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**VOLUNTEER HUB CHATBOT LAUNCH**

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The Volunteer Hub (the Hub) was launched in 2019 and is currently accessed by approximately 20,000 emergency services volunteers across the State. This number continues to grow each year as volunteers harness available technology.

The Hub has become well known as a reliable and secure way of connecting volunteers to DFES, and an essential resource for them to perform critical emergency service work and view their volunteer details and history.

In early 2023, Strategic Volunteer and Youth Programs (SVYP) commenced identifying suitable technologies to improve the usability of the Hub. ChatBot technology became a clear choice as playing an increasingly vital role in online engagement and after-hours support.

Over 200 staff and volunteers have participated in testing the ChatBot to determine how it can best support volunteers. The Chatbot has also passed rigorous security and performance testing to meet DFES ICT standards.

The ChatBot will appear as a small blue speech bubble in the bottom right corner of the Hub. Upon clicking, the ChatBot will provide users with four options to assist them with their online activities - New user support, Find a contact, Find a document and Perform an administration task.

The Volunteer Hub System Coordinator will be monitoring and reviewing interactions between volunteers and the ChatBot in real time resulting in improved accuracy of responses.

The launch of the ChatBot will occur on Tuesday 3 September 2024. On Friday 6 September 2024 the SVYP team will be available at the WAFES Sundowner exhibitors area to provide an interactive demonstration of the ChatBot.

We encourage all emergency services personnel to log onto the [Volunteer Hub](#) and engage with the ChatBot to become familiar with how it can support volunteers and DFES staff who manage volunteers to better locate and use online resources.

For more information, please contact Andrea Dinse, Volunteer Hub System Coordinator on [VolunteerHub@dfes.wa.gov.au](mailto:VolunteerHub@dfes.wa.gov.au)

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