

SAMPLE VOLUNTEER RECEPTION AND REGISTRATION CENTRE PLAN

The purpose of the Volunteer Reception and Registration Centres is to ensure that all volunteers can gather to be provided with vital information, personal protective equipment, tools, coordination before and after their shift. These Centres are also an integral part of the [Name of Organisation]'s ability to complete, and verify the Spontaneous Volunteers' registration.

Regardless of the size of the Spontaneous Volunteer operations, the Volunteer Reception and Registration Centre/s will be used to support the management and coordination of Spontaneous Volunteers including for:

- Registration.
- Screening.
- Tasking.
- Briefing/debriefing.
- Distribution of equipment such as personal protective equipment and tools.

It is important to note that while in most instances, volunteers will pre-register with Volunteering Queensland's Emergency Volunteering – Community Response to Extreme Weather (EV CREW), [Name of Organisation] will need to verify the information collected through the pre-registration process for volunteers that they utilise and are likely to require additional information from each individual. This process may require a face to face meeting.

The Volunteer Reception and Registration Centre will also be required when there:

- is lack of internet connectivity
- are large numbers of people turning up to the disaster site or council building
- are large numbers of volunteers are required and cannot be sourced through EV CREW.

Choosing a suitable location

Identification of Centres will usually be undertaken in partnership with Local Government.

A range of Centres may be identified and captured in the plan to support the size, nature and location of the disaster.

In some instances, a physical centre will not be utilised, particularly in smaller localised events where a small number of volunteers are required. At these times, the volunteer registration and tasking process may take place where the activity is being undertaken eg. at a local park where clean up activities will be held.

Below are some examples of the types of features and facilities you may like to consider when assessing the building for its suitability.

Building

Is there adequate lighting?

Is there heating and air-conditioning?

Does it have enough ventilation?

Are there toilets and washing facilities?

Is there a kitchen?

Does it meet fire safety regulations?

Can it be secured?
Does the building have access to internet and landline phones?
Is the building safe and in sound repair?

Accessibility

Has the Centre already been identified for another purpose at times of disasters?
Is there onsite parking available?
Are Public Transport facilities nearby?
Is their disability access to the building and its amenities?

Capacity

Will the size of the Centre accommodate small/medium or large scale operations?
Can the building accommodate the different spaces required?
Are there enough toilets?

Resources

What resources are available for use at the Centre to support operations eg tables, chairs?

Outdoor locations e.g. Parks

Are there shaded areas?
Are toilets nearby?
Can handwashing facilities be established?
Is there enough space to erect tents or other temporary structures?
Can vehicles easily access the area for delivery and collection of resources.

Management of Centre

The management of these Centres will be undertaken by:

- [Name of Organisation or Name of Council]

Centre Locations

Location	Address	Maximum Capacity	Contact Details

Centre Layout

The exact layout of the Centre will depend on the venue used, the resources (desks, chairs, partitions etc) available and the number of volunteers expected. Make the most of the space and furniture at hand and use these principles as a guide.

Centre layout will normally include a number of zones as follows:

1. **Welcome area** – located close to the entrance. Consider signage and people to greet volunteers and direct them where they need to go.
2. **Waiting area** – located near the welcome area so the welcome area volunteer can liaise with them, see how many people are waiting, provide initial registration forms for completion, and other such activities.

3. **Registration and review area** – in an area (or separate room) beyond the welcome and waiting areas. This is where volunteers will complete registration forms (paper-based or online) and identification checks will take place. This area may also be used to confirm various qualifications (such as Blue Card and Criminal History documentation).
4. **Briefing and debriefing area** – a space where volunteers can be briefed either individually or as a group prior to going out and undertaking their assigned volunteer tasks, as well as undertake debriefing on the work they have undertaken at the end of the day.
5. **Administration area** – this needs to be a separate space, ideally a separate room, to enable the Centre Administration Volunteers to go through requests for assistance and match to appropriate volunteers. This space will include a desk for the Spontaneous Volunteer Manager, or whichever member of the Spontaneous Volunteer Coordination Team is 'on duty' at the time providing leadership to the Centre.
6. **Staff/Break out area** - Where possible, plan for areas for personnel to have time to themselves for rest, store their belongings and discuss operational matters.

