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COVID SAFE VOLUNTEER GUIDELINES FOR COMMUNITY ORGANISATIONS

Overview

2020 has been a year like no other. Starting in the midst of the worst bushfires we have ever seen, no one could have imagined what else was to come and the effects it would have on the entire world — a global pandemic unlike anything else we have experienced or seen in our lifetime.

We found ourselves in unchartered territory. No rule book. No guidelines. A new illness that no one understood.

The pandemic has seen us locked down and confined to our homes, wearing masks and experiencing changes to our daily life we never would have imagined possible.

Schools, businesses and community organisations shut down and 'pivoted' to operate in completely new ways, mostly online.

We have learned that we can rise to new challenges, operate in different ways and adapt to an ever-changing environment.

After eight months of lockdowns and heavy restrictions, we are finally seeing restrictions easing, some stability returning and our new COVID normal emerging. Community organisations and groups can now start to recommence their programs in a COVID safe manner and we are here to help.

We have designed these guidelines to assist community organisations and groups to assess and redesign their volunteer programs so they can restart in a COVID safe manner and meet the Chief Health Officer directions for their industry.

These *Guidelines* provide a step-by-step process, including templates and worksheets to assist community organisations and groups to work towards and commence COVID safe operations.

Read on to get started.

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1. Stay up-to-date

Staying up-to-date with Victoria's roadmap to COVID normal and the guidelines specific to your industry and organisation is key to ensuring your organisation operates in a COVID safe manner.

As we know, this information is subject to change as conditions change, so staying abreast of Victoria's restrictions and how they affect your organisation and its programs are imperative to keeping your staff, volunteers and clients safe.

Resources:

- Victoria — Roadmap for reopening
- Industry specific guidelines — Industry restriction levels Victoria
- Safe Work Australia — How to maintain a safe workplace checklist

2. Assess your volunteer programs

Current status

It is important to individually assess every volunteer program you offer. Write down each of your programs and record what their current status is ie. are they suspended, continuing in a modified format or continuing in the same format? Does the format change as we move through the roadmap steps to COVID normal?

Appendix 1.0 provides a worksheet to list your programs and note their status and restrictions for each roadmap step.

Determine your program priorities

The next step is to determine your volunteer program(s) priorities in relation to the restriction levels and roadmap dates.

Ask yourself: Is it essential given the current environment? Can it be modified to minimise the risk of spreading COVID-19 and to reduce the risk to your volunteers? There are six COVID safe principles you need to think about in order to modify your programs accordingly:

- Ensure physical distancing.
- Face coverings must be worn.
- Establish appropriate cleaning routines and good hygiene practices.
- Keep records and act quickly if volunteers become unwell.
- Avoid interactions in enclosed spaces.
- Create workforce bubbles.

Appendix 2.0 provides a worksheet to define the priorities for each of your volunteer programs for each step of the roadmap. You can complete a separate sheet for each volunteer program.

3. Assess your risk

Complete a COVID-19 program risk assessment

It is important to assess the risks to your volunteers ahead of restarting your volunteer programs, and to put reasonable mitigating steps in place to ensure volunteer safety. There are several factors to consider in how you might modify your program to be COVID-19 safe:

- Physical environments (outdoors and indoors — ventilation, entry and departure procedures, staggering arrival and departure times).

- Physical modifications that can be added (perspex screens, 1.5m floor markings, distancing and hygiene posters erected, individual kits eg. facemasks, pens, etc.).

- Physical goods in transit (Do you need to quarantine goods coming in and out of your program?).

- Personal protective equipment (PPE) eg. facemasks etc.

- Cleaning processes.

- Processes to meet contract tracing requirements.

- Special requirements implemented eg. temperature checking, COVID-19 health questionnaires, etc.

- Additional induction or training requirements.

