



DFES General Circular No: 152/2019

14 October 2019

OPERATIONAL CONTACT DATA TO BE DISPLAYED IN THE VOLUNTEER HUB

The Volunteer Hub is launching on 31 October 2019. It will be a valuable resource that gives volunteers more of the information and support they need to perform their roles. The Volunteer Hub is designed to increase transparency and also make it easier for volunteers to find contact information for local DFES staff and BGU (Brigade, Group or Unit) leadership members.

Contact information will be listed on the new 'My BGU' page and can be searched for under 'Contacts'. The contact information displayed in the Volunteer Hub is drawn from the DFES Resource Management System (RMS), via Empower, and linked to each staff member or volunteer's DFES regional office or BGU. Volunteers will have access to staff members' official DFES contact information. Please note that non-operational DFES staff contact information will not be displayed.

Which contacts will show in the Volunteer Hub?

Contact information for the following operational positions and ranks will show in the Volunteer Hub, as applicable to the volunteer logged in:

- Area Officer (AO)
- District Officer/Manager (DO)
- Community Emergency Services Manager (CESM – Local Government)
- Community Emergency Services Manager (CESM – DFES)
- Superintendent
- Training Support Officer (TSO)
- Volunteer Management Support Officer (VMSO)
- Bushfire Brigade (BFB) 1st Lieutenant
- BFB 2nd Lieutenant
- BFB 3rd Lieutenant
- BFB 4th Lieutenant
- BFB 5th Lieutenant
- BFB 6th Lieutenant
- BFB 7th Lieutenant
- BFB 8th Lieutenant
- BFB Secretary
- BFB Training Officer
- Captain
- Commander/President
- Vice-Commander/President
- Deputy Manager
- Lieutenant
- Local Manager
- Secretary
- Training Manager
- Training Officer
- Treasurer

What contact information is shown?

For DFES staff (positions/ranks as listed above)

- Contact information is drawn from RMS (via Empower) and will display the staff member's name, position/rank and DFES regional office main reception contact information under phone number/fax (not a direct line).
- The staff member's DFES email address will be displayed.



For Community Emergency Services Managers (CESM – Local Government)

- Contact information is drawn from RMS (via Empower) and will display contact information from the relevant **Shire Information** record, not from the CESM's individual record.
- The CESM's local government email address will be displayed.

For volunteers in BGU leadership positions (positions/ranks as listed above):

- Contact information is drawn from RMS and will display contact information for the relevant **Brigade Detail** record, not from the volunteer's individual record.
- The Volunteer Hub will display the volunteer's name, position/rank, and the phone number and email listed for the volunteer's **Brigade Detail** record.
- **Please note:** The Volunteer Hub project team is working on an issue related to volunteers who are in a leadership position with two or more BGUs, or have multiple leadership positions within a single BGU. The correct position/rank is not always recorded for each of the BGUs in the Volunteer Hub. This is currently being addressed.

It is important to note that personal contact data will not be displayed in the Volunteer Hub. If this happens, it indicates that contact data has been incorrectly recorded in RMS and needs to be updated.

The Volunteer Hub is critical to DFES' vision for improved services for volunteers across WA, and we thank you for your support of the project. Please note that volunteers will still need to follow the usual chain of command, and the Volunteer Hub will not replace any of the existing processes in place.

If you have any questions or comments about operational contact data in the Volunteer Hub, please contact the Strategic Volunteers & Youth Programs team at volunteering@dfes.wa.gov.au.

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