

C O N T A C T

Tel: 1800 677 895

admin@volunteeringtas.org.au

75 Federal Street, North Hobart, Tasmania 7000

Essential Services Delivered by Volunteers

Volunteers and volunteer involving organisations assist the Tasmanian community through the delivery of essential services. It is not the purpose of this work to place higher value on certain volunteer roles but rather identify in the event of a pandemic or similar disaster, which services are essential in providing vital support to our community during emergency events.

The State Government defines essential services as;

- Services or supplies that if not available will significantly increase the likelihood of death or undermine key life sustaining functions of government.
- Services or supplies whose loss will have a significant impact on functioning of the community or its safety including health and financial security of individuals and families.

Based on this description of essential services, and the services delivered by volunteers during the Covid-19 pandemic and other natural disasters, such as fires and floods, the following categories have been identified as essential services that are delivered and dependant on volunteers and volunteer involving organisations.

Sector	Essential Service	Role Requirements
Animal - related including animal welfare	<ul style="list-style-type: none"> • Animal shelters and refuge • Animal rescue and treatment • Rescue hotlines and supports 	<ul style="list-style-type: none"> • Development of contingency plans including procedures in the event of pandemic/disaster. • Training for volunteers (their role and response). • Health and Wellbeing, and Safety. • Risk Management and Financial viability plans.

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		<ul style="list-style-type: none"> • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania.
Arts/heritage/culture		
Business/professional/union		
Education and training		
Emergency services	<ul style="list-style-type: none"> • Paramedic and ambulance • Fire and rescue services • Flood, storm and other hazard services • Administration 	<ul style="list-style-type: none"> • All roles in this area require extensive training for volunteers. • Qualifications for paramedic and ambulance roles. • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania
Environment		
Faith – based		
Health	<ul style="list-style-type: none"> • Community nursing and palliative care • Allied health • Drug and alcohol services – support • Mental health services • Psychosocial supports • Non-Emergency Patient Transport 	<ul style="list-style-type: none"> • Some roles in this area require extensive training for volunteers. i.e. palliative care. • Training for volunteers (their role and response). Consideration regarding more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE.

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		<ul style="list-style-type: none"> • Development of contingency plans including procedures in the event of pandemic/disaster. • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans. • Statutory requirements - Insurance, WWVP, and Police Checks. • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania.
Home and Community Care	<ul style="list-style-type: none"> • Meal delivery • Transport to appointments • Pharmacy/medication delivery • Psychosocial supports 	<ul style="list-style-type: none"> • Development of contingency plans including procedures in the event of pandemic/disaster. • Training for volunteers (their role and response). Consideration regarding more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE. • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans. • Statutory requirements - Insurance, WWVP, and Police Checks. • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania.

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International Aid / Development		
Law/justice/political		
Aged care	<ul style="list-style-type: none"> • Meal delivery • Transport to appointments • Pharmacy/medication delivery • Psychosocial supports 	<ul style="list-style-type: none"> • Development of contingency plan including procedures in the event of pandemic/disaster i.e. vulnerable volunteers and age restrictions. • Training for volunteers (their role and response). Consideration regarding more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE. • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans. • Statutory Requirements - Insurance, WWVP, and Police Checks. • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania.
Tourism		
Disability services	<ul style="list-style-type: none"> • Meal delivery • Transport to appointments • Pharmacy/medication delivery • Psychosocial supports 	<ul style="list-style-type: none"> • Development of contingency plans including procedures in the event of pandemic/disaster. • Training for volunteers (their role and response). Consideration regarding

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		<p>more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE.</p> <ul style="list-style-type: none"> • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans. • Statutory requirements - Insurance, WWVP, and Police Checks. • Understanding of supports/assistance available during pandemic/disaster i.e. Volunteering Tasmania
<p>Parenting, children, and youth</p>	<ul style="list-style-type: none"> • Childcare/intervention • Accommodation/respice for hospitalised children • Women Shelters • Psychosocial supports 	<ul style="list-style-type: none"> • Some roles in this area require extensive training for volunteers i.e. foster parents. • Some roles will require qualifications i.e. volunteer counsellors. • Development of contingency plans including procedures in the event of pandemic/disaster. • Training for volunteers (their role and response). Consideration regarding more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE. • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans.

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Sport and physical recreation		
Welfare/community	<ul style="list-style-type: none"> • Emergency food relief • Homelessness support services • Crisis counselling support • Domestic / family violence support • Community transport • Multicultural support groups • Emergency relief - financial support services • Psychosocial supports • Hospice/Respite • Operations • Evacuation Centres 	<ul style="list-style-type: none"> • Some roles in this area require extensive training for volunteers i.e., supporting families, multicultural training. • Some roles will require qualifications i.e. Handling of food, volunteer counsellors. • Procedures and training – Evacuation Centres. • Development of contingency plans including procedures in the event of pandemic/disaster. • Training for volunteers (their role and response). Consideration regarding more formalised/intensive training i.e. First Aid/Mental Health First Aid, Infectious Control procedures and PPE. • Health and Wellbeing, and Safety. • Risk Management and Financial Viability plans.



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