Frequently Asked Questions – MAV Human Resource Sharing Database
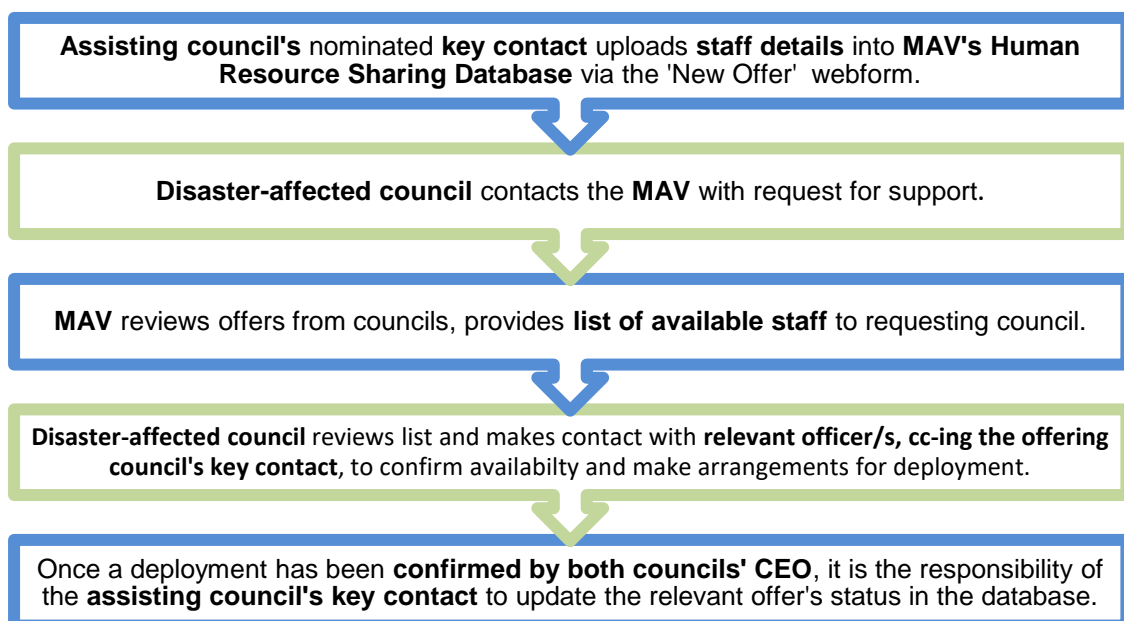
Overview

The MAV Human Resource Sharing Database (the Database) is designed to assist councils connect and share human resources, in response to the current bushfire crisis. It has been created to complement the work already underway regionally and fill gaps in fire-affected councils' resourcing. The MAV is in regular contact with affected councils and those providing support in order to avoid duplication of responses.

Councils are encouraged to read over the [Resource Sharing Protocol.](#) The protocol provides greater detail on the issues raised in this document and should be the first point of call for anyone seeking further information.

The process

1. Every council has been invited (via the CEO) to nominate a key contact who is responsible for logging offers from their council in the database. These should be people who are not needed locally. A range of council functions are covered in the database. Some functions, such as EHOs, require additional information. This is sought by the MAV after the person has been logged in the system.
2. When an affected council – or someone to whom they have delegated planning and rostering – requires additional staff, they can contact the MAV and we will pull a list of appropriately skilled and available staff from the database.
3. We will provide this list to the requesting council.
4. The requesting council will be asked to fill out a resource request form to confirm the scope and specifics of the request.
5. It is up to the requesting council to review the list we provide and reach out to those people / the key contact from their council to confirm availability and deployment details (including providing a copy of the resource request form). The MAV does not have a deployment or rostering role.
6. Once deployed, the key contact responsible for logging offers on our database should update the status of the offer, so that we know it is no longer available.

Assisting council's nominated **key contact** uploads **staff details** into **MAV's Human Resource Sharing Database** via the 'New Offer' webform.

⬇

Disaster-affected council contacts the **MAV** with request for support.

⬇

MAV reviews offers from councils, provides **list of available staff** to requesting council.

⬇

Disaster-affected council reviews list and makes contact with **relevant officer/s, cc-ing the offering council's key contact**, to confirm availabilty and make arrangements for deployment.

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Once a deployment has been **confirmed by both councils' CEO**, it is the responsibility of the **assisting council's key contact** to update the relevant offer's status in the database.

Accessing the Database

Registered Key Contacts can sign into the database via this link.

Key contacts can add, edit and view all offers made by your council; including those uploaded by other key contacts from the same council.

A Word template has been developed to assist key contacts to gather required details from staff offering support.

Key contacts are able to see the Summary of Offers made by other councils but are unable to view or edit details.

Temporary Authorisation and Delegation of Specialist Professions
The council receiving assistance is responsible for organising temporary authorisation or delegation for any relevant staff being deployed to assist their council. Please discuss with your governance staff if you have any concerns.