A risk assessment involves considering what could happen if someone is exposed to a hazard eg. COVID-19 and the likelihood of it happening. A risk assessment helps you to determine:

- how severe a risk is;

- whether any existing control measures are effective;

- what action you should take to control the risk; and

- how urgently the action needs to be taken.

The exposure of your volunteers and clients to COVID-19 is a foreseeable risk that must be assessed and managed in the context of your operating environment. A risk assessment will assist to:

- identify which workers are at risk of exposure;

- determine what sources and processes are causing the risk;

- identify if and what kind of control measures should be implemented; and

- check the effectiveness of existing control measures.

Appendix 3.0 provides an example risk register of a general industry from Safe Work Australia. Use the risk register as a guide to help you complete a COVID-19 risk assessment for each of your volunteer programs.

Safe Work Australia has a COVID-19 resource kit available online which includes guides, fact sheets, checklists and infographics. There is also a COVID-19 small business hub which has a wealth of information to assist with planning, assessing, industry guidance and more.

4. Develop a COVID safe plan

COVID safe plans have been developed to support organisations to safely reopen, maintain a COVID safe workplace and prepare for a suspected or confirmed case of COVID-19.

There are two types of COVID safe plans: a *COVID Safe Plan*; and a *High Risk COVID Safe Plan*. It is important to correctly identify which plan your organisation requires.

High Risk COVID Safe Plans are required for organisations in high-risk industries such as meat processing, medical and pharmaceutical supply, supermarkets and distribution centres, construction, wholesale trade and warehousing.

There are four key components to developing your organisation's COVID safe plan (not high risk):

- Understand your responsibilities
- Prepare your plan
- Keep your plan up-to-date
- Share your plan

Business Victoria has a dedicated COVIDSafe Plan page that includes templates and guidelines that make completing a plan as simple as possible. There are also sector guidelines and you should refer to your specific industry restart guidelines to complete your COVID safe plan. The templates and guidelines make it easy to complete a plan, while prompting you on what should be considered, and the actions required for each section.

Useful links:

- COVID Safe plan - PDF
- COVIDSafe Plan - DOC
- High Risk COVIDSafe Plan page

Free infection control training

The Department of Health offers a short, online infection control training course through its trusted COVID-19 training partner, Aspen Medical. The course takes approximately 30 minutes and those who successfully complete the course receive a certificate via email.

Business Victoria offers a more detailed free infection control training course to help organisations to prepare to reopen safely and ensure customers, staff and volunteers are protected. The course **involves up to 30 contact hours** and is offered by Victorian TAFE and registered training organisations (RTO) to upskill workers to administer and implement infection control policies and procedures within workplaces.

The courses combine online learning and workplace-based assessment and they are available for employer and employees in business where COVID safe practices are vital, with a focus on six priority sectors that represent 50 per cent of the Victorian economy:

- Retail trade
- Accommodation and food
- Transport including postal and warehousing
- Construction
- Manufacturing
- Health care and social assistance

If your industry is not specifically listed, enquire with the relevant TAFE or RTO if you can complete the training and if so, which sector training is appropriate for you.

Other free training/resources

- Department of Health — How to wear a mask
- Hand hygiene Australia — COVID work safe-and-clean training program

5. Redesign your volunteer programs

Now that you have identified your program priorities, completed your COVID-19 risk assessment and your COVID safe plan, it is time to redesign your program.

Appendix 4.0 provides a worksheet to use as a guide to redesign your volunteer program.

6. Assess, reintegrate and recruit volunteers

Assess volunteer status

Now that you have redesigned your volunteer program, it is time to assess your needs in terms of volunteers:

- What volunteer roles are required to run the program? Create a position description to define each role and its responsibilities.

- Are there different shifts for each role? What days and times are they?

- How many volunteers do you need to fill the shifts for each volunteer role?

Appendix 5.0 provides a worksheet to define the volunteer roles and skills you need to run your program.

Appendix 6.0 provides a sample position description to define the key responsibilities, skills, experience, attributes, etc. for each volunteer role.

