Universal

Volunteer Pack

and

Position Application

v.1.1.10.2015

"Thank-you for taking your time to read through our information pack. GraniteNet Staff feel that you should gain a better understanding of how we operate; our methods and function within the community.

GraniteNet Inc. is run entirely by Volunteers, and <u>without</u> government funding. How do we do it? With people like you!"

The President 2015 - GraniteNet Inc.

Contents

Mission Statement

"Computers and imagination go together. We need to explore the possibilities that computers offer for transformation and expanding our horizons."

Dr. Fiona Kumari Campbell GraniteNet Community Engagement Evaluation Workshop 17 November, 2008

Vision Statement

The GraniteNet vision is to establish a sustainable community designed, owned and managed portal that will support Stanthorpe's development as a learning community. Typical of smaller, rural communities west of the 'great divide', Stanthorpe has an ageing community, a low median income, a lower proportion of the population with post-compulsory education qualifications and lower use of information communication technologies (ICT) in comparison with Brisbane metropolitan and larger coastal centers in Queensland[1], all of which are considered risk factors in terms of the community's continued prosperity and longer term sustainability[2].

The GraniteNet project, as a learning community initiative, aims to maximise the use of Information Communication Technologies to support community and individual development and capacity building. The project is a Participatory Action Research (PAR) partnership between the University of Southern Queensland and the Stanthorpe community. Perceived benefits of GraniteNet for Stanthorpe include that it will be a tool that people of all ages and from all sectors of the community can use to share information, promote community activities and events, and promote and foster learning opportunities. It is hoped that GraniteNet will become a valuable community asset that will enhance existing social networks, provide opportunities for growth and development and bridge the 'digital divide' that is said to exist between rural and metropolitan communities.

Stanthorpe Community Profile

Stanthorpe is located on the Granite Belt of South East Queensland (approximately 140 km south of Toowoomba), with a population of approximately 10,600, of which around half live in the town of Stanthorpe and the remainder dispersed throughout the thirteen surrounding villages and farm properties covering a geographical area of 2669 square kilometres. At an altitude of around 900 m above sea level, Stanthorpe enjoys a temperate climate that supports established primary industry including agriculture (fruit and vegetables), viticulture, and sheep and cattle grazing. Industry sectors making a significant contribution to Stanthorpe's economic base include agriculture, forestry and fishing; education, government and financial services; property and business services; retail and commerce; manufacturing and construction; and tourism, health and recreational services. Compared with the rest of Queensland, the economy of Stanthorpe is "up to eight times more reliant on agriculture and primary industries than other areas"[3].

Since the amalgamation of Stanthorpe and Warwick Shire Councils as part of local government reforms in March 2008, Stanthorpe is now part of the Southern Downs Regional Council, with offices currently located in Warwick and Stanthorpe.

According to the *Stanthorpe 2020 Community Plan*[4], 2006 ABS census data show Stanthorpe as having the following characteristics:

- Population growth of 0.5% per year.
- The age structure reflects a "gap" of young people and a relatively high proportion of people over the age of 55 years.
- The Stanthorpe Shire has a family structure that has a higher proportion of people who live as couples without children.
- The population of the Stanthorpe Shire is less ethnically diverse than the population of Queensland. Of those people born overseas, a high proportion originates from the

UK and Italy.
- The population of the Stanthorpe Shire is relatively highly employed with increasing part time employment.
- Employment in the Stanthorpe Shire is concentrated in agriculture, retailing, health care and social assistance, and manufacturing.
- In the Stanthorpe Shire, both family income and individual income are relatively low compared to incomes in Queensland. However, a statistical anomaly means that data excludes some parts of the community that are likely to have higher incomes.
- People in Stanthorpe Shire as a whole have a lower level of educational attainment compared to the state. However, like many regions, there has been a marked improvement in the level of education of the population.
- Residents in Stanthorpe Shire have a relatively high level of home ownership. The housing stock in the Stanthorpe Shire consists almost overwhelmingly of single detached houses.

