- Mark Dryden, VFBV
- Melissa Pexton, WALGA
- Steve Pascoe, consultant
- (and more to come...)

QFES Volunteerism Strategy

GROWING QFES TOGETHER

*DEVELOPING CULTURE, COMMUNITY
CONNECTION AND CAPABILITY*





29 Workshops

20 Locations

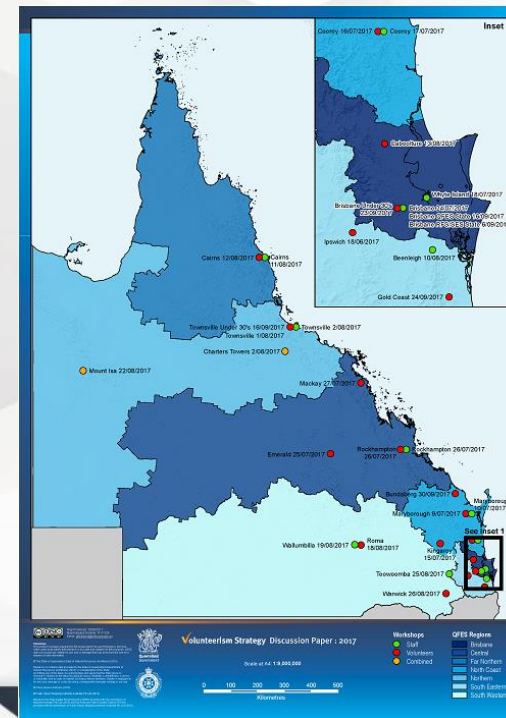
Over 600 volunteers and staff

Key themes identified in over 4,000 items of information

From Cairns to Warwick, Mount Isa to Emerald to Wallumbilla

This strategy has been informed in collaboration with volunteers and staff across multiple services:

Chaplains | Peer Support Officers | Rural Fire Service
Scientific Unit | State Emergency Service | Technical Unit



EMBRACE

Volunteers, volunteering, volunteerism are deeply embedded in our culture and ethos



- Volunteers are respected, recognised and rewarded
- The life experience and knowledge of volunteers is utilised
- The QFES volunteering experience is enhanced, valued and mutually beneficial

Volunteers feel valued when they are involved throughout the life of their organisation, including discussions on the shape and direction of organisations, discussions and decision-making affecting their work, attending forums to develop knowledge and opportunities for networking with other volunteers

EMPOWER

QFES contributes to engaged, aware and resilient communities



- Volunteers work collaboratively with community members, other volunteers and QFES to strengthen community resilience
- Roles performed by volunteers are understood by QFES and by the community
- QFES volunteers are close to their local communities, reflect community demographics and help strengthen communities

An adaptive and empowered community requires increased collaboration, which is an essential component of a philosophy of shared responsibility

ENHANCE

QFES provides proficient support services to our volunteers and communities

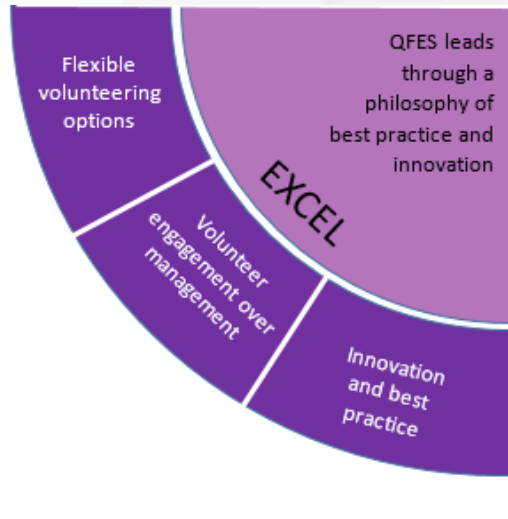


- A volunteer lens is applied to all QFES activities
- Volunteers are supported by appropriate resource initiatives
- QFES training frameworks and platforms develop capability and enhance the volunteer experience

Emergency service volunteers provide an essential and vitally important public service that is dependent on the quality of tools, training and information provided to them

EXCEL

QFES leads through a philosophy of best practice and innovation



- Volunteers have flexibility in how they support their communities
- QFES Volunteers are supported through a culture of engagement
- QFES will have clear yet agile strategies which support innovation and best practice

A demonstrated commitment to best practice and innovation is an underpinning principle on which to build fair and equitable treatment of volunteers

Priorities and Guiding Principles



The QFES Volunteerism Strategy has been developed by, and belongs to, all QFES volunteers and staff