



accessibility

AAA DIGITAL INCLUSION PROJECT

VOLUNTEER ROLE DESCRIPTION

Digital Inclusion Mentor



AAA DIGITAL INCLUSION PROJECT

VOLUNTEER ROLE DESCRIPTION

Digital Inclusion Mentor

ABOUT THE PROJECT

Access, Affordability and Ability (AAA) Digital Inclusion is a pilot project for Queenslanders with disability, to get access to digital devices, data, and skills to help them stay connected to their communities and supports.

Being online is important. It is how we access, news, essential goods, general and Government services. It also helps people stay connected with friends, family, and your community particularly during natural disasters and the current time of the COVID-19 pandemic.

The Project is based on the premise that all Queenslanders with disability should be able to make full use of digital technologies to manage their health and wellbeing, access education and services, organise their finances, and connect with friends, family, and the world beyond. It goes beyond simply owning a computer or having access to a smartphone. Social and economic participation lies at the heart of digital inclusion.

AAA Digital Inclusion Project is an initiative developed by the Queenslanders with Disability Network-QDN, in partnership with GIVIT and Volunteering Queensland. Proudly supported by the Queensland Government through the Department of Communities, Housing and Digital Economy.

**HELP US MAKE DIGITAL
TECHNOLOGY MORE
ACCESSIBLE FOR
PEOPLE WITH
DISABILITY**

POSITION PURPOSE

Digital Inclusion Mentors will work with people with disability in their local area who have requested assistance to build their digital capacity through the Digital Inclusion program.

Working through the Neighbourhood Centre, Digital Mentors will provide one on one support to people either in a workshop context hosted by QDN staff and Digital Champions, or individually at mutually agreed times at the Neighbourhood Centre.

This support focussed on digital literacy will assist in people becoming confident and more informed in their use of digital devices to access information and essential services and be connected in times of emergency.

As a Digital Inclusion Mentor, you will support people with disabilities in acquiring basic skills to use digital technology and help them to have positive and meaningful digital experiences.

IT'S TIME TO MAKE SURE ALL PEOPLE ARE CONNECTED DIGITALLY



AAA DIGITAL INCLUSION PROJECT VOLUNTEER ROLE DESCRIPTION

ATTRIBUTES AND SKILLS

A Digital Inclusion Mentor does not need to be a computer expert, you just need to be good with people and have an interest in supporting people with disabilities. To be a Digital Inclusion Mentor you need the following attributes and skills:

- Being kind towards learners
- Being patient and encouraging
- Being flexible and having empathy
- Being generous Being reliable
- Have an open and positive approach
- Having a basic understanding of the internet and how to use a range of devices
- Being practical. If you don't know how to do something online, you have the skills to search for an answer
- Previous tutoring experience may be useful but is not necessary.

Our Digital Inclusion Project is a pilot project to help people with disability



Get access to digital devices



Find out about options for affordable data



Learn skills and digital ability to get online and stay connected.

REQUIREMENTS

There are no specific formal qualifications required to become a Digital Inclusion Mentor. However, all volunteers that want to be Digital Inclusion Mentors will need to:

- Volunteers must have complete Covid-19 Vaccination, meeting the most up-to-date Covid-19 vaccination requirements in accordance with Queensland Health directives for disability support services workers. For more details about your compliance of this requirement please visit the following links:

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/disability-sector/workers>
- <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/public-health-directions/requirements-for-workers-in-healthcare-settings>)
- Undergo the online training provided by Volunteering Queensland. This training will instruct you about your role as a volunteer, your rights and responsibilities and the process to become a Digital Inclusion Mentor
- Undergo Face-to-Face training, or otherwise organised training, provided by e QDN in association with Neighbourhood centres/ key community partners. In this training, you will receive technical training from QDN Digital Champions and training in regards your work with people with disabilities.
- Once appointed with an Organisation to be a Digital Inclusion Mentor, all volunteers must apply for a Disability worker screening clearance previously known as Yellow Card. This is free for volunteers



AAA DIGITAL INCLUSION PROJECT VOLUNTEER ROLE DESCRIPTION

IMPORTANT

It is an offence under the Disability Services Act 2006 to make an application for a NDIS worker screening check if you have been issued a yellow card negative notice, yellow card negative exemption notice or a disability worker screening exclusion that has not been cancelled, and penalties apply.

For further information, please visit Disability Working Screening website
<https://workerscreening.dsdsatsip.qld.gov.au/workers/worker-rights-obligations>

Volunteers will not be able to volunteer for the AAA Digital Inclusion project without fulfilling the above requirements.

RESPONSIBILITIES

- Attend the group trainings provided by the QDN Digital Champions and provide individual support to participants who may require one on one attention.
- Help and encourage people to learn, but not do everything for them.
- Raise awareness of the benefits of digital, but also about the secure ways of using technology
- Increase people's confidence and encourage participants to give it a go and try basic online services and applications.
- Maintain confidentiality and remain impartial
- Be aware of the boundaries of your role, and not try to help with things that you may not be qualified on, such as legal, financial or health issues
- Sign in and out for each shift.

TIME COMMITMENT

All Digital Inclusion Mentors will be required to undertake:

- 4 Modules of Online Training with volunteering Queensland. Each module last about 15 min and could be watched at your most convenient time.
- Face-to-Face training with QDN Digital Champions. Times and places will be advised in advance to registered volunteers.
- Attend to the Face-to-Face sessions for participants according with the schedule established by the Neighbourhood Centre during the duration of the Project. The frequency and duration of the sessions will depend on the needs of the participants and the project and will be defined with the Neighbourhood Centre Volunteer Manager/Coordinator, according with you the volunteer's availability

LOCATIONS

- Brisbane
- Ipswich
- Gold Coast
- Townsville





AAA DIGITAL INCLUSION PROJECT VOLUNTEER ROLE DESCRIPTION

SUPERVISION

Volunteers will be working under the supervision of the Neighbourhood Centre Volunteer Manager/Coordinator. Placement of volunteers with the Neighbourhood Centre will be effective once Online training has been completed.

SUPPORT PROVIDED

Once placed within the Neighbourhood Centre, Digital Inclusion Volunteers will receive support through the Volunteer Manager. The volunteer manager will provide an induction outlining the Neighbourhood Centre arrangements, policies, and procedures.

The AAA Digital Inclusion Project is a partnership between Queenslanders with Disability Network (QDN), GIVIT, and Volunteering QLD and is proudly supported by QLD Government Department of Communities, Housing and Digital Economy and Queensland University of Technology (QUT).