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[3] *SDRC, 2008a, p. 33; SDRC, 2008b* [4]*Cavaye Community Development, 2008, p. 13*

Background to the GraniteNet Project

Informed by the principles of lifelong learning and learning communities, the Granite Belt Learners identified Information Communication Technologies (ICT) as a potential tool for supporting a learning community initiative and proposed the redevelopment of GraniteNet – an existing but disused virtual community portal. The group, however, recognised the need for additional expertise and through the benefit of existing relationships, a research and development partnership was established with the University of Southern Queensland which adopted a Participatory Action Research (PAR) approach to the design of a three phase project that would culminate in the development and implementation of a community owned, designed and managed virtual community portal that would support Stanthorpe's development as a learning community[13].

With some initial seed funding from the Queensland Department of Communities under their "Blueprint for the Bush – Building Links" program, a team of academic and professional staff and students from the Faculties of Education and Arts, the Division of ICT Services and the Division of Academic Information Services at USQ was able to work with the community on the GraniteNet Phoenix Project to develop a business case proposal and prototype for the portal, which constituted the first phase of the project.

Further funding was subsequently received for Phase 2 (again, from the Queensland Government Department of Communities under "Blueprint for the Bush – Building Rural Links" program). Phase 2 has focused on development and trial of an incubator portal environment as well as a governance framework, operating model and community engagement strategy. As part of the service funding agreement, these project components would be subject to comprehensive evaluation in order to ensure that the proposed third phase of the project – the 12-month pilot of the community portal – would be informed by a sound evidence base that would help to ensure longer-term sustainability. This evaluation report seeks to fulfil that component of the agreement.

The GraniteNet project, as a learning community initiative, aims to maximise the use of Information Communication Technologies to support community and individual development and capacity building. The GraniteNet vision is to establish a sustainable community designed, owned and managed portal that will support Stanthorpe's development as a learning community. Perceived benefits of GraniteNet for Stanthorpe include that it will be a tool that people of all ages and from all sectors of the community can use to share information, promote community activities and events, promote and foster learning opportunities. It is hoped that GraniteNet will.

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[13] *Arden, McLachlan & Cooper, 2008*

AGREEMENT & NON-DISCLOSURE STATEMENT FOR INDIVIDUALS

This agreement has been developed to ensure that individuals fully understand their role, rights and responsibilities and that clients are provided with the best possible services.

This agreement is made between GraniteNet Inc. and **you** the volunteer applicant and is made subject to the following terms and conditions:

Non-Disclosure

At all times, any confidential information, be it personal or public or written records of Volunteers or Members of GraniteNet Inc is not to be disclosed to anyone for any reason. **No exceptions**. The practices and records of GraniteNet Inc are not to be disclosed to anyone for any reason without prior consent.

You hereby accept this agreement of non-disclosure upon signing this document.

Definition of a Volunteer

Granitenet Inc. recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- Enables volunteers to contribute to their community
- Provides the opportunity for work experience and the development of new skills
- Enhances the range of services available through Community Development Services Inc.
- Allows for wider community participation at Community Development Services Inc.
- Benefits the community

Volunteers are involved in GraniteNet as:

1. Members of the Board
2. Various unpaid positions from time to time, including:
   - Administration including marketing and promotion
   - assistance with "one off " assignments
   - providing training, professional services, advice, referrals and support to the organisation and/or the organisation's clients.

NB. This policy relates to point two above only "Various unpaid positions…."

GraniteNet Inc. does not acknowledge, as volunteer work, labour performed through community services orders, work for the dole schemes or student work experience.

What should I consider before volunteering?

- When are you available to do volunteer work?
- You need to identify how much time you have to volunteer
- When can you volunteer? evenings, weekdays, weekends etc
- What commitment can you make? short term, one off projects, once a week for longer terms etc.
- What type of volunteer work would you like to do? You will need to consider what you would like to gain from volunteer work. Think about what interests, hobbies or skills you have or would like to develop.

Things you should consider when looking for a volunteer position with this or any organisation.

