



Volunteer Role Description

Community Emergency Planning Support - 2026

About the Role

As a volunteer supporting community members to undertake personal emergency planning, you'll work directly with people with additional needs to help them feel more prepared, informed, and confident in the face of emergencies such as floods, fires, or other natural hazards. Your role is about providing connection, care, and practical support—meeting people where they are and helping them think through what matters most for them during an emergency.

What You'll Be Doing

- Supporting individuals and households to create simple, personalised emergency plans that meet their needs
- Listening to people's concerns, experiences, and needs with empathy and respect
- Helping people explore practical options and solutions that suit their situation
- Providing reassurance and clear information in a calm, approachable way
- Following a simple planning process to guide conversations and stay on track

What Will Help You in This Role

We're looking for volunteers who bring a thoughtful, people-first approach. You don't need to be perfect—just open, willing, and compassionate.

Skills & Experience - It's helpful if you:

- Feel comfortable taking initiative while working in groups of two or three
- Have a caring, empathetic approach and can listen without judgment
- Communicate clearly and connect easily with a wide range of people
- Can adapt your approach depending on the situation or person you're supporting
- Enjoy thinking creatively and helping others come up with practical ideas
- Have some awareness of how emergencies like floods can impact people emotionally and psychologically
- Have sound local knowledge of natural hazards and risks in the Northern Rivers and know what you will do for yourself during an emergency.
- Are reasonably organised and comfortable following a simple step-by-step process



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Requirements

- Willingness to undergo a criminal history check

What You'll Gain

- Meaningful experience supporting your local community
- Opportunities to build communication skills
- Experience and a deeper understanding and of community resilience and emergency preparedness
- Connection with a passionate and supportive team

Support & Training

You will receive free online training, funded by the Disaster Ready Together project to learn how to carry out personalised emergency planning with individuals. You'll also receive guidance, resources, and support to help you feel confident in your role. You won't be doing this alone—we're here to back you every step of the way.

Time Requirement

The **online training** takes approximately 20 hours and can be completed flexibly over 4-5 weeks. After completing the training you will then be able to join a project officer to deliver individualised emergency planning sessions. The time requirements are approximately 4 hours a month over a minimum of one year.

Application Process

To apply, please fill out our online application form

<https://forms.monday.com/forms/02081f5c0ef087c940f72c9f021946c3?r=use1>

Thank you for being part of building a stronger, more prepared community.