Now that you know what your volunteer requirements are to run your program, you need to assess your volunteers:

- How many volunteers do you have? Is it enough?

- Of your volunteers, is there anyone who does not want to return to volunteering or a face-to-face volunteer role? Remember, some of your volunteers may be in the high-risk category that may prevent them from returning to a face-to-face role.

- Can you match the roles you need to fill to the skills of your volunteers?

- In addition to skill matching the roles, you will also need to consider if your volunteers are comfortable to do the role in its required format ie. face-to-face vs remote (online, over the phone, etc.). Can you accommodate this?

- Is there any training you can offer that will help upskill your volunteers and fill your roles eg. technology, hand hygiene, infection control, how to wear a mask and how to work in a COVID safe manner etc.?

It is important to recognise that some of your volunteers may not feel comfortable returning to their pre-COVID volunteer role so you should get in touch with each of your volunteers to find out what their plans are in regard to returning to volunteering ie. roles and availability etc.

Now that you have assessed your volunteers:

- Are there any gaps you need to fill to run your program?

- Do you need to recruit?

- If so, how many volunteers do you need to recruit and what skills do they need to have? Refer to the position descriptions you created above.

Reintegrate volunteers

Volunteer-involving organisations have a responsibility to provide a physically as well as psychologically healthy and safe environment for their volunteers.

To ensure you are on top of this and are ready to start reintegrating your volunteers back into your organisation, refer to Appendix 7.0 for Volunteering Victoria's *Welcoming Volunteers Back Safely Checklist*.

Justice Connect also has a detailed document on Managing the return of volunteers to the workplace.

Finally, you should refer to your COVID safe plan (page 6) to create your volunteer training and induction processes and procedures, to ensure you safely reintegrate your volunteers back into your workplace.

Recruit volunteers

While assessing your volunteer status (page 7) you may have concluded that your organisation has a shortfall of volunteers to restart your program. If this is the case, you will need to recruit.

Using the relevant position description from those you created earlier, you can now formally post the role out to your own networks and on volunteer recruitment websites.

Remember, Community Information Support (CIS) Glen Eira has a volunteer resource program and it can support your organisation to find the volunteers you need.

Other sites you may wish to list your volunteering opportunities on include:

- weVolunteer — ensures volunteers are available to support your organisation during a crisis. Volunteering Victoria will match your volunteer roles with volunteers that share similar interests, skills and passions.
- GoVolunteer — a free service for qualifying volunteer involving organisations. GoVolunteer is an initiative of Volunteering Australia which aims to match people who are interested in volunteering with appropriate volunteering opportunities. By posting your opportunity on GoVolunteer, you will gain access to the many and varied volunteers who visit the GoVolunteer site and the SEEK Volunteer site each day looking for volunteer opportunities.

7. Commence, monitor and reassess

Now that you have done all the preparation work, have your COVID safe plan in place and have trained and inducted your volunteers, it is time to commence your program.

Once you get started, **it is important to continually monitor and reassess your volunteer program** and how the processes and procedures you have implemented are tracking.

You will need to check that your volunteers have understood the training and information you have provided them. Are they keeping their distance (1.5m apart), using and disposing of PPE correctly, following cleaning and disinfecting protocols? You may find that some fine tuning is required to ensure things run efficiently and smoothly.

Finally, remember to keep communicating and consulting with your volunteers — they may come up with ideas that provide a better, easier or safer way of doing things.

Appendix 8.0 provides additional useful resources such as a cleaning register.

