



bushfire&natural  
**HAZARDS**CRC

# OUT OF UNIFORM:

building community resilience through non-traditional  
emergency volunteering

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An Australian Government Initiative



# WHO ARE WE?

## Researchers

- John Handmer
- Blythe McLennan
- Josh Whittaker
- Michael Eburn (ANU)
- Billy Haworth (USyd, PhD)
- Fiona Jennings (RMIT, PhD)

## End users

- Kate Harrap / Robert Dugdale (CFA)
- Peter Jeffrey (QFES)
- Lucas van Rijswijk (TFS)
- Georgina Goodrich (DCSI)
- Samantha Colwell (FRNSW)
- John Richardson (Red Cross)
- Julie Molloy (Volunteering QLD)
- Karen Roberts (DFES)
- Kristine Wendtman (NSWRFS)
- Raelene Thompson (AGD)
- Paul Davis (EMV)
- Adelaide Cooper (SA SES)
- Kathleen Iacurto (NSW SES)

# WHAT ARE WE DOING?

- How does non-traditional volunteering contribute to community resilience throughout the phases of EM?
- How can the EM sector support non-traditional volunteering?
- What models or approaches will enable EM agencies to maximise opportunities for engaging non-traditional volunteers, while minimising risks?

# WHY ARE WE DOING IT?



In Haiti? Text **4636** (International: **447624802524**) on Digicel with your location and need. Report emergencies and missing persons.

## Haiti

The 2010 Earthquake in Haiti

Search Reports Here:  **DOWNLOAD REPORTS (1332)** **REPORTS RSS**

**+ SUBMIT AN INCIDENT**

**HOME** REPORTS SUBMIT AN INCIDENT GET ALERTS CONTACT US HOW TO HELP ABOUT

FILTERS → **REPORTS** NEWS PICTURES VIDEO TODO VIEWS → **CLUSTERS**

72.265442, 18.54423

From: Jan 12 2010 To: Jan 22 2010 **PLAY**

**↓ CATEGORY FILTER**

- ALL CATEGORIES**
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- 5. AUTRE | OTHER**
- 6. NOUVELLES DE PERSONNES | PERSONS NEWS**

source: ushahidi.com



# WHAT DO WE WANT TO ACHIEVE?

- Identify pros and cons of engaging non-traditional volunteers in EM.
- Provide guidance for end users on engaging non-traditional volunteers and volunteering organisations.
- Provide guidance for non-traditional volunteers on engaging with EM organisations.
- Develop new approaches and models for engaging non-traditional volunteers and volunteering organisations in EM.
- Assess the legal implications of alternative approaches and models.

