

Guidance on registration at relief centres in the event of an emergency – February 2024 (Version 1.2)

Background

Late last year, councils were invited to provide feedback on emergency relief centre registration processes, including current use and stocks of Personal Information Forms (PIF). This feedback indicated that councils and other agencies may benefit from further clarity on registration, using the PIF and the activation/application of Register.Find.Reunite.

This document is intended to support councils and agencies over the coming months with information specific to some of the matters raised through that consultation. This guidance was developed in collaboration with the Australian Red Cross, the Department of Families, Fairness and Housing (DFFH) and Emergency Recovery Victoria (ERV). The MAV, Australian Red Cross and relevant state government agencies will continue to work together with councils on relief coordination guidance as required.

What is the Personal Information Form?

The Personal Information Form (PIF) was originally created so that individuals approaching multiple agencies in a relief centre only needed to provide their information once. The State Government provided funding to have the PIF printed and distributed to councils and Australian Red Cross.

The PIF collects key identifying information for an individual or household, including names, dates of birth, address and contact phone numbers. It is on a single page of a pad, followed by three sheets of carbonised paper. The agency that fills in the form (for example, council, Australian Red Cross, DFFH, Victorian Council of Churches Emergency Ministry) will keep one copy and provide the individual with the additional three copies, which they can then provide to other agencies instead of repeating their personal details. See **Attachment A** for a copy of the PIF and RFR.

For example, a council may complete the PIF on behalf of an individual. The council will keep the council copy of the form and provide three copies back to the individual. The individual can then visit Australian Red Cross and provide them with the Australian Red Cross copy of the form rather than repeat their own personal details. The individual can also visit DFFH, if required, and provide them with an additional copy of the form when applying for financial support.

The development and use of the PIF aims to ensure that the collection of information at relief centres can be undertaken with minimal impact on the person by reducing the number of times people need to provide their information to access support.

Any agency represented in the relief centre can complete the PIF. This allows for different agencies to take the lead role in completing the PIF or share the task. Decisions relating to how the PIF is used will usually be determined by the MRM or ERC coordinator, and will be influenced by the circumstances of the emergency, which agencies are present at the relief centre, and any arrangements outlined in the Municipal Emergency Management Plan or local Relief Plan.

Since the PIF was first developed, councils have adapted and developed new ways of collecting information at relief centres, especially following the introduction of Crisisworks. While some councils continue to use the original PIF, others have created their own council-branded version, online forms or prefer to use Crisisworks for registration. Crisisworks is set up to align with PIFs and to share registration information in the ERC environment.

When agency personnel complete the PIF they must:

- Explain what the PIF is and how it works.
- Explain why that agency is collecting the information and what it will do with that information.
- Complete the form on behalf of the individual. Do not provide the form to individuals to complete.
- Place the cardboard divider under the PINK copy – there are four pages for each form.
- Print clearly using capital letters so that other people can read what is written.
- Use a black or blue ball point pen (not a pencil or felt tip pen).
- Separate the copies BEFORE collecting a signature. Each copy must have an original signature.
- Collect the sheet relevant to their agency and return the other sheets to the individual.
- Inform the individual that the pink copy is the personal copy which is to be kept by the individual for their own records.

When agency personnel collect the PIF from an individual they should:

- Accept the PIF and not repeat the questions covered by the PIF unless anything on the form is not clear.
- Explain why that agency is collecting the information and what it will do with that information.
- Obtain a signature from the individual to acknowledge that they have provided the form to this agency.
- Attach the PIF to any additional forms required by that agency.
- Attach personal copies of any agency forms to the pink personal copy of the PIF and provide these copies back to the individual.
- Store copies of the PIF in line with the agency's records management policy.

FAQs

What does 'registration' at a relief centre mean?

Registration at a relief centre generally means that a person arriving at a relief centre provides their details at the time of arrival. Registration of people at relief centres is typically undertaken for a range of reasons, including to have a record of those who have attended a relief centre and to support them to access additional services (immediately and in the future).

Is it compulsory for people attending relief centres to register with council or Red Cross?

No, it is not compulsory for people to register when they attend a relief centre. It is a matter for councils to determine whether they would like to require registration.

Is it compulsory for people attending relief centres to fill out the PIF?