Appendix 1.0 — Volunteer Program Status Worksheet

Volunteer program	Roadmap step one	Roadmap step two	Roadmap step three	Roadmap last step	Roadmap COVID normal
eg. Seniors exercise class	***Status:*** *Continuing in a modified format — operating online from home* ***Restrictions:*** *Closed — physical premises*	***Status:*** *Continuing in a modified format — operating online from home* ***Restrictions:*** *Closed — physical premises*	***Status:*** *Continuing in a modified format — operating online from home or the hall* ***Restrictions:*** *Heavily restricted — streaming/recording of classes only.*	***Status:*** *Restart — modified format* ***Restrictions:*** *Restricted — increased participant cap and density quotient*	***Status:*** *Restart — modified format* ***Restrictions:*** *Open with a COVID safe plan — record keeping requirements and density quotient applies*
<<Enter volunteer program name here>>	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select
<<Enter volunteer program name here>>	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select	**Status:** Select **Restrictions:** Select
<<Add additional volunteer programs if needed>>					

Appendix 2.0 — Volunteer Program Priorities Worksheet

Program name:	<<enter program name here>>				
Program elements	**Roadmap step one**	**Roadmap step two**	**Roadmap step three**	**Roadmap last step**	**Roadmap COVID normal**
<<Enter program element here>>	Select priority level	Select priority level	Select priority level	Select priority level	Select priority level
<<Enter program element here>>	Select priority level	Select priority level	Select priority level	Select priority level	Select priority level
<<Enter program element here>>	Select priority level	Select priority level	Select priority level	Select priority level	Select priority level
<<Enter program element here>>	Select priority level	Select priority level	Select priority level	Select priority level	Select priority level
<<Enter program element here>>	Select priority level	Select priority level	Select priority level	Select priority level	Select priority level

Back to Determine your program priorities

Appendix 3.0 — Sample COVID-19 Risk Register — Safe Work Australia — general industry

Location: Smith's smallgoods

Date: 20/04/2020

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date due	Date complete	Maintenance and review
COVID-19 from customers who are infected.	Staff or other customers catching COVID-19 (could result in serious illness or death).	Low. There have been few cases locally.	Moderate. While there are only a few local cases the consequences may be severe.	Cleaning and disinfecting in accordance with guidance from Safe Work Australia and public health authority. Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities are regularly cleaned. Trolleys and hand baskets are wiped clean with surface wipes after each use. Customers are requested to only touch items they are interested in purchasing. Physical distancing — floor has markings to keep workers and customers at least 1.5m apart from each other. No more than 15 customers are allowed into the store at a time to allow for physical distancing and signs placed around the store advising of these rules. Plexi glass screen is installed at	Encouraging online purchases and contactless delivery. Customers who bring their own bags will be asked to pack them themselves.	John Smith	30/04/2020	Click here to enter a date.	Click here to enter text.

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date due	Date complete	Maintenance and review
				counters. Customers are kept back from counters. Payments only accepted via tap and go. Alcohol-based hand sanitiser is provided at all workstations and on entry to the shop (out of reach of children). Posters on hand washing are prominent in store and hand washing facilities are available in the bathrooms.					
COVID-19 from staff who are infected.	Other staff or customers catching COVID-19 (could result in serious illness or death).	Low. There have been few cases locally.	Moderate. While there are only a few local cases the consequences may be severe.	Cleaning and disinfecting are done in accordance with guidance from Safe Work Australia and Health authorities. Frequently touched surfaces including counters, handrails, doors, till, phones, keyboards and EFTPOS facilities have all been identified for regular cleaning. Staff have been briefed on symptoms of COVID-19 and have been told to stay home if they aren't feeling well. If a staff member becomes unwell at work, a process is in place to isolate them and arrange for them to be sent home to receive medical attention.	Update roster so staff are rostered with the same colleagues each shift to minimise exposure. New automatic soap dispenser ordered from eBay.	Sally Smith	30/04/2020	Click here to enter a date.	Consult with workers at next staff meeting for any feedback on revised roster and effectiveness of new soap dispenser.

