



DFES General Circular No: 161/2019

31 October 2019

VOLUNTEER HUB is NOW LIVE

Designed by volunteers, for volunteers, I am pleased to announce that the new Volunteer Hub is now live. The Volunteer Hub is critical to DFES' vision for improved services for volunteers across WA. It will quickly become a valuable resource that provides volunteers with more of the information and support they need to perform their roles, and is the key online communication tool that has been designed to be an intuitive and user-friendly website.

Volunteer involvement has been central to the design, build and testing of the Volunteer Hub. A working group, made up of over 390 volunteers, representing every region and service, has worked with the project team to co-design, test and refine the Volunteer Hub. Volunteer involvement, from design through to development, has delivered a more personalised, high performing website that will better meet the needs and expectations of volunteers. We are extremely grateful to the many volunteers who have contributed their detailed thoughts and ideas.

A tremendous amount of work has gone on behind the scenes to build the Volunteer Hub and we acknowledge your patience and support as the project team and the working group have refined it to ensure that everyone is able to have a vastly improved online experience.

I wish to thank our volunteer working group, the project team, Strategic Volunteer and Youth Programs, Information, Communications and Technology (ICT), and Operational Information Systems (OIS) teams, and the DFES Corporate Executive team for their support. We encourage volunteers and DFES staff to log in to the Volunteer Hub and explore the site.

RICHARD BURNELL
EXECUTIVE DIRECTOR CORPORATE SERVICES
PROJECT SPONSOR

How to log in to the Volunteer Hub

- Go to the Volunteer Hub login page: <https://volunteerhub.dfes.wa.gov.au/logon>
- Volunteers can log in with the same login details used for the Volunteer Portal. Volunteers who are not registered to use the Volunteer Portal should click on '**Don't have a login? Register here**' and use their Volunteer ID number to set up a new login.
- DFES staff (including those who are also volunteers) should click on '**DFES Staff login**' and use the Single Sign-On (SSO) process to log in.



Please ensure you update any bookmarks and links for the Volunteer Portal to the Volunteer Hub, using the new website address (shown above).

How to get support for the Volunteer Hub

To help us manage Volunteer Hub queries, and ensure that any critical issues can be addressed quickly, we ask that volunteers and DFES staff follow the steps below:

1. Support materials and Quick Reference Guides are available in the [Volunteer Hub](#). A hard copy Support Pack has been sent out to all Brigade, Group and Unit (BGU) Leaders and to every DFES office to help you get started and assist with common tasks in the Volunteer Hub.
2. If your query is not answered in the support materials, you can escalate it through the usual chain of command process. For volunteers, this would be through your BGU leader, who can raise a query with the local DFES office on your behalf.
3. For Volunteer Hub queries during business hours, please contact the Strategic Volunteer & Youth Programs Team.
Phone: (08) 9395 9410
Email: volunteering@dfes.wa.gov.au

Technical issues can be logged through the ICT Service Desk.
Email: ictservicedesk@dfes.wa.gov.au

4. Extended support hours are available over the phone for the next two weeks to help you transition to the Volunteer Hub. This support is available from 31st October 2019 to 14th November 2019, from 5–9pm weekdays and 9am–4pm weekends.
Phone: 0427 936 862

Volunteers and DFES staff can submit general feedback and enquiries here:
<https://volunteerhub.dfes.wa.gov.au/home/feedback>

If you have any questions or comments about the Volunteer Hub, please contact the project team at volunteerhub@dfes.wa.gov.au. We hope you enjoy using the new Volunteer Hub.