Layout considerations

Consider including a Floor Plan that captures the layout for the various identified centre locations.

The size and layout of the Centre will be dependent on the scale of operations. For smaller scale operations some areas may be combined.

When setting up the zones, consider the best configuration for the volunteers coming in through the entrance. It makes sense that they progress from being welcomed, to filling out their registration form in the waiting area, and then move through to being assessed and interviewed.

Always consider creating private spaces.

Separate rooms aren't always available so use whatever is at hand to create partitions (a row of chairs can provide a barrier that stops people walking into confidential spaces even if it doesn't create a soundproof barrier).

Ensure easy access to amenities such as toilets and freely available tea/coffee and make sure these areas are well sign posted.

Resources

The types of resources required to support Centre operations will vary depending on the location and size of response and other influencing factors.

By identifying the equipment, facilities, personnel, and supplies needed for the operations of the Centre will assist you in having a plan to access the resources that are readily available as well as the resources you will need to procure.

Below are some examples on the types of resources you will need to consider.

Centre Positions

	Number Required	Number Available
External		
Parking		
Accessibility – ramps		
Signage		
Health and Hygiene		
Water		
Amenities		
Handwashing		
First Aid		
Cleaning equipment		

Internal Set up and Operations		
Tables		
Chairs		
Privacy Screens/Partitions		
Information, Technology and Communication		
Laptops		
Printers		
Phone		
Photocopier		
Admin		
Stationary		
Sign in sheets		
Paper copies of registration forms and privacy agreements		
Incident/Accident forms		
ID and vests for personnel		

Role	Responsibilities
Volunteer Reception and Registration Centre Manager	<ul style="list-style-type: none"> • Oversee the operations of the Centre. • Liaise with the Organisation Spontaneous Volunteer Manager. • Retain responsibility for the coordination of Spontaneous Volunteers and their activities at the Volunteer Reception and Registration Centre. • Schedule a duty roster accordingly. • Undertake briefing and debriefing of Spontaneous Volunteers.
Welcome Area Officer	<ul style="list-style-type: none"> • Greet people entering the Centre for the first time to ascertain their reason for being there, e.g. volunteering. • Find privacy for affected community members that may arrive, prior to finding them an escort to the Relief Centre. • Provide initial information about the opportunity and the upcoming shift. • Provide volunteer registration forms for completion. • Support volunteers to complete their forms if assistance is required. • Assist with administration tasks during quiet periods.
Registration and Screening Officer	<ul style="list-style-type: none"> • Undertake face to face and telephone assessments of potential volunteers. • Make recommendations to the Centre Manager regarding assessed volunteer capacity. • Assist with briefing and debriefing of volunteers, if required. • Assist with administration tasks in quiet periods.

Centre Administration	<ul style="list-style-type: none">• Answer telephone queries from potential volunteers.• Keep database up to date regarding available volunteers, where they are deployed, etc.• Match requests for volunteer assistance with available volunteers.• Fill out volunteer task descriptions so they accurately reflect the work to be done.• Contact registered volunteers and advise them of the shift role and arrange for briefing.• Contact the agency or site requesting assistance and advise them of the volunteer/s who will be attending and when.
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Communicating the location of these centres

In instances where it has been identified that the onsite management of the registration and coordination of volunteers is required and community members and groups can express their interest to volunteer at these Centres, consideration will be given to promoting the location of these centres. Adequate resourcing at these centres will be required to manage the potentially large numbers of people attending the centre to offer their assistance.

To ensure resources are directed to where they need to go, consider restricting advertising the locations of these centres.

Identification

Ensure you have mechanism in place so Centre personnel and the roles they undertake within the centre can be clearly identified by all who attend the Centre. Examples of how this can be achieved include the use of:

- Colour coded vests or shirts that identify the role they undertake within the Centre.
- Lanyards
- Name badges