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date due	Date complete	Maintenance and review
				Staff don't have contact with delivery drivers, all paperwork is completed electronically. Soap and water for hand washing and paper towel or air dryer for hand drying is available in bathrooms, break rooms, behind the deli counter and at back of shop with instructional signs on hand washing. Alcohol-based hand sanitiser is also available in all staff areas including bathrooms, break rooms, the loading dock and delivery vehicles and signs are displayed on appropriate use. Where staff meetings are required, they are held over the phone and information sent by email where possible. Break times are staggered to minimise the number of staff using break room at one time. Smith's Smallgoods delivery van cleaned between swapping delivery drivers.					
Fatigue from working longer hours to meet high demand.	Injury to staff or others form fatigue-related	High. Demand has increased significantly,	High. Particularly for staff doing deliveries or driving to and from work.	Ensure maximum shift lengths and maximum starts per week are observed to prevent fatigue. Ensure breaks are provided.	Update website to streamline service and reduce demand on staff.	John Smith	24/04/2020	Click here to enter a date.	Click here to enter text.

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date due	Date complete	Maintenance and review
	accidents or illness resulting from fatigue.	and most workers did overtime last week.		Staff are rostered to ensure that they regularly get two complete days off work if they are working long hours, Staff numbers reflect work required to deal with customer flow and stock replenishment. Staff reporting feeling tired are sent home and driven or offered a taxi if necessary.	Hire temporary staff to meet demand.				
Customer aggression	Physical or psychological injury to staff.	High. Customers concerned they may not get the goods they require have verbally abused staff twice in the last week.	High. Staff are already reporting instances of abuse and violent behaviour.	There is always a manager rostered on to assist but they often get caught up with other tasks. There is a counter to physically separate staff, but they often need to leave it to restock shelves. Managers regularly contact delivery drivers and are on call to address any customer concerns. Drivers can report aggressive customers and they may not be able to access the service in future. Processes are in place to ban abusive and violent customers from the store or call police. Staff have access to psychological support through an *Employee Assistance Program.*	Messages posted on the business website about shortages and when new stock is arriving. Where goods aren't available customers can pre-order from the next delivery. Manager prioritises assisting staff with upset customers and staff able to remove themselves if they feel necessary. Shelves restocked while store closed. Clear signage in store Training for workers on communicating with aggressive customers	Sally Smith	20/04/2020	20/04/2020	Review if any further occurrences reported or on 04/05/2020
New delivery service.	Vehicle accidents injuring staff	Moderate. Based on the	High. Injuries could be severe.	Van provided by the business is in good working order.	Regular checks and maintenance scheduled for van.	Sally Smith	22/04/2020	Click here to enter a date.	Click here to enter text.

Hazard	What is the harm that the hazard could cause?	What is the likelihood that the harm would occur?	What is the level of risk?	What controls are currently in place?	Are further controls required?	Actioned by	Date due	Date complete	Maintenance and review
	or others.	experience of similar businesses.		Staff are given familiarisation with the van before driving. Staff licences checked before becoming delivery drivers.					
Persistent use of hand sanitizer.	Dermatitis	Moderate. Many staff will not have used hand sanitiser regularly before	Moderate. Affected individuals may have a significant reaction.	Staff are encouraged to wash hands with soap and water for 20 secs where possible as an alternative to hand sanitiser in non-medical situations.	Ask staff if they have a history of dermatitis or allergy to alcohol.	David Brown	27/04/2020		
Persistent use of latex gloves.	New or aggravated latex sensitivity.	Low. Most gloves will not be latex-based.	Moderate. Affected individuals may have a significant reaction.	Staff are provided with non-latex gloves or remove gloves when not necessary.	Ensure latex free gloves are purchased.	Lisa Singh	24/04/2020		
Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter text.	Click here to enter a date.	Click here to enter a date.	Click here to enter text.