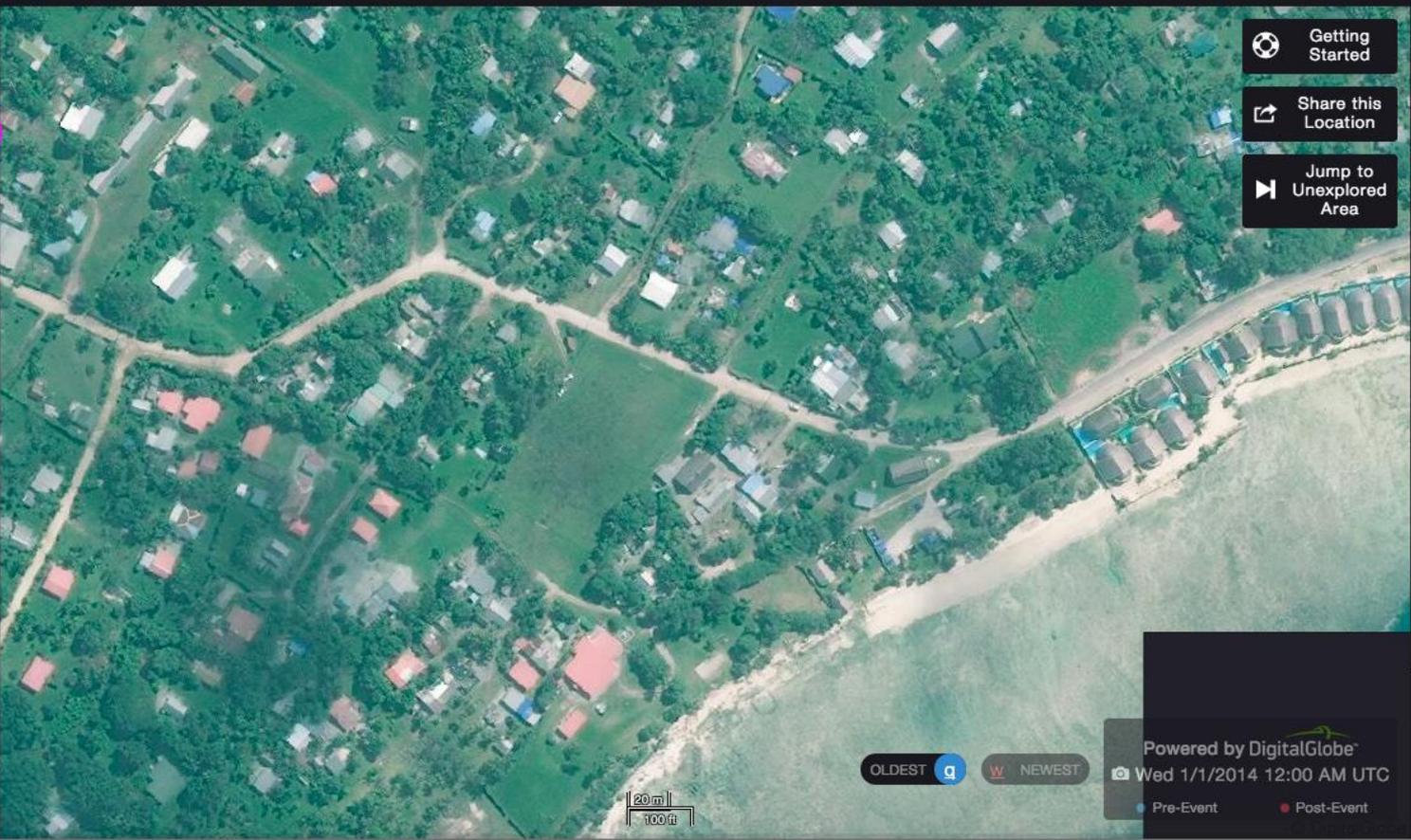
# WHAT HAVE WE DONE SO FAR?

- A 'global' review of literature on non-traditional volunteering.
- A review of trends influencing emergency volunteering in Australia.
- A workshop for end users and researchers in Melbourne.
- Journal papers (one submitted, one in prep.) and conference presentations.
- Began a series of case studies of non-traditional volunteering.

# WHAT HAVE WE FOUND OUT?

- 'Ordinary' citizens are usually first on the scene in an emergency or disaster.
- Often have 'real-time', 'on-the-ground' views of problems, draw on local networks and resources, and configure themselves to meet local needs.
- Non-traditional volunteering takes many forms – e.g. extending, emergent, **digital**.
- Health and safety risks associated with untrained vols.
- Barriers include culture of EM, organisational risks and liabilities.





