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OUT OF UNIFORM: BUILDING COMMUNITY RESILIENCE THROUGH NON-TRADITIONAL VOLUNTEERING

Annual Project Report 2015-2016

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Bushfire and Natural Hazards CRC





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Cover: Blazeaid volunteers fixing fences after the Black Saturday bushfires. Photo by Blazeaid.



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EXECUTIVE SUMMARY

What is the problem?

The traditional model of emergency volunteering in Australia is based on formal, accredited volunteers who are affiliated with emergency management organisations, and are mostly involved in response and recovery roles.

This form of volunteering is crucial and has many strengths. However, management models based solely on this form of volunteering exclude the potentially large number of people who are motivated to volunteer before, during and after emergencies in other, unaffiliated, less ongoing and/or more informal ways. Failing to plan for engagement with this wider range of emergency volunteers means that important opportunities for EMOs to help build community resilience.

At the same time, the landscape of volunteering is changing significantly. As a result, emergency managers can expect to engage with a much wider and more diverse range of volunteering that brings new opportunities but also risks.

Why is it important?

Other forms of volunteering that are 'non-traditional' for the emergency management sector are: 1) on the rise, 2) inevitable, and 3) have great potential for increasing the sector's workforce surge capacity and for building community resilience are missed.

The topic is a new concern for most agencies, and there is little published research. There is awareness, however, of the need to plan for non-traditional volunteers, to move away from ad hoc approaches, and to capitalise on non-traditional volunteering to a greater extent in the future.

How is the project addressing it?

The *Out of Uniform: building community resilience through non-traditional emergency volunteering* project supports the development of more inclusive strategies for volunteer engagement for the emergency management sector.

Key contributions from the project towards this goal include:

- Reviews of 1) the state of knowledge regarding informal volunteerism in disasters, and 2) key trends in volunteering and implications for the emergency management sector (completed).
- Case studies of non-traditional emergency volunteering in action across preparedness, response and recovery (partially completed).
- A strategic decision support tool for emergency management organisations and managers to assist in the assessment of alternative strategies for engaging with non-traditional volunteers (in progress).
- Targeted communication materials to inform and raise awareness about key issues in this new and emerging area (in progress).
- Input to policy and strategic planning processed via direct stakeholder-researcher engagement, and stakeholder use of written outputs.



END USER STATEMENT

Robert Dugdale, *Learning and Volunteerism, Country Fire Authority, VIC*

This research continues to make a valuable contribution to the BNHCRC and researchers have emerged as respected subject matter experts within the Australian voluntary sector. The project has not only helped the emergency management sector to better understand the changing nature of volunteerism, but has helped to define and build awareness of potential alternative models of volunteering to cater for the ever-changing nature of the volunteer life cycle. Researchers have successfully contributed to academic papers, national conferences and have worked with grass roots movements to help influence change and drive innovation across the sector.

Over the course of recent months, the focus of the work has become about better understanding the needs of end users so that an approach to utilisation can be determined. The challenge for the months ahead will be to take the advice and direction of end users and develop tools and resources that will assist agencies to better comprehend the issues facing volunteer workforces. There is also an opportunity for researchers to lead the sector in the development of initiatives that support agencies to approach addressing the risks associated with antiquated workforce models in order to maintain workforce numbers and support the contemporary volunteer.

End users are very supportive of the approach being taken by the researchers and the communication they maintain with the end user group. At the Recent Research Advisory Forum in Hobart, end users acknowledged the RMIT team's outstanding achievements within their field.



GLOSSARY

As this project addresses a new area of research for Australian emergency management, a key endeavor has been clarifying key terminology.