Appendix 4.0 — Redesign Your Volunteer Program Worksheet

Program name:		<<enter program name here>>		
Ensure physical distancing	*How are you ensuring workers and visitors are 1.5m apart as much as possible?*	*What is your density quotient and how are you meeting it?*	*How are you training your volunteers on the physical distancing expectations while working and socialising (including carpooling guidelines)?*	*Do you have any additional requirements to meet for your industry?*
Wear a face covering	*How are you ensuring all workers and visitors are wearing a face covering as per public health advice?*	*Are screens or barriers required for additional protection?*	*How are you going to train volunteers on how to correctly fit, use and dispose of PPE?*	
Practise good hygiene	*Have you created a frequent and regular cleaning and disinfecting regime for shared spaces including high-touch communal items such as door handles, taps, light switches, telephones, etc?*	*Where are you displaying your cleaning log?* *Who is responsible for filling it in?*	*How are you ensuring you provide soap and hand sanitiser throughout the worksite and encouraging regular handwashing/sanitisation?*	*Do you have any additional requirements to meet for your industry?*
Keep records and act quickly if workers become unwell	*How are you going to support volunteers to get tested and stay home even if they have mild symptoms?*	*Have you developed a contingency plan to manage outbreaks?* *Where is it and how is it accessed?*	*How are you recording and storing records of all people who enter the workplace for contract tracing?*	*What screening system have you implemented upon entry into the workplace?* *Do you have any additional requirements to meet for your industry?*
Avoid interactions in enclosed spaces	*How are you reducing the amount of time volunteers spend in an enclosed space? Eg. can meetings, lunchbreaks, etc. occur outside?*	*Can you enhance airflow by opening doors and windows?*	*Can you optimise airflow in your air-conditioning system?*	
Create workforce bubbles	*Have you created rosters that keep groups of volunteers rostered on the same shifts at a single worksite and ensure there is no overlap of volunteers during shift changes?*	*Have you captured and kept records of all volunteers who have disclosed that they reside with another volunteer and ensured there is no crossover between shifts?*	*Do you have any additional requirements to meet for your industry?*	
Training/induction requirements	*How are you going to train your volunteers on the new processes and procedures?*	*How are you going to induct your volunteers back into the workplace?*		
Communication requirements/ method	*How are you going to communicate with your volunteers about returning, training, induction and ongoing announcements/changes?*	*How are you going to communicate with your clients/customers/ contractors about your new processes and operating procedures?*		
Other information				

Appendix 5.0 — Volunteer Program Roles Worksheet

Program name:		<<enter program name here>>		
<<enter volunteer role name>>:	**<<enter volunteer role name>>:**	**<<enter volunteer role name>>:**	**<<enter volunteer role name>>:**	**<<enter volunteer role name>>:**
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>
• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>	• <<enter task/ responsibility>>

Back to Assess volunteer status

Appendix 6.0 – Sample Volunteer Position Description

Name of volunteer:	
Position title:	
Organisation name:	
Name of department or unit:	
Location of position:	
Start date:	
End date (if short-term assignment):	
Hours and days required per week (if applicable):	
Reports to:	
Role or project overview and purpose — and how it relates to the organisation's mission and other projects:	
Key responsibilities:	
Skills, experience and attributes:	
Training requirements:	
Benefits for the volunteer:	
Benefits to volunteer's employer (if applicable):	
Other requirements of the role: ☐ Induction training ☐ Police check ☐ Medical check ☐ Any other training required (describe) ☐ Any other special conditions (describe)	
Volunteer manager signature:	
Volunteer signature:	
Date:	
Date of position description review:	

Appendix 7.0 — Welcoming Volunteers Back Safely Checklist

https://www.volunteeringvictoria.org.au/wp-content/uploads/2020/06/Welcoming-Volunteers-Back-Safely-Checklist.pdf

Welcoming Volunteers Back Safely Checklist

volunteering VICTORIA

As restrictions ease, you will have the opportunity to welcome your volunteers back. It is important to recognise that everyone will feel differently about this. Volunteer-involving Organisations must support their volunteers to ensure they have a psychologically healthy and safe environment.

View our Re-starting Your Volunteer Program guide for more information.