- Is the organisation you wish to volunteer with a "not for profit" organisation.
- Does the purpose of the organisation match your own values and beliefs?
- Does the organisation offer the sort of work that interests you and can you maintain and develop your skills?
- Will the organisation provide you with a reference if you need one?
- Does the organisation have a written volunteer policy explaining your rights and what you can expect from the organisation? Is it available for you to read?
- Does the organisation have insurance to cover you for the volunteer work you will be doing?
- Is there a written job description for the volunteer position you want and does it state exactly what you will be doing?
- Is the organisation willing to provide you with written information about itself?
- Does the organisation have a manager of volunteers or a contact person whose job it is to support and supervise the volunteer program?
- Will you receive adequate training and orientation for you to perform your job?
- Will you be reimbursed for money spent on behalf of the organisation?

Where can I find more information?

More information on volunteering can be found by contacting:

Volunteering Queensland Inc.

Level 6,

333 Adelaide Street,

Brisbane Qld 4000.

Post: GPO Box 623,

Brisbane Qld 4001.

Ph   07 3002 7600

Fax   07 3229 2392

Email   vq@volqld.org.au

Web   www.volunteeringqueensland.org.au

VOLUNTEER POLICY - Your Rights & Responsibilities

GraniteNet Inc. recognises that while volunteers are not covered by award conditions or work place agreements, they do have rights, some of which are enshrined in legislation and some of which are the moral obligations of the organisation.

Volunteer Training

Training needs of volunteers should be discussed at the initial interview or at team and/or volunteer meetings.

Training may be provided through:

- the provision of a staff orientation kit and procedures manuals
- referral to an external training course
- the provision of "in house" training sessions or "on the job" training.

Basic training for volunteers will ensure that:

- all volunteers have induction training through an induction session. This will cover the Volunteer Orientation Kit and the content and use of the Policy and Procedures manual.
- Volunteers receive training on occupational health and safety issues and in the use of equipment.
- Volunteers receive training regarding the legal responsibilities associated with their work.
- Volunteers receive training related to the needs of the target group.
- Volunteers will also receive ongoing training on the content and use of the Policy and Procedures Manual.

Volunteers have responsibilities

- to understand the purpose and philosophy of the organisation before committing to it
- to understand the rules and guidelines of the organisation
- to be loyal
- to be willing to train for the job and undertake on-going training as needed
- to accept support and supervision
- to participate in planning and feedback about the job
- to be reliable and work as a team member
- Advising of any issues that my preclude them from volunteering with C.D.S. and its associates, i.e. Paedophile Report
- to keep information confidential
- to be open-minded, enthusiastic, encouraging and respectful of the rights of individuals and groups that use the organisation's services

Volunteers have the right to:

- work in a healthy and safe environment
- be interviewed and employed in accordance with the equal opportunity and anti-discrimination legislation
- be adequately covered by insurance by the organisation
- be given accurate and truthful information about the organisation for which they are working
- be reimbursed for out of pocket expenses incurred on behalf of the organization with prior approval
- be treated as an equal

- have a clear idea of the role they are expected to play i.e. a job description and agreed working hours
- be respected by others
- be given a copy of the organisation's volunteer policy and any other policy that affects their work
- have access to a grievance procedure
- be provided with sufficient training
- be provided with orientation to the organisation
- time off when needed for family / personal reasons
- say NO. Volunteers have a right to know what tasks they will be expected to do and to say NO if they do not wish to do them
- have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988

Duties

You will carry out any of the duties outlined below as directed, however you are not expected to perform duties you are not capable of doing. (excludes specific available positions)

- Reception duties
- Broadband for Seniors [55 years & over training]
- One-on-one tutoring [open age training]
- Computer Hardware diagnosis and repair
- Computer Software diagnosis and repair
- Website coding
- Website Design & Setup
- Disability tutoring
- Cleaning
- Newsletter and News article writing
- Administer articles to online resources
- Customer service / relations
- Grant Writing
- Develop training programs
- Sales and representation
- Attend and assist at events both held by GraniteNet and other community groups
- Other duties as required by or as assigned or discussed the Manager or a board member.

