Volunteering SA&NT
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Good Practice Guidelines For Volunteers When Volunteering During COVID-19

1	**Your safety is your number one priority.**	Before considering volunteering ask yourself – Am I well enough to volunteer. Consider your own health and level of risk first
		Do not put yourself (or others) at risk, follow all the guidelines for infection control around handwashing and social distancing.
2.	**Familiarise yourself with the most up-to-date requirements and advice from the Australian and NT and SA State Governments**	Ensure you remain up to date with the latest requirements in SA and NT, including those regarding social distancing and testing Australian Government Department of Health NT Health SA Health NT Government COVID-19 SA Government COIVD-19
3	**Formal Volunteering vs Informal Volunteering**	Formal volunteering is based with a Volunteer Involving organisation, such as an arts, sports, school, faith-based, aged care, social support, environmental, health care, or an emergency services organisation and provides volunteers with a coordinated program that includes protections such as volunteer insurance, screening, training, management, and equipment.
		Informal Volunteering is people coming together in their local communities to help each other and those who are older, isolated, and vulnerable. You may have been a part of this citizen-led informal volunteering movement that provides vital support, but without the structure, coordination and protections provided to volunteers by formal volunteering

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4	**Formal Volunteering with an Organisation**	Be clear about what activities you will be doing and the expectations and boundaries around the role. Be clear about what is realistic for you to do under difficult circumstances as your wellbeing is important. Be careful that you do not overstretch yourself as COVID-19 outbreak may go on for a long time.

5	**Formal Volunteering: Volunteer Rights**	1. To work in a healthy and safe environment
		   ☐ Covid-19 safety guidelines
		2. To be covered by insurance
		   ☐ Volunteer insurance
		3. Not to do the work of paid staff
		   ☐ If staff have been stood down, its not the role of a volunteer to replace that staff person
		4. To receive orientation, training and feedback

6	**Things to consider when volunteering for an organisation**	• Make sure you have clear contact details of the main contact person for the volunteer role, so you have a point of contact within the organisation and who to contact if you have any questions or concerns. • Ask if the organisation has a Covid-19 safety policy to ensure your safety • Do not volunteer if you yourself are feeling unwell or are sick. You must inform the person in charge immediately • You will need to adhere to the safety guidelines of the state/territory's restrictions of handwashing, social distancing and wearing protective clothing especially gloves (depending on the organisations guidelines) when you are volunteering. Check with the organisation that you are volunteering to find out the process.

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7	**Informal Volunteering**	The first and easiest way to help is to reach out to family, friends and neighbors. Let them know you are there to help. Here are four simple tips to follow: • Consider how you approach people – you may not have met some of your neighbors before or may just know them from afar. Some neighbors may not have had visitors at their doors for many weeks. • Write a short note to introduce yourself. Include your name, phone number and let them know you are a call away. • Don't offer assistance if you are sick – your priority in a pandemic is to help stop the spread of the pandemic. • It is important to follow government guidelines at all times. • Don't enter people's homes unless absolutely necessary – phone or text them to let them know you are at their door. Always practice safety and hygiene and social distancing guidelines. Be clear about your duties. It is OK to ask for clarification. • • You are responsible for your own self-care – set boundaries and avoid burnout. Take regular breaks between activities. Looking after yourself should be a priority.
8.	**Protect yourself when informal volunteering**	• Avoid situations that involve gathering personal details of vulnerable people. • Do not enter the homes of vulnerable people. • Think creatively about the role e.g. how to get shopping lists over the phone, leave shopping at the door, only buying essentials so as they can be carried by the person from their doorstep into the house. • Avoid handling and exchanging money., if doing shopping, methods other than cash exchange are easier to trace and less vulnerable to abuse or infection e.g. taking pictures of receipts and keeping a record for future reference. • Keep your distance at all times - maintain the 1.5metre distance rule. • Do not share any information that you gain about vulnerable people in your community – confidentiality is of paramount importance.

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9	**Informal Volunteering Four important challenges and considerations for self-activating groups**	• Authorization: For mobility of volunteers in a restricted travel or full lock-down situation. Groups may need to check in with and gain approval from authorities to be out and about helping others in need. • Safety and security: Personal and other's safety and security needs to be carefully considered to ensure no harm. • Insurance: Self-activating groups are not covered by volunteer insurance. There is currently no solution to this, and volunteers need to be aware of this important consideration. • Information: Provision of information such as what the needs and roles are, safety and security matters, regulations, communication channels, and any logistical or technical issues, is important. This can be done via websites, social media sites, newsletters, letter drops, or tele and video links. Messages and information need to be consistent, come from trusted sources, and constantly reinforced to volunteers
10	**Consider before volunteering**	➢ Consider if you should have a current flu shot ➢ Consider if you should participate in COVID Safe - this initiative of the Australian Government is designed to assist in the notification of people who have come into close contact with the virus