Availability
The online webform asks for the availability of each worker, with both a start and end date. For staff members without a specific end date or who are interested in assisting with future recovery work, the end date can be left empty; this automatically sets their availability to six months from the start date.

This section can be updated at any time to reflect workers' current capacity.
Please list any notes or restrictions regarding availability under 'Availability notes'.

The MAV will match workers with requests for assistance with consideration of their stated availability.

Exact dates of deployment will be confirmed between the assisting and requesting council during deployment negotiations.

Transportation
The database will only be used to indicate whether transportation is needed. The specifics of transportation must be organised between both the assisting and requesting council during deployment negotiations. See the Resource Sharing Protocol for further information.

Accommodation
The database will only be used to indicate whether accommodation is needed. If required, accommodation must be organised between both the assisting and requesting council during deployment negotiations.

Teams of Staff
We are aware that some councils can offer teams of less experienced officers to assist in relief and recovery efforts. You can upload these into the system by:
  ➢ Entering the organising key contact's details into the contact field
  ➢ Grouping each offer by type of support offered
  ➢ For teams of specialist professions (as above) upload the additional information forms for each team member into the offer.

Contracted Staff
Councils using contract staff should consider the terms of contract before nominating these staff on the database. If assisting another council is outside of the scope of the contract, this should be negotiated between the offering council and the agency.

Requests for assistance

Requests for assistance can be made by fire-affected councils by contacting the MAV directly. Requesting councils should fill out the [Resource Request Form](#) for each separate request. This will ensure assisting councils and the MAV can connect them with the most appropriate support.

The MAV will also reach out to the sector where particular types of assistance are in high demand.

Deployment

The Database is designed to connect councils who wish to offer staff to support councils who have been affected by bushfires. It is not designed to roster council staff or coordinate deployments. Deployment will be negotiated between the councils requesting and offering assistance, documented in the [Resource Request Form](#) and confirmed via CEO to CEO (or delegated officer).

The following is to be agreed and documented between councils:

- ➢ Transportation to and within deployment location (if required)
- ➢ Accommodation (if required)
- ➢ Equipment (e.g. laptops or phones with 4G capacity)
- ➢ Any other reimbursements
- ➢ Briefing on situation, working conditions and duties

The MAV's role

The MAV provides requesting councils with a report of available offers in the system matching their request.

Requesting councils can then contact individuals and their council's key contact (whose contact details will also be provided by the MAV) to discuss potential deployment.

Resource Sharing Protocol

Councils do not need to be signatories to the Protocol in order to provide or receive shared resources. The Protocol was created to clarify issues that may arise through councils sharing resources, including amongst other things, liability and insurance coverage.

Associated Costs

The following advice was provided to all council CEOs by Local Government Victoria on 6 January 2020:

To streamline the process for claiming expenditure for this event, eligible expenditure incurred by councils providing support to directly impacted councils, can be lodged by the supporting councils as part of a claim through the ACMS. This includes establishing or the manning of Relief and/or Recovery Centres or assisting with the closing and opening of roads.

Further examples of eligible expenditure as well as the supporting documentation required to be provided when lodging a claim can be found in Fact Sheet 4 and Guideline 4 on early relief and recovery activities and counter disaster operations at the following link: https://www.emv.vic.gov.au/natural-disaster-financial-assistance/events-post-1-november-2018

Councils providing support to directly impacted councils should contact EMV on ndfa@emv.vic.gov.au to ensure that this support is captured and passed on to the relevant Assessor.

Those councils directly impacted by either these existing bushfires or from new bushfires occurring, should contact EMV on ndfa@emv.vic.gov.au to ensure that your local government area is added to the notification to the Commonwealth.

Insurance

Councils insured with MAV Insurance are automatically covered under their Liability Mutual Insurance Policy (LMI), therefore there is no need to notify MAV Insurance of staff deployments.

> *Councils insured with MAV Insurance are covered under their Liability Mutual Insurance Policy (LMI policy) for volunteer activities where:*
>   - *The activity or project is a council-owned and run activity for which council has responsibility, and*
>   - *Where the volunteer workers are working on that activity or project, within the scope of their agreed duties, for and on behalf of the council (including activity on private property where appropriate permission/approval has been sought).*
>   - *The LMI policy automatically provides cover to volunteers in such circumstances, subject to the terms and conditions of the council's insurance policy. Therefore, we do not require councils that have volunteers acting for them to notify us of this activity.*

Where councils **are not** insured with MAV Insurance it is suggested they contact their insurer or broker to ensure their policies provide coverage for volunteers.

For further information relating to the MAV Database, please contact:

Emma Lake Manager | Emergency Management Policy
elake@mav.asn.au

Ellie Packham | Policy Officer
epackham@mav.asn.au