



Guidelines for Community Organisations Working with Volunteers

Requirements under Alert Level 2

Organisations must operate safely during Alert Level 2. Details are set out on the COVID-19 website www.covid19.govt.nz. Organisations are encouraged to use alternative ways of operating if possible.

Community organisations working with volunteers must comply with the same requirements under Level 2 as businesses and employers. Details are set out here www.covid19.govt.nz/businesses-and-employees/

Organisations must:

- Not allow any person who is unwell, has had close contact with a possible COVID-19 case, or has been overseas within the previous 14 days to work or volunteer within the organisation under any circumstances.
- Take all necessary measures to ensure the safety of your volunteers (and staff) and your clients. This means ensuring appropriate health, hygiene and safety measures are in place and carrying out additional induction and training processes to those you normally undertake if needed.
- Ensure volunteers and staff follow physical distancing practices. Under Alert Level 2 physical distancing is recommended as two metres from people you don't know when out in public and one metre in controlled environments like workplaces.
- Ensure volunteers and staff follow hygiene basics such as handwashing, covering coughs and sneezes.
- Apply effective recording systems to facilitate contact tracing.
- Ensure they follow the measures on gatherings, including the restriction on the maximum number of people attending. The current requirements for gatherings are outlined here:
[New Zealand COVID-19 Alert Levels](http://www.covid19.govt.nz/alert-levels/)
- Ensure volunteers and staff who travel, including regionally, do so safely.
- Minimise, or eliminate if possible, physical interactions with and between staff, volunteers and clients.

Find out more at
Covid19.govt.nz

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This may include:

- Working from home as much as possible.
- Using split shifts, staggered meal breaks and flexible working arrangements wherever possible.
- Using online or phone orders, contactless delivery or managed entry (such as one in, one out policies) and avoiding crowding outside wherever possible.
- More frequent cleaning of premises, especially counters and other high-touch surfaces.
- Protective equipment for staff as appropriate.

If your organisation provides essential services which necessitate closer physical contact you should comply with Ministry of Health guidelines (www.moh.govt.nz) which can be found [here](#).

More information and advice:

[Information and general guidance on Alert Level 2](#)

[General COVID-19 guidance for NGOs and Charities](#)

The following website provides useful resources on remote volunteering - <https://www.volunteeringnz.org.nz/available-resources/virtual-volunteering/>.

Funding may be available to support social service organisations to transition to providing more services online. Please visit the Ministry of Social Development website for details.

If you are seeking additional volunteers to support your essential service work please visit the Volunteering New Zealand website (www.volunteeringnz.org.nz). The Volunteer Centre network has mobilised to take expressions of interest from those available to help during the pandemic.

Find out more at
Covid19.govt.nz

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