

## 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](https://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

# Engaging Volunteers in Essential Roles During COVID-19

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

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](https://dhhs.vic.gov.au/state-emergency)

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### 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 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

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](https://dhhs.vic.gov.au/state-emergency)

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**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 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

**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

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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
- 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**

**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

**Not recommended**

**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

**Not recommended**

**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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**Recommended**

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**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**

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**Must remain in isolation**

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**Closer Contact roles**

E.g. Community transport

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