Offering practical support and friendship to older people in Fulham since 1966.

DIGITAL INCLUSION VOLUNTEERS INFO-SHEET

Dear Digital Inclusion Volunteer,

Thank you for supporting your local neighbour with regular visits. We aim to match volunteers with older people in Fulham who need help in learning to use technology and the Internet and who will benefit from a social visit. Together we wish to bring older people and communities closer together, to increase their wellbeing and address the issues of accessing online services and social inclusion.

On a practical level, you will be matched with an older person who has the digital equipment and Internet connection; however, a tablet and dongle are available for those who don't have equipment but are keen to learn.
Each visit is scheduled and confirmed between the volunteer and the older person they support. The topic of each meeting is also agreed between the volunteer and the client, allowing the learning to be tailored to the needs of the older person. Lesson Guides around specific topics are available for the volunteer to use as handouts, if the older person would find these useful.

Complex or sensitive IT needs will be referred to the office before taking any action eg. hardware malfunctions, online banking needs, etc.

We will expect that you visit the matched beneficiary on *a regular basis and inform the office about the dates of each visit,* to help us show the positive difference that the project is making to the lives of those involved.
All digital lessons and support are delivered on a one-to-one basis. Volunteers will not offer remote digital advice over the phone or use tools for remote control & support such as TeamViewer. Any remote support requests should be referred to the office.

We do hope that the match will work for both parties but please do contact the office if you have any questions or concerns. In particular, please do follow our Risk Assessment, Lone Working, Safeguarding, Health and Safety Policies as outlined in the Volunteer Handbook.

Thank you and we hope you will find this an enjoyable and rewarding experience!

With best regards,

Lucia Ciolanel
Project Coordinator

The Queen's Award
for Voluntary Service