

FAQ's for Friendly Assistance Volunteers:

I work full time/part time. Could I volunteer around my work hours?

Absolutely. All we are asking is a friendly check-in with some of our clients. They may be self-isolating at home to stay safe from the risks of COVID-19. The check-in can definitely fit in around your work commitments.

Do I need a phone?

To check in on our isolated clients it is assumed that volunteers will use their personal phones to make calls. Age Matters will not reimburse volunteers for phone related expenses.

What about car or travel related expenses?

Age Matters is not asking volunteers to make deliveries or undertake driving related tasks at this stage.

What if the client asks "Why are you calling me? Are Brooke or Gail not available anymore?"

I've volunteered just to provide a friendly ear. Age Matters is still there for your support. Would you like me to ask one of the Age Matters team to call you?

What if the client needs basic shopping or collection of medical supplies?

Please take down details and let them know that you will advise the Age Matters team. Email client's request to info@agematters.org.au . One of the Age Matters team members will follow this request up.

What if the client asks me to drive them to the shops or an appointment?

Please take down details and let them know that you will advise the Age Matters team. Email client's request to info@agematters.org.au . One of the Age Matters team members will follow this request up.

What if the client asks about the status of their housing application?

I am a volunteer so unfortunately I don't have that information. Would you like me to ask one of the Age Matters team to call you?

What if the client is not concerned about the current pandemic? "I'm ready to go. This COVID-19 nonsense doesn't bother me, I'm still going out."

Part of the reason that people are being asked to self-isolate is to protect our whole community. It is a very unsettling time and it can be quite frustrating. Older people are at a higher risk if they get COVID-19 and the recommended way to avoid it is by staying at home.

Some suggested introductions/questions for Volunteers

Calling as a volunteer for Age Matters (previously IRT Foundation), you may have received a call recently from Gail or Brooke, I'm just following up to check that you're doing ok.

How do you feel?

Do you need anything?

If you haven't registered for groceries (Woolworths/Coles) online would you like to? Need credit/debit card.

Do you have someone that is supporting you?

Would you like me to check on you more often?

Do you have any questions about the Coronavirus? We can send out information from Department of Health.

Is there anything that you're concerned about?

Are you running out of supplies?

Is there anything that we can organise to collect or purchase for you?

Some key information about COVID-19

Refer to Australian Government, Department of Health Coronavirus Disease (COVID-19) information sheet

Current Restrictions:

- The following people have been asked to stay home and self-isolate for their own protection and safety:
 - Anyone over 70 years of age
 - Anyone over 60 years of age that have a pre-existing health condition
 - Anyone over 55 years of age if from Aboriginal and/or Torres Strait Islander background
 - Anyone arriving from overseas for at least 14 days
- 1.5m social distance to be practiced at all times except for those living in your home
- Shopping for essential items only eg. groceries, medication, repairs
- Attending medical appointments or compassionate visits
- Limit the above indoor and outdoor non essential gathering to two people
- Public transport for essential needs as per above.

Symptoms:

Patients may have fever, cough, runny nose, shortness of breath and other symptoms:



In more severe cases, infection can cause pneumonia with severe acute respiratory distress

If you develop symptoms such as fever, dry cough, sore throat and fatigue, you should:

- self-isolate and seek medical advice (it is important to call ahead first)
- go to www.healthdirect.gov.au ;
- call the National Coronavirus Information and Triage Line (1800 020 080);
- advise the Age Matters team.

If your Age Matters client has symptoms of COVID-19, you should:

- advise them to stay at home
- let the Age Matters team know
- seek medical advice promptly, remember to call ahead first.

If someone in your care is suspected by a medical professional as having COVID-19 then you will need to seek further advice on this from your local public health unit or infection control specialist.