Reimbursement

Individuals will be reimbursed for out of pocket expenses incurred <u>during the course of their duties</u> whilst working at GraniteNet. Receipts should be kept and presented to the Administrative Assistant. It is entirely at the discretion of the administration to allow or reject your receipt. For example, Communal purchases; Milk, Sugar, etc are acceptable. Fuel reimbursement is only available for volunteer duties that require the use of a car. Petty cash is always kept on premises to cover such reimbursements.

Hours of Work.

You will be required to fulfill your total allocated hours at GraniteNet Inc as designated by your Job Network provider, or as assigned by the Manager or a board member.

If you are associated with a Job Network provider;

- Failure to meet the required allocated hours will result in GraniteNet Inc contacting your provider.
- Subsequent failure to attend may result in dismissal, as in accordance with the JNP Contract signed by the President of GraniteNet Inc.
- If you are sick, you are <u>required</u> to have a doctor's certificate for the duration of your absence.
- Failure to complete tasks assigned within your ability will result in GraniteNet Inc contacting your JNP.
- A manager or Board member may decide to allow you to leave early at their discretion.
- Unless specifically requested, you are not normally expected to work public holidays.
- A hour lunch break will be provided where more than 4 consecutive working hours takes place in any one day. Your JNP has assigned break times.
- Your time is NOT voluntary, and MUST be attended.

If you are a regular volunteer;

- Please contact us to advise your inability to attend so that we may assign somebody else to your designated position for the time you are absent.
- Unless specifically requested, you are not normally expected to work public holidays.
- A 1 hour lunch break will be provided where more than 4 consecutive working hours takes place in any one day. A break is required every 4 hours. You may take your break on or off premises and at your discretion providing that you notify or arrange this with another volunteer that can attend to your duties (if required) during your absence.

Insurance.

GraniteNet Inc. will provide accident insurance cover for individuals and public liability cover on site.

Supervision and Training.

Regular supervision will be maintained over individuals at all times.

Individuals may approach staff or members of the committee at any time to discuss any issues you may have. This includes other issues involving other individuals, volunteers or personal related matters.

Individuals will receive the training and ongoing support needed to successfully undertake their work: If you do not receive your training, please ask.

Grievance procedure and Dispute resolution

The staff grievance procedure and dispute resolution procedure detailed in **Section 6.8** of the Policy and Procedures manual applies equally to volunteer staff. This document is located in the GraniteNet Cloud.

Code of Behaviour for Individuals.

The Code of Behaviour is a set of rules outlining standards of acceptable behaviour at work. It makes it clear to all people what is expected and reduces confusion and possible conflict.

Failure to abide by the Code of Behaviour may lead to dismissal from GraniteNet Inc. and your job network provider notified of your dismissal.

Individuals agree to:

- ❖ *Abide by the philosophy of GraniteNet Inc.*
- ❖ *Observe all the rules of GraniteNet Inc. including those specified in the constitution and any others determined, from time to time, by the Board of the organisation.*
- ❖ *Adhere to the accounting principles of the organisation.*
- ❖ *Represent GraniteNet Inc. in a positive way.*
- ❖ *Not discuss issues of GraniteNet Inc. with people outside the organization.*
- ❖ *Not take illegal drugs or consume alcohol while at work or on the premises*
- ❖ *Not have sexual relations or act inappropriately with service clients*
- ❖ *Follow the grievance procedures set down by the Board (Section 6.8 Policy & Procedures Manual)*
- ❖ *Not harass in any form; clients, staff or members of GraniteNet Inc.*
- ❖ *Not abuse physically or verbally any clients, volunteers or members of GraniteNet Inc.*
- ❖ *Treat clients with courtesy, respect and consideration. Act on complaints and provide services to the best of their abilities.*

Failure to abide by the above rules may lead to dismissal from GraniteNet Inc. and your job network provider (if applicable) notified of your dismissal.

Code of Dress

- ❖ *Individuals should wear neat clean cloths appropriate to the type of work they are performing and not offensive to the clients. Bare feet and thongs are not permitted.*

- ❖ *Individuals will maintain a clean appearance.*

- ❖ *Beards and long hair must be kept.*

For your information:

- A full list of Board members, members and volunteers can be accessed at the following link: www.granitenet.com.au/about/members

- Australian Taxation Office "Volunteers and Tax" policy information [NAT4612-04.2008] can be read or printed out at the following link: www.ato.gov.au

A little about you:

We need to know a little about you in order to best position you within the organisation, Please fill out your answers below each question.