(Traditional) emergency management volunteering	Formal, accredited volunteers who are affiliated with emergency management organisations (EMOs), and are mostly involved in response and immediate recovery roles.
Classic/ traditional volunteering	Involves “a lifelong and demanding commitment” to an organisation, and is underpinned by “traditional” collective and altruistic values and devotion to community service (Hustinx and Lammertyn 2003, p.168).
Digital/ virtual volunteering	“Completed, in whole or in part, using the Internet and a home, school, telecenter, or work computer or other Internet-connected device, such as a smartphone (a cell phone with Internet functions) or personal digital assistant (PDA)” (Cravens and Ellis 2014, p.1).
Emergency management organisations (EMOs)	Governmental and non-governmental organisations that have recognised roles under the relevant state and territory, district or municipal emergency management and recovery plans.
Emergent volunteerism	New forms of volunteering that occur in response to unmet needs, whether perceived or real” (Whittaker et al. 2015b)
Episodic volunteers	“individuals who engage in one-time or short-term volunteer opportunities” (Cnaan and Handy 2005, p.30)
Extending volunteerism	Occurs when a voluntary organisation without an emergency management role extends its volunteer activities into that area in response to an event or an increase in risk awareness (Whittaker et al. 2015b).
Formal volunteering	“Takes place within organisations (including institutions and agencies) in a structured way” (Volunteering Australia 2015)
Informal volunteering	“Acts that take place outside the context of a formal organisation” (Volunteering Australia 2015).
Non-traditional emergency volunteering	Any type of volunteering that is: 1) Focused on emergency prevention, preparedness, response, or recovery and 2) Involves volunteers who are not traditional emergency volunteers affiliated with established emergency management organisations (EMOs).
Spontaneous volunteering	‘Those who seek to contribute on impulse—people who offer assistance following a disaster and who are not previously affiliated with recognised volunteer agencies and may or may not have relevant training, skills or experience’ (Australian Red Cross 2010; Cottrell 2010, p.10).
Volunteering	“Any activity in which time is given freely to benefit another person, group or organisation” (Wilson 2000, p.215). “Time willingly given for the common good and without financial gain” (Volunteering Australia 2015, p.2)



INTRODUCTION

The traditional model of emergency volunteering in Australia is based on formal, accredited volunteers who are affiliated with emergency management organisations, and are mostly involved in response and recovery roles (e.g. Commonwealth of Australia 2012). This form of volunteering is crucial and has many strengths. However, planning solely for this form of volunteering excludes the potentially large number of people who are motivated to volunteer before, during and after emergencies in other, less ongoing and more informal ways, and without direct affiliation with established emergency management organisations (EMOs).

At the same time, the landscape of volunteering is undergoing significant change, in Australia and internationally. Large-scale socioeconomic changes have recast the conditions in which people volunteer in the 21st Century (Hustinx and Lammertyn 2003; Warburton and McDonald 2009). As a result, emergency managers can expect to engage with a much wider and more diverse range of volunteers than in the past. These volunteers bring new opportunities, but also risks.

There are considerable benefits to be realised from greater engagement with these more diverse and, from the perspective of established emergency management organisations (EMOs) 'non-traditional', emergency volunteers. With disaster risk increasing worldwide due to population growth, urban development and climate change (Field et al. 2012) it is likely that non-traditional volunteers will provide much of the additional surge capacity required to respond to more frequent emergencies and disasters in the future. There is also a significant and largely untapped opportunity for EMOs to contribute to community resilience by supporting non-traditional emergency volunteers in new ways.



PROJECT BACKGROUND

GOALS

The *Out of Uniform: building community resilience through non-traditional emergency volunteering* project aims to support the development of new and more inclusive strategies for volunteer engagement for the emergency management sector.

The project has three key objectives:

1. To identify how non-traditional emergency volunteering contributes to building community resilience to disasters throughout different phases of emergency management.
2. To identify ways the emergency management sector in Australia and New Zealand can promote community resilience through support of non-traditional emergency volunteering.
3. To develop and evaluate alternative engagement strategies for emergency volunteering in Australia and New Zealand that are inclusive of non-traditional volunteering and voluntary organisations.

DESIGN AND PROGRESS

The project methodology involved three key stages (see Table 1): literature reviews, case studies, and an evaluation of alternative 'non-traditional' emergency volunteering engagement strategies.

Stage 1 – Two broad literature reviews were undertaken. The first 'global review' examined the role of informal volunteers in emergency and disaster management (Whittaker et al. 2015a; Whittaker et al. 2015b). The second 'trends review' identified broad trends in volunteering and examined their likely implications for emergency volunteering (McLennan et al. 2015; McLennan et al. forthcoming).

Stage 2 - Primary case studies were selected with end user input to focus on four important forms of non-traditional volunteering:

1. Community-led preparedness through extending volunteerism (Be Ready Warrandyte)
2. Community-led recovery (Community On Ground Assistance, Kinglake)
3. Coordinating spontaneous volunteers and emergent volunteerism post disaster (EV-CREW)
4. Faith-based volunteering in recovery (Pinery Fire, South Australia).