No, it is a matter for councils and their relief partners to determine the arrangements within the relief centre and to decide how the PIF, or other methods, can best be used to make things easier for people visiting relief centres.

What consent is required for councils to share information with other agencies?

It is up to the individual to decide whether their PIF form is shared with other agencies. If individuals choose to share their PIF form with other agencies, council will keep its copy and the carbon copies can be shared by the individual with other agencies.

Councils should always request permission from an individual before sharing personal information with other agencies. There is a privacy notification on the PIF that asks individuals to refer to individual privacy notices held by the agencies they share the form with (see Attachment A).

What is the difference between the PIF and the form used for Register.Find.Reunite?

The PIF is for registration at a relief centre. The form used for Register.Find.Reunite is for the specific registration for that service when it is activated by Victoria Police.

The PIF can be used by any agency to collect information for an individual or household attending a relief centre. The form for Register.Find.Reunite is different from the PIF. When the service is activated, RFR forms are used by Red Cross personnel to register people for this specific service. Red Cross is responsible for managing this form, not council. Only Victoria Police and the Red Cross have access to the RFR kits held at police stations.

Is it compulsory for people attending relief centres to register for Register.Find.Reunite?

No, people will only register for Register.Find.Reunite if the service is activated and if they choose to do so to use the service. Red Cross undertake the registration process for Register.Find.Reunite.

Will Red Cross share information from Register.Find.Reunite registrations with council?

Under current arrangements, council may request RFR data from the Red Cross. Red Cross will seek approval from Victoria Police and then forward the relevant information direct to council (as agreed).

Was there an evaluation of relief processes undertaken during the October 2022 flood event?

The 2022 Victorian State-wide Flooding Event lessons identified have been endorsed for distribution by State Control Team – Business and approved by the Emergency Management Commissioner. A document is currently under development and will be communicated appropriately upon approval. In the interim, all of the approved lessons are available on EM-Share, Victoria’s multi-agency lessons management IT system, which you can access using your EM-COP login details. If you have any questions about EM-Share please feel free to reach out to emshare@emv.vic.gov.au.

How can staff ensure ERCs are inclusive of culturally and linguistically diverse communities?

When planning for ERCs, councils should consider how they can best support the needs of culturally and linguistically diverse communities. This may include the provision of culturally safe spaces at ERCs and support to assist non-English speaking community members to undertake registrations and access services.

Are you developing an online version of the PIF or the PIF in other languages?

Further information on the development of an online version of the PIF and the development of the PIF in other languages will be provided at a later date.

What should I do if I need more PIF stock?

The MAV has a list of six councils that have requested additional PIF stock through the survey that was undertaken by the MAV and Red Cross in November/December 2023. For the upcoming high-risk weather season 2023-24, the MAV is identifying councils with excess stock that would be able to provide PIFs to other councils in the event of an emergency. Please get in touch with us if you would like more information.

For more information, please contact

MAV, Emma Lake, Manager Community Strengthening and Infrastructure, emergencymgt@mav.asn.au

Personal Information Form for use in emergency relief centres

This form is designed to help you share your personal information with different agencies in the relief centre to speed up application processes.

PLEASE PRINT INFORMATION CAREFULLY

Your privacy: Please refer to individual privacy notices held by the agencies you share this form with.

| REGISTRATION DETAILS | | | |
|------------------------|--|------------------|-----|
| *Place of Registration | | *Date DD/MM/YYYY | / / |

| *FAMILY NAME/S <small>If all same surname, do not repeat.</small> | *GIVEN NAME/S | PRESENT Y / N | DATE OF BIRTH/AGE | *GENDER / M / F |
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|-----------------------|--------|--|----------|
| *Home address | | | |
| *Town / Suburb | *State | | Postcode |
| Country (if overseas) | | | |

Include both landline and mobile if able to. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

| | | | | | | | | | | |
|------------------------------------|-------|---|--|--|--|--|--|--|--|--|
| *Home phone and/or Mobile phone | (0) | | | | | | | | | |
| | 0 | 4 | | | | | | | | |