A. Please answer the 4 Questions below as honestly as possible, using the most natural answer to describe yourself, even if you do not agree with every description. Use the subsequent letters to answer the question. There is NO Right or Wrong way to answer these questions; *(This question helps to define your personality and subsequent abilities.)*

1. Are you outwardly or inwardly focused? If you:

• Could be described as talkative, outgoing	• Could be described as reserved, private
• Like to be in a fast-paced environment	• Prefer a slower pace with time for contemplation
• Tend to work out ideas with others, think out loud	• Tend to think things through inside your head
• Enjoy being the center of attention	• Would rather observe than be the center of attention
then you prefer	then you prefer
E	**I**
Extraversion	Introversion

2. How do you prefer to take in information? If you:

• Focus on the reality of how things are	• Imagine the possibilities of how things could be
• Pay attention to concrete facts and details	• Notice the big picture, see how everything connects
• Prefer ideas that have practical applications	• Enjoy ideas and concepts for their own sake
• Like to describe things in a specific, literal way	• Like to describe things in a figurative, poetic way
then you prefer	then you prefer
S	**N**
Sensing	Intuition

ISTJ — Responsible, sincere, analytical, reserved, realistic, systematic. Hardworking and trustworthy with sound practical judgment.

ISFJ — Warm, considerate, gentle, responsible, pragmatic, thorough. Devoted caretakers who enjoy being helpful to others.

INFJ — Idealistic, organized, insightful, dependable, compassionate, gentle. Seek harmony and cooperation, enjoy intellectual stimulation.

INTJ — Innovative, independent, strategic, logical, reserved, insightful. Driven by their own original ideas to achieve improvements.

ISTP — Action-oriented, logical, analytical, spontaneous, reserved, independent. Enjoy adventure, skilled at understanding how mechanical things work.

ISFP — Gentle, sensitive, nurturing, helpful, flexible, realistic. Seek to create a personal environment that is both beautiful and practical.

INFP — Sensitive, creative, idealistic, perceptive, caring, loyal. Value inner harmony and personal growth, focus on dreams and possibilities.

INTP — Intellectual, logical, precise, reserved, flexible, imaginative. Original thinkers who enjoy speculation and creative problem solving.

ESTP — Outgoing, realistic, action-oriented, curious, versatile, spontaneous. Pragmatic problem solvers and skillful negotiators.

ESFP — Playful, enthusiastic, friendly, spontaneous, tactful, flexible. Have strong common sense, enjoy helping people in tangible ways.

ENFP — Enthusiastic, creative, spontaneous, optimistic, supportive, playful. Value inspiration, enjoy starting new projects, see potential in others.

ENTP — Inventive, enthusiastic, strategic, enterprising, inquisitive, versatile. Enjoy new ideas and challenges, value inspiration.

ESTJ — Efficient, outgoing, analytical, systematic, dependable, realistic. Like to run the show and get things done in an orderly fashion.

ESFJ — Friendly, outgoing, reliable, conscientious, organized, practical. Seek to be helpful and please others, enjoy being active and productive.

ENFJ — Caring, enthusiastic, idealistic, organized, diplomatic, responsible. Skilled communicators who value connection with people.

ENTJ — Strategic, logical, efficient, outgoing, ambitious, independent. Effective organizers of people and long-range planners.