	Have you reached out to each volunteer individually to understand their plans, how they are feeling and their intentions on whether they are returning?
	Have you developed a return to work plan for each volunteer based on their intentions, feelings and the risk assessments you have undertaken on the volunteering program?
	Have you communicated the return to work plan with each volunteer and gained their feedback?
	Are you regularly, openly and clearly communicating with all volunteers and staff about their return to work plans and expectations?
	Have you undertaken workforce planning now that you understand who will be returning? Will you have gaps in your service delivery if some volunteers decide not to return (see section Need More Volunteers for tips on recruiting volunteers)?
	Have you communicated with your volunteers and staff about the safety precautions you are putting in place to ensure that they and the clients you serve will be able to return to the workplace safely?
	Have you thought of all of the workplace psychological health considerations with volunteers and staff returning post pandemic (during the 2020 COVID-19 pandemic Worksafe VIC released steps to manage risks to psychological health for organisations to implement)?
	Is your management team leading the way in promoting a healthy work environment to ensure volunteers and staff feel supported and welcome (see article from Beyond Blue here). Do you volunteers have access to an EAP program? If not, can you expand your existing workplace program to cover volunteers?
	Do you have a communication plan in place to ensure that you are supporting and checking in with volunteers and staff in an ongoing capacity including: • Information on how their work is contributing to and assisting the community • How they are feeling • If there is any further support they may need
	Have you re-inducted and trained all of your volunteers into the volunteering program and communicated any changes that may have been made including all health and safety training they may need to undertake their role safely?

Back to Reintegrate volunteers

Appendix 8.0 — Other useful resources

Tailor the below register to your premises (add/delete/rename rows as appropriate) and ensure the cleaning instructions are appropriate for your industry.

Cleaning Register — high touch surfaces — <<INSERT DATE>>

Clean at least once per day or at the end of each shift with a soap and water solution followed by a disinfectant (alcohol in a concentration of at least 70 per cent, chlorine bleach in a concentration of 1,000 parts per million, oxygen bleach or wipes/sprays that contain quaternary ammonium compounds (follow product labels for dilution instructions). Alternatively, you may be able to do a two-in-one clean and disinfection by using a combined detergent and disinfectant.

Cleaners are to follow product labels and wear the appropriate protective equipment and then record the date, time, their initials and tick the box next to each surface they clean. Place a X next to any surface not cleaned.

Date:															
Time:															
Cleaner initials:															
Entry															
Door handles/plates															
Railings															
Counters															
Telephones															
Elevator buttons															
Light switches															
EFTPOS machines															
Office															
Door handles/plates															

Light switches																
Desks																
Keyboard/mouse																
Telephones																
Printer/photocopier																
Cupboard handles																
Male Bathroom																
Door handles/plates																
Light switches																
Toilets incl. buttons, seats																
Urinal incl. buttons																
Taps																
Vanity																
Female Bathroom																
Door handles/plates																
Light switches																
Toilets incl. buttons, seats																
Taps																
Vanity																

Kitchen														
Door handles/plates														
Light switches														
Bench surfaces/tabletops														
Taps														
Fridge front/handles														
Microwave door/buttons														
Coffee Machine buttons														
Kettle handle, lid, button														
Toaster button														
Cupboard handles														
Other														
Door handles/plates														
Light switches														
Air conditioner controls														
Remote controls														

Back to Commence, monitor and reassess

Glen Eira City Council

To access food relief and essential items, contact
Glen Eira City Council's COVID-19 Hotline on 9524 3733.

www.gleneira.vic.gov.au

National Relay Service
If you are deaf, hearing-impaired, or speech-impaired, we ask that you
call us via the National Relay Service and then ask for (03) 9524 3333.

Online: https://nrschat.nrscall.gov.au/nrs/internetrelay
Teletypewriter (TTY): 13 36 77
Speak and Listen: 1300 555 727

Social media

What's on in Glen Eira:
www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:
www.instagram.com/cityofgleneira

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