The first two case studies are completed and final reports are available (see publications list). The final two case studies will be completed in subsequent months.

In addition, three secondary case studies have also been undertaken and are nearing completion and four associated student projects are underway (see



Table 1). Two PhD projects (Haworth and Jennings) and one Masters project (Grey) are BNHCRC supported, while one PhD project is associated with the project through supervisory and research theme linkages (Molloy).

Stage 3 – This stage is the main focus of the project in its final six months. It draws from the previous two stages to produce a decision support tool for EMOs to assess alternative strategies to engage with non-traditional volunteers.

Stage	Progress	Description	Project timeframe
1. Literature reviews	Completed	Review 1 -Informal volunteerism in disasters Review 2 - Trends in Australian emergency volunteering	Year 1 (2013-2014)
2. Case studies	1&2 completed 3&4 in-progress secondary and student projects in-progress	Primary studies <ol style="list-style-type: none"> Community-led preparedness - Be Ready Warrandyte Community-led recovery - COGA Spontaneous volunteering - EV CREW Faith-based volunteering - Pinery fire Secondary studies <ul style="list-style-type: none"> Grassroots volunteering with BlazeAid Digital volunteering for Cyclone Pam Spontaneous volunteering for Cyclone Tracey Student projects <ul style="list-style-type: none"> VGI in preparedness (Haworth, PhD), Community-led recovery (Jennings, PhD) Community resilience and government organisations (Molloy, PhD) Engaging with spontaneous volunteers (Grey, Masters) 	Year 2 (2014-2015) Year 3 (2015-2016)
3. Evaluation of alternative engagement strategies	Briefing paper completed Workshop planning in-progress	<ul style="list-style-type: none"> Briefing paper (June) SWOT workshops (October) Final SWOT framework (Dec) 	Year 3 (2015-2016) Year 4 (to Dec 2016)

TABLE 1: PROJECT DESIGN AND PROGRESS AS AT 30 JUNE 2016

ANTICIPATED OUTCOMES

The desired outcomes of the research at the beginning of the project included:

- Adoption of more inclusive/flexible volunteer models by EMOs.
- Development of new, coordinated sector-wide models for engaging with non-traditional emergency volunteers.
- Greater engagement by EMOs with the potential additional workforce provided by non-traditional volunteers.
- Practical guidance for end users on engaging with non-traditional emergency volunteers and voluntary organisations.
- Assessment of legal implications of non-traditional volunteering scenarios.



KEY ACTIVITIES THIS YEAR

STAGE 2 - PRIMARY CASE STUDIES

The main focus of the primary research undertaken this year has been the final two case studies focused on spontaneous volunteering and faith-based recovery volunteering.

EV-CREW – coordinating spontaneous volunteers

The case study of Volunteering Queensland's Emergency Volunteering Community Response to Extreme Weather (EV-CREW) was extended this year into a second stage. EV-CREW is a model for harnessing community capacity to support disaster recovery. It involves state and territory volunteering peak bodies registering offers to volunteer from the public and live-matching registered people to specific requests for volunteers from organisations that support communities during and after disaster.

Stage 1 of the case study is an introduction to the Queensland service and the underlying model of EV-CREW. It was completed in late 2015 and is described in a paper in the Australian Journal of Emergency Management (McLennan et al. 2016).

Stage 2 of the case study focuses on how the Queensland model is being adapted and introduced for use in other jurisdictions by the relevant volunteering peak bodies. The EV-CREW service is being offered by Volunteering ACT, Volunteering Tasmania and Volunteering Victoria (called 'HelpOUT.¹ 16 interviews were conducted with 20 participants and are currently being analysed.

Pinery Fire – Faith-based recovery volunteering

The 2015 Pinery bushfire burnt 82,600 hectares of land and destroyed 96 houses and 546 sheds and outbuildings in the lower Mid North and west Barossa Valley regions of South Australia. Many more houses and buildings sustained damage, and there were significant losses of vehicles, machinery, livestock and crops. Two people lost their lives in the bushfire.

In addition to government recovery services, community and volunteer groups are helping affected residents to clean up and begin recovery. This research is examining the role of faith-based volunteers in relief and recovery after the Pinery fire.

