Information for Key Contacts: How to use the MAV's Disaster Response Human Resource Sharing Database

In this document we explain how to:

- 1. Login to the database
- 2. How to go on duty
- 3. The Dashboard
- 4. How to make an Offer
- 5. How to edit an Offer
- 6. Attach additional files to an Offer
- 7. Change Offer status
- 8. What to do when an officer finishes a deployment

For further information regarding the database please contact:

Emma Lake, Manager Emergency Management Policy <u>elake@mav.asn.au</u>

Ellie Packham, Policy Officer (for technical assistance) <u>epackham@mav.asn.au</u>





Disaster-affected council requests support through MAV

Assisting council adds staff offer and details to database



MAV reviews offers and provides list of available staff



Disaster-affected council contacts assisting council to arrange deployment



Assisting council updates officer's status in database

Logging into the database

Once your account is created by the MAV:

Log-in to the MAV Disaster Response Human Resource Sharing Database using the address <u>https://mav.crisisworks.com/public</u>.

First time users will need to reset their passwords to access their accounts.

| A MAV | |
|--|---|
| | |
| Sign In Username or email (smith@test.com) Password •••••••••••••••••••••••••••••••••••• | Welcome to Crisisworks You are accountable for all activities performed with your logon identifier. All your activities will be recorded and logged to an Audit trail. By logging in you accept the terms and conditions of the use of Crisisworks that: • your will only access information to the use of Crisisworks that: • you will only access information or data for witholy pu have a demonstrable or loggintate need. • you will only access information to be viewed by any persons who are authorised to access that information; and • you will only access information to be viewed by any persons who are authorised to access that information; and • you will every permit information to be viewed by any persons who are authorised to access that information; and • you will every permit information to be viewed by any persons who are authorised to access that information; and • you will every permit information to be viewed by any persons who are authorised to access that information; and • waves logid fibrem you have completed your enquides. Enderstate • use another person's login dentifier; and every person's login dentifier; and • unave completed your enquides. Induce the information may be a breach of State and/or Commonwealth legislation and/or relevant organisational policy*; and • instate or defacions of all any physic or sensible information complex with State and/or Commonwealth legislation and my agency pelcies. |
| Copyright © 2020 MAV | |

Going 'On-Duty'

To go 'On-Duty', tick the box next to your council's name. 2020 Fire Offers is the 'event' name.



Dashboard

The database dashboard will show all activity to do with your council's offers. It is also the easiest place to find the 'New Offer' button, which is in the top right-hand corner of the dashboard. Clicking on this button will bring up the 'New Offer' Webform.

| MAV Overview - O | perations 🔻 | Help 🕶 | | 🛛 2020 Fires Offers 🗸 🗸 🗸 John Smith |
|-------------------------------|-------------|--|----|---|
| / <u>Overview</u> / Dashboard | | | | 🖌 New Offer 🗸 |
| OPERATIONS | | User John Smith has changed their duty | 1. | Promoted Information |
| Contacts | 346 | | | There is no promoted information at this time |
| Logs | - | Create a quick log entry | | |
| Offers | 256 | | 2. | |
| USERPROFILE | | | | Event Overview |
| Roster Availability Periods | - | There is no activity available to display within your currently accessible events. | | |
| | | | | Brooklyn Westroo Tarnet Tarnet |

Making an Offer

Complete the 'New Offer' Webform according to the instructions under 'How to complete this form'

| New Offer | | Cancel Save |
|-----------------------|-------------------|---|
| Contact Details | | Workflow 🗸 |
| Contact Details | | |
| First Name * | Last Name * | × |
| | | How to complete this form |
| Organisation | | How to complete this form |
| | | Council's Key Contact is to complete one form for each staff member offered for assistance |
| Position | | Staff members details |
| | | Complete details of staff member including current position and contact details (these will not be released by MAV unless authorised by key contact at later stage) |
| Direct Phone * | Direct Email * | Offer Summary |
| | | Category - Council Operation Support is the default field. |
| Best contact method * | Best contact time | Sub- Categories – select as many sub-categories as may be relevant to staff member |
| Any method | Any time | If your offer doesn't fit into a category, then select "Other" and you can enter your offer as free-form text in Additional Information at bottom of form |
| Offer Summary | | The "Summary of Offer" field is a text summary of your offer - this will appear in a field search text eg 'Building Surveyor/ Emergency management experience", think of it as the subject field of an email. |