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|---------------|--|
| Email address | |
|---------------|--|

| DESTINATION | <input type="checkbox"/> Place of Registration | <input type="checkbox"/> Home Address | <input type="checkbox"/> Unknown | <input type="checkbox"/> Other (complete / see notes below) |
|-------------|--|---------------------------------------|----------------------------------|---|
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|-----------------------|--------|--|----------|
| *Destination Address | | | |
| *Town / Suburb | *State | | Postcode |
| Country (if overseas) | | | |

Include both landline and mobile if able to. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

| | | | | | | | | | | |
|--|-------|---|--|--|--|--|--|--|--|--|
| *Desination phone and/or Mobile phone <input type="checkbox"/> if same as above | (0) | | | | | | | | | |
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| *Signature of person registering. | |
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Main reason for visiting the relief centre: *(such as information, registration, connecting with family and friends, accommodation)*

Notes





REGISTRATION FORM

*EMERGENCY CODE

REGISTRATION DETAILS

*Place of Registration *Date DD/MM/YYYY / / Time 24 hrs

| FAMILY NAME | *GIVEN NAMES | ALTERNATE NAME (nickname, maiden name, preferred name) | *D.O.B /AGE | *GENDER | *NATIONALITY if other than Australian | *RELATIONSHIP to primary person registering |
|----------------------|----------------------|--|----------------------|----------------------|--|--|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

If registering companions (other persons that may be with the person registering) and they have different personal and contact information (such as home address, and contact numbers), please complete another registration form.

Language spoken (other than English)

Email address

Include both landline and mobile. For international numbers (mobile or landline), enter in notes area below. Include international dialling codes.

Phone number (0) Alternate ph#

*Do you have a fixed home address? Yes No If the person registering has a fixed address the answer is 'yes'. If not, the answer is 'no'

*Home Address

*Town / Suburb *State *Postcode

Country (if overseas)

Please let us know where you are staying. With your permission this information will be shared with friends, family and loved ones who are looking for you.

DESTINATION DETAILS At home Somewhere else Don't know / not sure Place of registration

Destination Address

Town / Suburb State Postcode

Country (if overseas)

Phone number (0) Alternate ph#

Expected duration of stay at destination address (if known) Start Date DD / MM / YYYY | HH : MM End Date DD / MM / YYYY | HH : MM

CONSENT: I have read and understand the Collection Notice on the reverse side of this form and agree to the use and disclosure of my personal information for the primary and secondary purposes set out in the Notice subject to my election below. I understand that if I tick "no" information may be used by police/welfare and emergency services only relevant to the emergency.

| | | | | |
|--|--|--|---|---|
| <p>*Permission</p> <p>Choose how much information you wish to share with family, friends and loved ones looking for you.</p> | <input type="checkbox"/> Share my details Allow people looking for me to know that I have registered, my phone number and my destination address. | <input type="checkbox"/> Information only Allow people looking for me to know that I have registered. | <input type="checkbox"/> Do not share details Do not allow people looking for me know I have registered or any other information. <small>(Note: your information may be used if required by police/welfare and emergency services only relevant to the emergency)</small> | <p>*Signature of person registering</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> |
|--|--|--|---|---|

Any additional information not covered elsewhere

*Registration Recorded by (print name) Recorder's Initials

More than one likely destination or companion to be linked? Complete another form. Yes No Distribution to State or National Inquiry Centre? Fax Email Other:

*Computer Entered? (inc. initials) Yes *Date / / *Time hrs *Registration #

PLEASE PRINT IN BLOCK LETTERS USING BLACK OR BLUE PEN. *Mandatory Fields Registration Form 2014 v2.0

Personal Information Form for use in emergency relief centres

page 3 same
as page 1

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| Email address | |
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| DESTINATION | <input type="checkbox"/> Place of Registration | <input type="checkbox"/> Home Address | <input type="checkbox"/> Unknown | <input type="checkbox"/> Other (complete / see notes below) |
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| *Destination Address | | | |
| *Town / Suburb | *State | | Postcode |
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| *Home phone and/or Mobile phone | (0) | | | | | | | | | |
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| Email address | |
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| DESTINATION | <input type="checkbox"/> Place of Registration | <input type="checkbox"/> Home Address | <input type="checkbox"/> Unknown | <input type="checkbox"/> Other (complete / see notes below) |
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| Country (if overseas) | | | |

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| *Desination phone and/or Mobile phone <input type="checkbox"/> if same as above | (0) | | | | | | | | | |
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