In-depth interviewing is underway with representatives of faith-based volunteer organisations, emergency management agencies, and volunteers. Faith-based organisations that are likely to be included are Samaritan's Purse, Habitat for Humanity, Adventist Disaster Relief Agency, Tzu Chi, The Church of Jesus Christ of Latter Day Saints, and St Vincent De Paul, amongst others.

¹ See <http://www.emergencyvolunteering.com.au/>



STAGE 3 - EVALUATING ALTERNATIVE ENGAGEMENT STRATEGIES

The research team is currently planning 'SWOT workshops' as a key research utilisation activity. With support from the BNHCRC, the workshops will actively engage stakeholders in a research-informed SWOT analysis (i.e. Strengths, Weaknesses, Opportunities, and Challenges) of alternative strategies for engaging with non-traditional volunteers.

The purpose of the workshops is to produce a strategic decision support tool for emergency management organisations and managers that identifies multifaceted pros and cons associated with alternative engagement (or non-engagement) strategies.

A briefing paper outlining an engagement options framework that will be used to structure the SWOT process has recently been prepared and circulated to end users (Whittaker et al. 2016).

BNHCRC PHD STUDENT REPORTS

Billy Haworth – 'Volunteered Geographic Information, Community Engagement and Bushfire Preparation in Tasmania'

Recently I completed the last of my PhD fieldwork and am now focused on writing thesis chapters. In 2015 I interviewed emergency management (EM) professionals from across the country about how public communication and mapping practices through various technologies, such as smartphones, social media, and web-mapping, (termed "volunteered geographic information" – VGI) are impacting EM. A paper has recently been published based on insights from the interviews, describing key opportunities and challenges of VGI in EM, and ways-forward to ensure the most effective use of VGI (see publications list). I also completed a student placement with Peter Middleton and the Bushfire-Ready Neighbourhoods team at Tasmania Fire Service in March

In late 2015 I completed community mapping workshops in Tasmania, where I tested the benefits to community members of contributing their own local bushfire information to maps with others. This revealed the social practice of mapping together and the local spatial awareness gained to be highly useful for engagement in bushfire preparation. Results will hopefully be published this year. I presented some of this work at the 2015 AFAC/BNHCRC conference, and also at the Sustainable Volunteering project workshop at RMIT. I have further conference presentations planned for later this year and am working towards submitting my PhD thesis in August.

Fiona Jennings – 'Community-led recovery in the context of emergencies and disaster: a case study of community resilience in the 2013 Forcett Tasmania Bushfire'

My research is seeking to understand the organisational and cultural characteristics of people living and coping in a bushfire emergency and disaster. The research aims to explain community-led recovery, from the perspectives and experience of those impacted by a natural disaster. This understanding will assist in refining approaches that are more inclusive of community participation in the domains of disaster response.



The research setting is the 2013 Forcett Tasmania bushfire disaster, people with lived experience of the emergency and disaster. A qualitative research design utilising a constructivist grounded theory method.

I carried out two field trips to Tasmania in August and October 2015, and conducted 27 interviews. The 40 people interviewed were all involved in the 2013 Forcett Tasmania bushfire disaster, and ranged from community members, to volunteers, as well as representatives of local and state government and non-government services. The audio recorded interviews were transcribed and drafts returned to interviewees December 2015, for consideration.

To date, my work has involved progressing the data analysis phase of the research, data coding, memo writing and theory building. Memo writing assists in stimulating the process of building full-bodied conceptual categories and relationships between categories. This phase may require further data generation, to pursue any new leads or saturate emerging categories.

I was also fortunate last year to present the progress of my PhD at the Sustainable Volunteering workshop and receive important feedback from BNHCRC end-users. Attending the 2015 AFAC/BNHCRC conference and 2016 Research Advisory Forum in Hobart, was valuable - I presented posters on my research project, participated in training and a field trip, networked and informed of research developments. To date, I have attended two workshops: 'writing an article' by SAGE and 'presenting your research with impact' at RMIT University.

STAKEHOLDER ENGAGEMENT AND UTILISATION

Table 2 summarises selected stakeholder engagement activities undertaken by the research team during this year.

A key activity was the Sustainable Volunteering Cluster's stakeholder workshop in October 2015, which was coordinated and hosted by the *Out of Uniform* research team. In addition to 11 research team from the two projects in this Cluster and three BNHCRC representatives, the workshop was attended by 10 project end users and 11 additional stakeholders.

