

QUEENSLAND POLICY FOR Offers of Assistance

This policy outlines the principles and relevant entities' roles for the management of offers of assistance and donations relating to disaster events.

Key terms

“Offers of assistance” includes offers and donations of any of the following intended to assist disaster affected communities to respond and recover:

- Money – including offers that provide a financial relief effect;
- Goods and services – including offers by individuals, businesses, or non-government organisations (NGOs); and
- Volunteering – is time willingly given for the common good and without financial gain.

‘Relevant entities’ means state, district and local disaster management groups; state government agencies; and other stakeholders including non-government organisations contracted to deliver offers of assistance services.

Introduction

Following disaster events, the broader community generously offers assistance to affected individuals and communities in the form of financial donations, volunteering, and goods and services. These offers of assistance provide significant support to the people and communities affected by a disaster event.

Every disaster event is unique and presents its own challenge. This policy outlines the roles of relevant entities and the principles designed to maximise the efficiency and effectiveness of assistance for people, communities and businesses affected by a disaster event.

Objective

The objective of this policy is to ensure the management of offers of assistance are conducted in an efficient, effective, transparent and equitable way to support the needs of affected people and communities following a disaster event.

Role of relevant entities

The role of relevant entities in offers of assistance is to collaboratively and collectively:

- Manage financial donations;
- Direct offers of volunteering and the donation of goods and services through appropriate channels;
- Ensure that appropriate mechanisms are in place for the registration, referral, training and health and safety of volunteers and community groups;
- Facilitate activities that assist in the coordination of offers of goods and services;
- Provide consistent and accurate messages to the public; and
- Continuously improve all of the above, through the conduct of post-activity reviews, and by encouraging and taking into account feedback from other stakeholders.

Authority and Responsibility

The authority of this policy rests with the Queensland Disaster Management Committee (QDMC) which has its functions set out in section 18 of the *Disaster Management Act 2003*.

Principles

The following principles underpin the management of offers of assistance:

- The needs of affected people and local communities including: social, cultural, economic and environmental impacts, will always be the highest priority;
- Management of all offers of assistance will be carried out with integrity and accountability;
- All dealings with affected people and local communities will be courteous, helpful and ethical;
- All offers of assistance will be managed in a timely and effective manner;
- Relevant entities will ensure the coordinated and integrated management of offers of assistance;
- Activities will be scalable and in line with the size, location and duration of the disaster;
- Relevant entities, non-government organisations, businesses and communities should share values and responsibilities in rebuilding communities and promoting resilience;
- Clear, accurate and consistent messages will be communicated to the community at all times on offers that are needed or not needed by affected people and communities at any given time; and
- Activities will be consistent with all relevant references detailed in Appendix 2 of the Guidelines.

Implementation

This policy was approved in June 2016 and is subject to a three year review cycle by Queensland Fire and Emergency Services or as directed by the QDMC.

This policy will assist relevant entities in their implementation of the associated guidelines.

Proposals for amendment or addition to the contents of this policy are to be forwarded to:

Assistant Commissioner, Emergency Management, Queensland Fire and Emergency Services

Postal Address: Attention: Disaster Management Branch
GPO Box 1425,
BRISBANE QLD 4001

Physical Address: Emergency Services Complex
125 Kedron Park Road
KEDRON QLD 4031

Privacy Policy

This policy and its associated guidelines are consistent with the *Information Privacy Act 2009 (Qld)*.



© State of Queensland (Queensland Fire and Emergency Services) 2016

The Queensland Government, acting through the Queensland Fire and Emergency Services (QFES), supports and encourages the dissemination and exchange of publicly funded information and endorses the use of the [Australian Governments Open Access and Licensing Framework](#) (AusGOAL).

All Queensland Fire and Emergency Services material in this document – except the QFES logo, any material protected by a trademark, and unless otherwise noted – is licensed under a [Creative Commons Attribution 4.0 licence](#).

The Queensland Fire and Emergency Services has undertaken reasonable enquiries to identify material owned by third parties and secure permission for its reproduction. Permission may need to be obtained from third parties to re-use their material.

Written requests relating to the copyright in this document should be addressed to: Intellectual Property Coordinator, Legal Services, Ministerial and Executive Services, Public Safety Business Agency, GPO Box 9879, Brisbane 4001, EM: PSBA.Copyright@PSBA.qld.gov.au

Disclaimer

To the extent possible under applicable law, the material in this document is supplied as-is and as-available, and makes no representations or warranties of any kind whether express, implied, statutory, or otherwise. This includes, without limitation, warranties of title, merchantability, fitness for a particular purpose, non-infringement, absence of latent or other defects, accuracy, or the presence or absence of errors, whether or not known or discoverable. Where disclaimers of warranties are not allowed in full or in part, this disclaimer may not apply.

To the extent possible under applicable law, neither the Queensland Government or the Queensland Fire and Emergency Services will be liable to you on any legal ground (including, without limitation, negligence) or otherwise for any direct, special, indirect, incidental, consequential, punitive, exemplary, or other losses, costs, expenses, or damages arising out of the use of the material in this document. Where a limitation of liability is not allowed in full or in part, this limitation may not apply.



Queensland
Government