



## **MEDIA STATEMENT – COVID-19 UPDATE AS OF 20 MARCH 2020**

### **CHANGES TO PROGRAMS AND SERVICES**

VolunteeringACT has been monitoring the progress of COVID-19 and has this week made the decision to temporarily suspend all face to face contact through our programs and offices and move to phone, email and online contact and support.

Face-to-face services at our Community Info Hub will also be suspended, but all community information services will continue at [www.communityinfohub.org.au](http://www.communityinfohub.org.au) and our Info Line is still operating on (02) 6248 7988.

We will still be providing our full suite of services to the community, volunteers and volunteer involving organisations, and are looking at ways to move more services online. All of our staff are available via email and our main phone lines are still operational.

***We made the decision to move early to better protect the health and safety of our employees, volunteers, program participants and the general public and to establish certainty for our workforce. In establishing our company's remote work practices this week, we are now in a very good position to support those who need us, when they need us most, especially during this uncertain time.***

We are currently considering our events and training program and will advise on new dates and delivery methods in due course.

### **COMMUNITY INFORMATION**

While our Community Info Hub shopfront will be closed, the Community Directory can still be accessed at [www.communityinfohub.org.au](http://www.communityinfohub.org.au) or via our Info Line on (02) 6248 7988. We also encourage people to download our app – Access My Community.

Organisations are being encouraged to update their listings on the Community Directory to reflect any change to their services.

### **OUR INCLUSIVE PROGRAMS**

Our Connections Program and Inclusive Volunteering Program participants are being supported during this period of change and we are discussing possible changes with IVP participant host organisations. For more information contact [connections@volunteeringact.org.au](mailto:connections@volunteeringact.org.au) or [inclusion@volunteeringact.org.au](mailto:inclusion@volunteeringact.org.au)

### **VOLUNTEERING RESOURCES**

We are producing updated resources and information regarding the involvement of volunteers during the COVID-19 emergency.

For more information visit [www.volunteeringact.org.au](http://www.volunteeringact.org.au)