The catered workshop included: project updates, 12 presentations on research themes and topics, an introduction to research utilisation by the BNHCRC, a public seminar on 'Resilience, Recovery and Community Renewal' by Professor Mary Comerio, (University of California, Berkeley), project break outs to discuss research utilisation, post-workshop drinks and a dinner. A number of end users actively participated as session Chairs.

A key output from the workshop was tabling challenges and scoping options for research utilisation.



Month	Engagement activity
July 2015	<ul style="list-style-type: none"> Released fourth project newsletter Met with Manager of Community Resilience at WREMO, Wellington Released Hazard Note ('Ensuring volunteering is sustainable') Lead End User meeting
August 2015	<ul style="list-style-type: none"> Met with Executive Officer of AIMS Steering Committee to discuss spontaneous volunteer management and demonstrate EV-CREW Presented a paper at the Research Forum of the AFAC/BNHCRC Annual Conference Interview with ABC radio Provided feedback on draft Nillumbik MEMP Committee Strategy for Disaster Resilience by invitation
September 2015	<ul style="list-style-type: none"> Participated by invitation in the WA Department of Fire and Emergency Services Annual Conference End user meeting with EMV representative
October 2015	<ul style="list-style-type: none"> Participated by invitation as a member of the judging panel for the Fire Services Partnership Award for the Fire Awareness Awards. Released blog post on BNHCRC website: "Extending into community-led preparedness and planning just enough (but not too much?)"
November 2015	<ul style="list-style-type: none"> Held one-day Sustainable Volunteering Cluster Workshop with end users and stakeholders at RMIT
December 2015	<ul style="list-style-type: none"> Centre for Risk and Community Safety Christmas Party Invited to attend presentations and discussions at CFA on volunteer recruitment (UWA) and spontaneous volunteering (Volunteering Victoria) Met with HelpOut/MSEV Project Manager, Volunteering Victoria, to discuss evaluation of HelpOut and MSEV programs
March 2016	<ul style="list-style-type: none"> Released fifth project newsletter Research Utilisation meeting with BNHCRC staff
April 2016	<ul style="list-style-type: none"> Presented at the National Volunteering Conference, Canberra Presented at AFAC's Volunteer Management Technical Group meeting Presented by invitation at the Dandenong Ranges & Yarra Valley Community Led Emergency Planning Forum, Monbulk
May 2016	<ul style="list-style-type: none"> Participated in BNHCRC Research Advisory Forum, Hobart Participated by invitation in working group to develop an Outcomes Framework for Spontaneous Volunteer Management for Victoria Met with EM coordinator at Knox City Council to discuss planning for spontaneous volunteer management and community-based preparedness in Knox
June 2016	<ul style="list-style-type: none"> Met with Community Resilience Manager, CFA, to discuss research utilisation for community-based emergency management Research Utilisation meeting with BNHCRC staff

TABLE 2: SELECTED ENGAGEMENT ACTIVITIES UNDERTAKEN, JULY 2015-JUNE 2016



Participation in the BNHCRC Research Advisory Forum (RAF) in Hobart, April 2016 was a second key engagement activity. A major focus was on pinning down utilisation options for the project with end users.

The utilisation needs and options from this project have been under discussion for some time, culminating with the discussions at the RAF. There is high industry interest in this area of research but a lack of industry knowledge/familiarity with it, which has made the identification of specific utilisation opportunities challenging. The main opportunities that have been identified and which the project will seek to pursue directly or feed into are:

- The **SWOT workshops/decision support tool** outlined above
- **Informational communication tools:** a suite of simple communications targeted to focal topics/information needs identified by end users, for specific user groups, e.g. policy briefs, information statements, a myth-busting series, short informational videos
- **An online portal** to collate stories, resources, and evidence regarding key forms of non-traditional volunteering and activities underway in engagement of these volunteers, targeted to EM industry and community groups.
- **Practice guidance notes** about engaging and communicating with non-traditional volunteers for specific EM roles and for community groups.

In addition, engaging with EMO staff in operational and community development roles was also identified by end users as a particular step needed to enhance research utilisation going forward.