Uploading additional forms (Environmental Health Officer Register Form)

For Offers of specialist support, such as EHOs, additional information may be required. To upload additional forms such as the EHO Register Form either upload or drag and drop completed copies onto the 'Attachments' section of the webform (under additional details).

| an be updated at a later date. | | |
|---------------------------------|--|--|
| Can be updated at a later date. | | |
| an be updated at a later date. | | |
| Can be updated at a later date. | | |
| Can be updated at a later date. | | |
| Can be updated at a later date. | | |
| an be upoated at a later date. | | |
| | | |
| | include relevant experience the staff member may note. Can be updated at a later date. | |
| | include relevant experience the staff member may have. Can be updated at a later date. | |

Editing Offers

To edit an Offer, open the relevant Offer by searching for it using the left-hand side search bar. Click the magnifying glass next to Offers to open this panel.

| MAX Overview - Creration | is ▼ He | elp ▼ | |
|--|----------------|---------|--|
| / <u>Operations</u> / Offers / In event 2020 Fires | Offers (o | r globa | I) and is active |
| v Offers Q | ŕΥ | ID | Subject |
| Туре | | 731 | Environmental Health Officer (EHO) with Emergency Management Experience |
| (Any) 🔽 | | 650 | Environmental Health Officer (EHO) with Emergency Management Experience |
| Search | | 29 | General digital communications advisor with emergency communications training |
| Search Help / Search Dictionary | | 673 | Community Support Officer/ 2020 Emergency Relief Centre experience at Corryong ERC |
| Availability start | | 675 | ERC Manager with 2020 experience. Can also complete EMLO role |
| e.g. 28/6/2017, tomorrow, +3d 🕜 | | 677 | ERC Manager with 2020 exprience at Corryong ERC |
| Availability end | | 27 | graphic designer |
| e.g. 28/6/2017, tomorrow, +3d 😧 | | 725 | general communications and engagement, experienced in emergency communications |
| Tagged | 7 | 723 | general communications, very strong in social media content development |
| Status | | 721 | General communications and engagement, very experienced |
| | - | | |

Open the Offer and click 'Edit' in the top right-hand corner of the form. This will allow you to update the Offer or leave comments that will later appear in the 'Activity Section' of the Offer which can be viewed below the instructions on the right-hand side of the webform.

| Offer #713: Environmental Health Officer | Cancel Save | | | | |
|--|---|---|---|--|--|
| Record Notes | | Workflow 🗸 | Â | | |
| Enter an optional note to appear in the activity history | | Classification 🗸 | | | |
| | | How to complete this form | • | | |
| | | How to complete this form | | | |
| | Council's Key Contact is to complete one form for each staff member offered for assistance | | | | |
| Contact Details | Staff members details | | | | |
| Contact Details | Complete details of staff member including current position and contact details (these will | | | | |
| First Name * Las | t Name * | not be released by MAV unless authorised by key contact at later stage) | | | |

Changing Offer Status

If an Offer is pulled from the database and provided to a disaster-affected council (in the form of an Offer Report), the relevant Offer will be marked as "**Under Review**" by an MAV officer. Key contacts will be alerted to this change by email.

| Offer #713: Environmental Health Officer | | | | | Cannel 📀 Save |
|--|------------|---|--|---|---------------|
| Record Notes | | | Workflow | | í |
| Enter an optional note to appear in the activity history | | | Available Available Unavailable In Use Under Review Closed FIORING | KAAIRA Dafa | |
| Contact Details Contact Details | | | | Enter a date to revie e.g. 28/6/2017, tomor | row, +3d 😧 |
| First Name * | ast Name * | × | Classification | | ~ |

If deployment is organised between your council and a disaster-affected council, the relevant Offer should be marked as "**In Use**".

Returning from deployment

Once an officer returns from/finishes deployment, key contacts should update the Offer to reflect the officer's availability. If they are unable to be re-deployed again, either permanently or for a period of time, their Offer can be marked "**Unavailable**". This will make sure the officer isn't included in further Offer Reports to affected councils and will not be contacted by affected councils.