- Getting Started
- Share this Location
- Jump to Unexplored Area

Your Campaign Progress

- 156 map tiles explored
- 0 objects found
- 11 consensus score

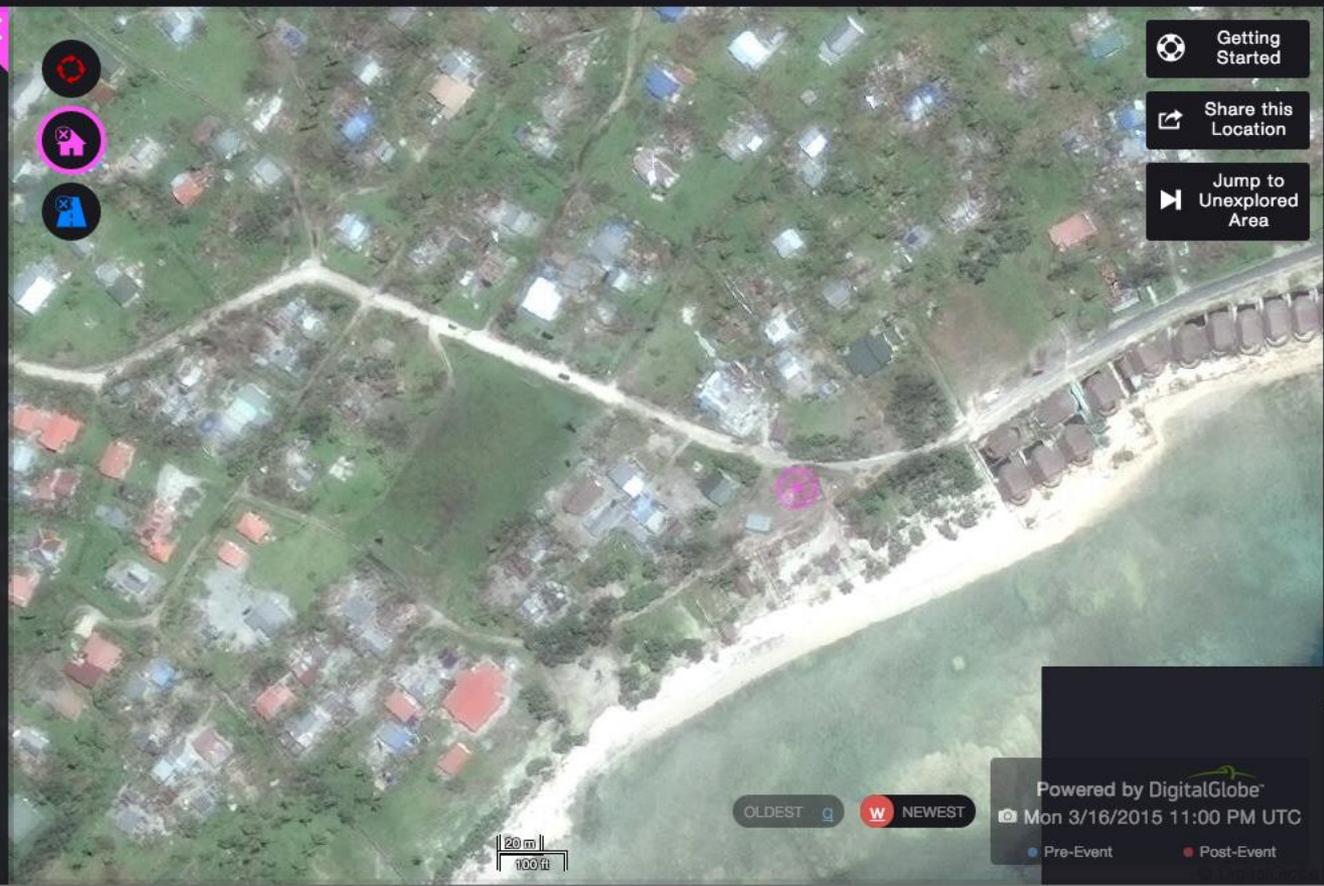


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 Wed 1/1/2014 12:00 AM UTC  
 Pre-Event Post-Event

Close Hints Next >

If you get stuck in clouds or smoke, try jumping to a new area.

You've selected...  
**Flooded / Damaged Building**  
Search the map on the right for this object. If you see one, click the map to drop a tag.



- Getting Started
- Share this Location
- Jump to Unexplored Area

Your Campaign Progress  
156 map tiles explored  
1 objects found  
13 consensus score



Description  
Tag any building that looks like it has sustained damage due to wind force, flooding, or otherwise.

Examples select to zoom

Powered by DigitalGlobe  
Mon 3/16/2015 11:00 PM UTC  
Pre-Event Post-Event

Close Hints Next >  
If you get stuck in clouds or smoke, try jumping to a new area.

# TRENDS INFLUENCING EMERGENCY VOLUNTEERING

1) Transformation of modern life and work

Episodic volunteering

2) Private sector involvement growing

Corporate/ business and skills-based volunteering

3) Revolution in communication technology

Digital volunteering

4) Government demands on voluntary sector growing

Rise of social enterprises

More informal, grassroots initiatives





American Red Cross/Grainger partnership – *Ready When the Time Comes*

## Earthquake Recovery in Japan: Entrepreneurs to the Rescue

by Hannah Miller on Monday, Oct 22nd, 2012

91 Shares and Likes



“Disaster relief” usually brings to mind images of tents, food and water convoys, and emergency medicine. But since 2011’s earthquake, tsunami, and reactor meltdown in the Tōhoku region of Japan, a Tokyo-based social entrepreneurship group called ETIC has added a whole new dimension: an [entrepreneurial recovery effort](#).

