

Engaging Volunteers in Essential Roles During COVID-19

Stage 1: No Known Cases Have Been Identified

The government has described the pandemic response stages based on the degree to which the virus is circulating in the community. These stages have been adapted for the purposes of this guide. Social distancing guidelines do not correspond to pandemic response stages. For more information on the latest social distancing restrictions, visit: dhhs.vic.gov.au/state-emergency

This document highlights the different volunteering opportunities available to people in Victoria during the different COVID-19 response stages. Organisations should consider their duty of care and must follow government guidelines of social distancing and others at all times.

Category 1: 18-49 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 2: 50-59 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 3: 60-69 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 4: 70+ y/o | 65 y/o with underlying medical issues | 50+ y/o indigenous volunteers with underlying medical issues | pregnant | immunity compromised | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 5: COVID-19 symptoms | Diagnosed with COVID-19

Non-contact roles

E.g. Check-in over the phone

Not recommended

Volunteers must be tested

Remote Contact roles

E.g. Delivery of groceries

Remain in isolation

Strictly follow public health advice from the Department of Health and Human Services (DHHS) guidelines

Closer Contact roles

E.g. Community transport

Remain in isolation

Strictly follow public health advice from the Department of Health and Human Services (DHHS) guidelines

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Stage 2: Local Cases of the Virus, but No Known Community Transmission

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Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear for volunteers and clients
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 2: 50-59 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear for volunteers and clients
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 3: 60-69 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear for volunteers and clients
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 4: 70+ y/o | 65 y/o with underlying medical issues | 50+ y/o indigenous volunteers with underlying medical issues | pregnant | immunity compromised | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Not recommended

Closer Contact roles

E.g. Community transport

Not recommended

Category 5: COVID-19 symptoms | Diagnosed with COVID-19

Non-contact roles

E.g. Check-in over the phone

Not recommended

Volunteers must be tested

Remote Contact roles

E.g. Delivery of groceries

Must remain in isolation

Strictly follow public health advice from the Department of Health and Human Services (DHHS) guidelines

Closer Contact roles

E.g. Community transport

Must remain in isolation

Strictly follow public health advice from the Department of Health and Human Services (DHHS) guidelines

Engaging Volunteers in Essential Roles During COVID-19 Stage 3: There is Community Transmission

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Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Recommended with strict conditions

- Follow guidelines while using protective gear for volunteers and clients
- Volunteers are fully inducted specifically regarding health risks and the use of protective gear

Category 2: 50-59 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Not recommended

Category 3: 60-69 y/o | fit and healthy | no symptoms | not recently returned from overseas or has been in contact with anyone who has

Non-contact roles

E.g. Check-in over the phone

Recommended

Volunteers must be healthy and mentally fit to participate

Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing + hygiene
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary

Closer Contact roles

E.g. Community transport

Not recommended

Category 4: 70+ y/o | 65 y/o with underlying medical issues | 50+ y/o indigenous volunteers with underlying medical issues | pregnant | immunity compromised | not recently returned from overseas or has been in contact with anyone who has

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Closer Contact roles

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Not recommended

Volunteers must be tested

Remote Contact roles

E.g. Delivery of groceries

Must remain in isolation

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Closer Contact roles

E.g. Community transport

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Recommended

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Remote Contact roles

E.g. Delivery of groceries

Recommended with conditions

- Adhere to social distancing
- Observe strict hygiene routines for hand hygiene and cough etiquette to ensure you do not contaminate goods or surfaces or place vulnerable people at risk
- Do not enter homes
- Consider health risks and wear personal protective gear when necessary and according to government guidelines
- If you become unwell while providing assistance, immediately cease your activities, put on a surgical mask and notify your supervisor.

Closer Contact roles

E.g. Community transport

Not recommended

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Remote Contact roles

E.g. Delivery of groceries

Not recommended

Closer Contact roles

E.g. Community transport

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Closer Contact roles

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