3. How do you prefer to make decisions? If you:

• Make decisions in an impersonal way, using logical reasoning	• Base your decisions on personal values and how your actions affect others
• Value justice, fairness	• Value harmony, forgiveness
• Enjoy finding the flaws in an argument	• Like to please others and point out the best in people
• Could be described as reasonable, level-headed	• Could be described as warm, empathetic
then you prefer	then you prefer
T	**F**
Thinking	Feeling

4. How do you prefer to live your outer life? If you:

• Prefer to have matters settled	• Prefer to leave your options open
• Think rules and deadlines should be respected	• See rules and deadlines as flexible
• Prefer to have detailed, step-by-step instructions	• Like to improvise and make things up as you go
• Make plans, want to know what you're getting into	• Are spontaneous, enjoy surprises and new situations
then you prefer	then you prefer
J	**P**
Judging	Perceiving

Preference: 1._____ 2._____ 3._____ 4._____

B. Have you ever worked in a volunteer organisation or as a volunteer before?
Please Circle **YES / NO**

*If you answered **YES** to this question, please provide more information:

_____
_____

C. What type of skills can you offer that you think may benefit GraniteNet:

_____
_____
_____
_____

D. Do you hold any of the following: *(please circle all that apply)*
- Working with Children Blue Card: **YES / NO**
- Current First Aid Certificate: **YES / NO**
- Aged Care or Nursing certification: **YES / NO**
- Current Information & Technology Certificate: **YES / NO**
- Current Training & Assessment Certificate: **YES / NO**
- Current Drivers License: **YES / NO**

*As a volunteer you can upskill yourself for FREE by obtaining a blue card. You can apply online here: https://www.bluecard.qld.gov.au/volunteers/index.html Please advise us if you intend to apply for a blue card and require assistance.

E. Have you heard of our website? https://MySouthernDowns.com.au, and if yes, how would you describe it's services and usefulness to the community?
_____
_____

F. Do you have any experience in the following:
- PHP or HTML Coding: **YES / NO**
- Website Design: **YES / NO**
- Customer Service: **YES / NO**
- Dispute Resolution: **YES / NO**
- Children's Services: **YES / NO**
- Sales or Marketing: **YES / NO**
- Disability Training: **YES / NO**
- Training Others: **YES / NO**

*If you answered YES to any of items in the above question, please provide further information on them:

_____
_____
_____

G. What position do you feel you would be most effective at filling?
_____

H. How many hours do you feel you can contribute to GraniteNet each week?
_____

My Details:
The following details are required unless otherwise stated so that we may contact you.

Full Name: _____

Date of Birth: (Optional) _____

Address: _____

City / State / Postcode: _____

Current Occupation: _____

Landline Phone: _____

Mobile Phone: _____

Can we contact you to fill positions? **YES / NO**

Email: _____

We do not SPAM, and have no intentions of giving out your details to any third parties. You can find our privacy policy online at www.mysoutherndowns.com.au

A Friend or family member to contact in-case of emergency:
_____

Do you have any diseases or disability or medical condition that YOU feel we need to know in case of emergency? *(Optional)*

_____
_____
_____

Please provide a username and password that is easy for you to remember for the GraniteNet Digital Cloud: *(The GraniteNet cloud is a private paperless storage space for GraniteNet volunteers and members located at http://cloud.granitenet.com.au and contains all documentation, images and financial records that as a volunteer you are allowed to access.)*

Username: _____   Password:_____

Please provide a form of ID for our records: *(You ID will be copied on site by a member or volunteer upon a your application in for consideration, FREE of charge for our records)*

Acceptable forms of ID include one of the following:

Active Drivers License, Current tax return, Government agency card (including Blue Card, Pension and Purple Concession Card), 18+ Card, Bank Card, Birth Certificate or Current Passport.

If you are unable to meet the ID requirement, Please contact a volunteer or board member to discuss allowable alternates.

If applying for a specific position, please stipulate the position here:

_____

I agree

I, the applicant, agree to abide by all terms set out in this agreement, I have read and understood all of the information provided and wish to apply for a volunteer position at GraniteNet Inc.

Date: _____/_____/_____

……………………………………………………   ……………………………………………………………..
(Signature)   (Print Name)

*Please allow a maximum 14 days for your application to be processed, as your application must be approved by a majority of members of the Board.

---OFFICE USE ONLY---

Application received by:_____on _____/_____/_____

Date received by Board: _____/ _____/ _____

Approved / Disapproved Reason: _____

Notification of result to volunteer: IN PROCESS / COMPLETED

Notes:

_____