Through its fellowship for young business leaders, called the “Disaster Recovery Leadership Development Project,” the group is enlisting 200 fellows from some of the biggest corporations in Japan to move to the recovering region for 3 to 12 months and help run temporary housing units, put companies back together, and rebuild the transportation system.



Disaster Recovery Fellow Kazuki Murali, with the octopi of hope.



2

3 NEWS LOCATION: Melbourne, Vic Change

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### Crowd sourcing and satellites help identify Adelaide bushfire destruction

891 ABC Adelaide By Brett Williamson  
Posted 21 Jan 2015, 11:21am

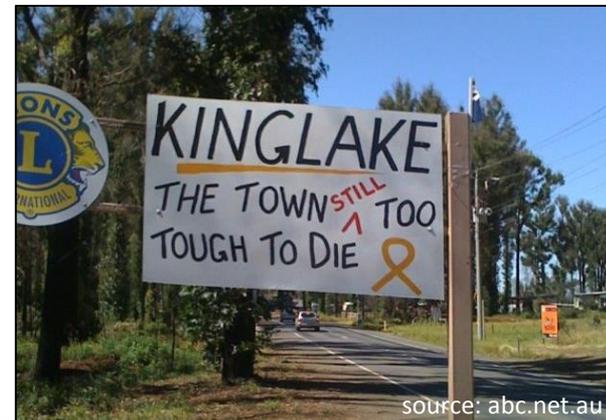
PHOTO: By using crowdsourcing researchers and online satellite maps, agencies were able to start assessing damages within the Sampson Flat fire ground before it was safe to physically access the site. (Supplied: DCSI)

4

1. <http://www.uschamberfoundation.org/article/best-partnership-award-finalist-grainger-and-american-red-cross>
2. <http://volunteeringqld.org.au/web/index.php/news-media/newsmenu/blog/1635-emergency-crew-animation>
3. <http://www.abc.net.au/news/2015-01-21/crowd-sourcing-helps-to-find-fire-destroyed-adelaide-hills-homes/6028208>
4. <http://www.triplepundit.com/2012/10/disaster-recovery-through-social-entrepreneurship-in-japan/>

# WHAT NEXT?

- 6-8 case studies of non-traditional emergency volunteering.
- Experiences of non-traditional volunteering in different contexts, at different scales and from different perspectives.
- Mixed methods of data collection (interviews, focus groups, documentary evidence).
- Not just bushfire!



# CASE STUDY SELECTION

Principles	Examples
1. Case is an example of at least one of the key emerging modes/ types of volunteering	Emergent groups, extending groups, digital volunteering, episodic and spontaneous volunteering, corporate volunteering, social enterprises
2. Case is sufficiently substantial and accessible to be able to generate appropriate data	Number of interviewees, duration of volunteer activity, secondary material available, openness of key people to participating in the project etc.
3. Range of emergency management phases are represented amongst cases	Prevention, preparedness, response, recovery
4. Range of hazards and emergencies are represented	Bushfire, flood, storm, drought, technological/ industrial/ transport, all hazards/ mixed
5. Range of organisational types are represented	Formal/hierarchical, collaborative/partnerships, loose/informal, established, newly forming
6. Range of jurisdictions are represented	Across Australian states and territories
7. Range of geographic settings and scales are represented	Peri urban, rural, urban, remote; local, regional, national in scale
8. Range of volunteer socio-demographic groups and settings are represented	CALD, social disadvantage, indigenous, youth, elderly
9. Range of recipients/ purposes are represented	Self-help groups in at-risk areas, external help groups, animal help groups etc.

We welcome suggestions for case studies...

# END USER FEEDBACK

Lucas van Rijswijk (TFS)

# DISCUSSION: IMPLICATIONS

Depends on our aim –

**To make them part of the formal system:** trained, complying with ASQA OH&S etc, credentialed, controlled, serving agency priorities; [likely to be response focused;]

**To have them coordinate with agencies:** No credentials, could serve different priorities, poss OH&S issues, [some specialist skills, digital vols can be anywhere, ]

**To make them go away:** (see above)