

30<sup>th</sup> March 2020

Number 2

# COVID-19 Pandemic

## Frequently Asked Questions - Volunteers

*We will continue to actively monitor Government sources and respond to any changes or directives as they become available.*

**Q: Cannot see how we can implement 4 sqm space inside a vehicle with a driver plus 1 client?**

A: Transport is not included, however where possible clients will be transported in a minibus 1 client:1 driver.

**Q: Is there enough work to require all willing volunteers each day?**

A: We appreciate the ongoing support of our Volunteers. The number of service hours has reduced significantly, and therefore we are unable to fill everyone's hours.

We anticipate that moving forward this will change depending on the need for additional essential services or when regular business resumes.

**Q: Might we be delivering Care Packages?**

A: We are unable to answer this question at this point. However, we are looking at further options to assist our community.

**Q: Might we be taking clients to the Supermarket between 7.00 a.m. and 8.00 a.m.?**

A: Yes, based on demand. However, where possible, we will encourage our clients to stay home and provide them with an "essential grocery" item collection and delivery service.

**Q: Might we be instructed that all passengers be in the back seat?**

A: Where possible clients will be transported in a minibus 1 client:1 driver. However, we do recognise that some clients are sedan only.

**Q: What happens if we arrive at a client, and they seem unwell?**

A: Please continue to follow current procedures.  
Contact the Duty Officer immediately and advise them of the situation. The Duty Officer will advise you of the next steps and follow their procedure concerning the client's wellbeing.

**Q: Who do we contact – during business hours and after hours?**

A: Community Accessibility Volunteers

- Business Hours contact your relevant office 1300 704 530
- After Hours – Tanya Wylie Senior Transport Operations Officer on 0434 109 118

LINK Volunteers

- Questions during or relating to your shift contact the Duty Officer on 0438 887 490
- Other matters, please contact the Volunteer Coordinator

**Q: Is Community Accessibility still driving to Melbourne?**

A: Yes, at this point, on a case by case basis.

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For the most current information, resources and advice please visit The Department of Health and Human Services website: <https://www.dhhs.vic.gov.au/coronavirus>

If you suspect that you or a family member has COVID19 you should call your doctor or ring the National Hotline on 1800 020 080.