RESEARCH IMPACT

The *Out of Uniform* project is already having practical impact on policy and planning in areas relating to non-traditional emergency volunteering through a variety of engagement and planning processes. Three examples of pathways to impact are:

- The research team contributed by invitation to the development of an Outcomes Framework for Spontaneous Volunteer Management for Victoria, led by Volunteering Victoria.
- Project research was used extensively for the development of the National Spontaneous Volunteer Strategy released in 2015 (ANZEMC 2015)
- Project research was used by Volunteering ACT in preparing a guide to managing volunteers in emergencies, including spontaneous volunteers (Volunteering ACT 2015)

“The ‘Out of Uniform’ project, due for completion in 2017, will provide an important and comprehensive resource to benchmark best practice in supporting and integrating spontaneous volunteerism in the Australian emergency management sector. The scope and relevance of the project will, at its completion, provide a valuable framework of knowledge against which this Strategy and the Spontaneous Volunteer Management Resource Kit should be reviewed.”

ANZEMC (2015). National Spontaneous Volunteer Strategy: Coordination of volunteer effort in the immediate post disaster stage. Melbourne, Australia-New Zealand Emergency Management Committee, p.6



PUBLICATIONS AND OUTPUTS

Journal articles – published (peer reviewed)

- McLennan, B, Molloy, J, Whittaker, J, Handmer, JW. [Centralised coordination of spontaneous emergency volunteers: the EV CREW model](#). *Australian Journal of Emergency Management* 2016; 31: 24-30.
- Haworth, B. [Emergency management perspectives on volunteered geographic information: Opportunities, challenges and change](#). *Computers, Environment and Urban Systems* 2016; 57: 189-198.
- Whittaker J, Handmer J, and McLennan B. [A review of informal volunteerism in emergencies and disasters: definition, opportunities and challenges](#). *International Journal of Disaster Risk Reduction*, 2015; 13: 358-368.
- Haworth B, Bruce E, Middleton P. [Emerging technologies for risk reduction: assessing the potential use of social media and VGI for increasing community engagement in bushfire preparation](#). *Australian Journal of Emergency Management* 2015; 30(3): 36-41.
- Haworth B, Bruce E. [A review of volunteered geographic information for disaster management](#). *Geography Compass* 2015; 9(5): 237-250.

Journal articles – under review

- McLennan, B, Whittaker, J, Handmer, J. The changing landscape of Australian disaster volunteering. *Under review with Natural Hazards*.

Conference papers (peer reviewed)

- McLennan, B, Whittaker, J, Handmer, JW. [The future of 'non-traditional emergency volunteering: What will it look like and how can it work?](#) In 'Research proceedings from the 2015 Bushfire and Natural Hazards CRC & AFAC conference. Adelaide'. M Rumsewicz, Editor. 2015, Bushfire and Natural Hazards CRC.
- Whittaker J, Handmer J, McLennan B. [Building community resilience through informal emergency volunteering](#), in *Proceedings of the Research Forum at the Bushfire and Natural Hazards CRC and AFAC Conference 2014*, M. Rumsewicz, Editor. 2015, Bushfire and Natural Hazards Cooperative Research Centre: Wellington, New Zealand.

Stakeholder reports

- Whittaker, J, McLennan, BJ, Handmer, JW. *Briefing paper: SWOT analysis of strategies for engaging non-traditional emergency volunteers*. 2016, RMIT University, Bushfire and Natural Hazard CRC, Melbourne.
- Whittaker J, McLennan, B, Handmer J. *Community On Ground Assistance, Kinglake: a study*. 2016, Bushfire and Natural Hazards CRC: Melbourne, Australia.
- McLennan BJ, Whittaker J, Handmer J. [Community-led bushfire preparedness in action: the case of Be Ready Warrandyte](#). 2015, Bushfire and Natural Hazards CRC: Melbourne, Australia.
- Whittaker J, Handmer J, McLennan BJ. [Informal volunteerism in emergencies and disasters: a literature review](#). 2015, Bushfire and Natural Hazards CRC: Melbourne, Australia.



McLennan BJ, Whittaker J, Handmer J. [Emergency volunteering in Australia: transforming not declining](#). 2015, Bushfire and Natural Hazards CRC: Australia.

Journal and magazine articles (not peer-reviewed)

McLennan, B. [Extending into community-led preparedness and planning just enough \(but not too much?\)](#). *Australian Journal of Emergency Management* 2016; 31: 5-6.

Handmer, J. [Emergency service volunteering in Australia](#). *HazNet*, 8(1): 32-35.

Conference presentations

Whittaker, J. Engaging spontaneous and other informal volunteers in emergency management. *Emergency Media and Public Affairs Conference*. May 30-31 2016, Melbourne.

Whittaker, J. Contradictions and workarounds: the challenges of citizen-led recovery in post-disaster settings. *Association of American Geographers (AAG) Annual Meeting*. March 29 – April 2 2016, San Francisco.

McLennan, B, Molloy, J. The changing landscape of disaster volunteering and an innovative response from Queensland. *National Volunteering Conference*. 6-8 April, 2016, Canberra.

McLennan, B, Whittaker, J, Handmer, J. The future of non-traditional emergency volunteering: What will it look like and how can it work? *AFAC/BNHCRC Annual Conference Research Forum*. 1-3 September, 2015, Adelaide.

Whittaker, J, McLennan, B, Handmer, J. Building community resilience through informal emergency volunteering. *AFAC/BNHCRC Annual Conference Research Forum*. 2-5 September, 2014, Wellington.

Whittaker, J. Co-producing knowledge and action in emergency and disaster management: the role of informal volunteers. *Royal Geographical Society and Institute of British Geographers Conference*. 26-29 August 2014, Imperial College, London.

Public and stakeholder group presentations

Note: In addition to the presentations listed below, a number of presentations have also been given by the research team and students at 1) BNHCRC RAFs and 2) our stakeholder workshops. These have included reports on individual case studies.

2016

McLennan, B. *Sharing responsibility through community-led emergency planning*. Presentation at the Dandenong Ranges/ Yarra Valley Community-Led Emergency Planning Forum. 30th April, 2016. Monbulk, Victoria. (By invitation)

McLennan, B. *The Out of Uniform project*. Presentation to the AFAC Volunteer Management Technical Group meeting, 12 April 2016

2015



Whittaker, J. *Engaging citizens in emergency and disaster management - challenges and opportunities*. Plenary presentation at the Living with Bushfire Community Conference, Gippsland. (By invitation), 10 October 2015.

2014

McLennan, B. *The out of uniform project*. Presentation to the Emergency Services Research Community of Practice, 24 September, 2014. (By invitation)

Whittaker, J. *Out of uniform: building resilience through non-traditional volunteering*. Presentation to the AFAC Volunteer Management Technical Group meeting

Whittaker, J. *Out of uniform: building resilience through non-traditional volunteering*. Presentation to the Australian Emergency Management Volunteer Forum.

McLennan, B. *Sharing Responsibility & Non-traditional Volunteering*. Presentation to the Tasmanian Fire Service Research Briefing, September 2014

CURRENT TEAM MEMBERS

RESEARCH TEAM

This is a small project with a combined 1.4 FTE paid commitment from Dr Whittaker and Dr McLennan, and additional in-kind contributions from the research leader Professor John Handmer and Associate Professor Eburn.

Research Leader



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STUDENTS

BNHCRC students

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Topic: ['Community-led recovery in the context of emergencies and disaster: a case study of community resilience in the 2013 Forcett Tasmania Bushfire'](#)

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Topic: ['Volunteered Geographic Information, Community Engagement and Bushfire Preparation in Tasmania'](#)

Masters
Candidate



Gemma Grey

Office for Environmental Programs,
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Topic: ['Disaster Resilient Communities: Engagement with spontaneous volunteer groups'](#)

Associate student

PhD
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Topic: 'Overcoming barriers to the adoption of a community resilience approach in government organisations'

END USERS

The project has had a number of movements amongst its end users this year. Three end users left the project due to employment changes while one new end user has recently joined the project.

The project has also received strong supported from a number of additional end users and stakeholder groups, particularly state and territory volunteering peak bodies, and a number of community engagement and community resilience staff members from a range of EMOs.

Peter Jeffrey	Queensland Fire and Emergency Services	
Georgina Goodrich	Department for Communities and Social Inclusion, South Australia	
John Richardson	Red Cross	
Julie Molloy	Volunteering Queensland	
Karen Roberts	Department of Fire and Emergency Services, Western Australia	
Kristine Wendtman	New South Wales Rural Fire Service	
Susan Gronow	New South Wales State Emergency Service	
Paul Davis	Emergency Management Victoria	
Adelaide Cooper	State Emergency Service South Australia	
Kathleen Iacurto	New South Wales State Emergency Service	
Ron Weston	ACT Emergency Service Agency	



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