

ITSHARE
Recycling technology to
create access for all

ITShare SA Incorporated
1 Euston Road, Aldgate
South Australia 5154

Mobile
0409 758 015
Best time to call
6-9pm or weekends.

Email
itshare@itshare.org.au

Web
www.itshare.org.au

Registered Number
SA38083

ABN 51 301 610 450

ITShare SA Charter.

The Charter outlines policies, guidelines, and procedures for volunteers and WFTD participants. Please ensure you have read the document before commencing.

- WFTD Program
- Volunteer Policy
- OH&S Guidelines
- Code of Conduct
- Grievances Procedure
- Privacy & Confidentiality Policy
- Acceptable Internet Use Policy
- Sexual Harrassment Policy

WFTD Program

This project offers participants a range of activities to choose, from including advanced technical projects, testing computer components, repair and rebuild, installation and configuration of GNU/Linux software, system testing, training of recipients in group settings, writing documentation, office administration, research work, web design and more. Within this program we provide:

- Skills that will enable participants to test, repair and rebuild computer systems
- Developing skills with hands-on use of the GNU/Linux operating system, at both the end-user level and at a more technical "guru" level
- Opportunities to meet interesting and highly skilled people, including Linux software developers
- Access to the Internet to search for job vacancies, and job references based on performance
- Individual skills development
- Training in other areas, including Web design and office administration, as interest is shown

Volunteering Policy

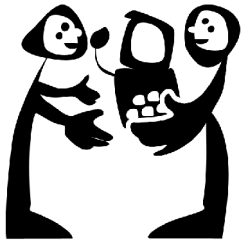
Volunteers Charter

- ITShare should provide people with a way to be involved in making a contribution to the wellbeing and opportunities of disadvantaged communities
- ITShare should provide people with opportunities to participate in the building process of ITShare
- ITShare should provide people with the opportunity to enhance existing skills and knowledge, gain confidence and experience, and explore work and career options
- ITShare should provide people with opportunities to have contact with other people and to be actively involved in the community.

Volunteers Rights

Volunteers at ITShare have the right to:

- make realistic commitments, in terms of both time and areas of involvement, and the organisation will expect these commitments to be filled
- keep all details of recipients confidential and private unless prior consent has been obtained from the recipient and the State Coordinator
- value and support all recipients, other volunteers, WFTD participants, and others, in a way that is non-judgemental and non-discriminatory



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Occupational Health and Safety Guidelines

Manual Handling Guidelines

Below we have listed some basic manual handling rules.

- Always look for a better way of doing things, in order to avoid manual handling risks
- Place or store heavy objects at waist level
- Use good lifting techniques
- Watch where you are going when carrying a load
- Move your feet to turn. Avoid twisting while bent over
- Make sure you have a good grip on your load, that it will not fall apart or collapse, and has no sharp edges
- Prepare for the moving of the load, including clear a safe walkway to the destination
- Stop physical work if you are tired or fatigued

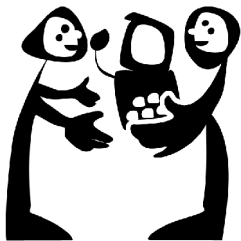
Source: http://www.gu.edu.au/ua/hrm/health/whs_ten_basic_manual_handling_rules.doc

ITShare Specific Guidelines

- Please do not run in any ITShare building, and take care when approaching high traffic areas. Immediately clean any wet spills should they occur.
- Never place the sharp edges of computer case lids, motherboards, i/o cards, etc. near or on walkways
- Ensure that clear paths and walkways are maintained at all times
- Always wear closed toed shoes in the workroom area. Loose fitting shoes or sandals are not suitable.
- Never consume drinks or food while working with open computers. Keep all liquids away from electricity sources
- Never use wet hands while using electricity
- Always clean hands before preparing food or after working on computer
- Always clean your area at the end of the day or before you leave
- Do not open power supplies
- Do not use double adaptors
- Do not place heavy monitors on shelves above waist height
- For items that are heavy or bulky, (eg. A laser printer or 21" monitor), always ask another person to assist
- Try to minimise double handling. If possible, don't place heavy objects on ground. LIFT UP NOT DOWN!
- Lift using your knees; turn using your feet, not your hips
- Use a trolley where possible/appropriate.
- Take a 10 minute break away from computers if working for duration of 50 minutes.
- Upright ladders are to be used with assistance. Don't stand higher than the third from the top step.
- Use step ladders with care . Do not stand on the top step of the step ladder.
- Do not stack anything above head height, even empty cardboard boxes can injure from heights. Consider the height of the people around you.

Hot Weather Policy

During the hot months, the ITShare building can get very hot and humid. As a result of this, we have decided to introduce a hot weather policy. If the temperature inside the ITShare building reaches 38 degrees, everyone (including WFTD participants and staff) will be required to go home.



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If the Weather Bureau has forecast a temperature of 40 degrees or higher, and this is published in the Advertiser or <http://news.com.au>, ITShare Volunteers should not attend. Work for the Dole participants and staff will be required to attend, regardless of weather forecast, until the temperature reaches 38 degrees.

Working with electricity

In addition to the above specific ITShare rules, we request that volunteers and staff practice correct electrical safety practices while working at ITShare. If you have not received an electrical safety induction as part of your OH&S induction, please inform the State Co-ordinator/OH&S Representative.

Office Ergonomics

If you are working as an administration/training volunteer, you will need to be aware of the correct techniques to use while working in an office environment. Always choose a chair that is right for you, and remember to take regular breaks away from the computer.

Dangerous Chemicals

We use only a small number of dangerous chemicals at ITShare, including toner, printer ink, and household cleaners. All chemicals should be stored and returned to safe places at all times. In addition to this, computer equipment, most notably monitors (CRTs), contains all sorts of chemical nasties (lead, phosphorous, mercury and carbon).

Code of Conduct

Our Code of Conduct is formulated and reviewed from time to time to assist us in creating a fulfilling, motivating place to work together, and to form a friendly and supportive team.

- **Privacy** We will each respect the privacy of others; recipients, volunteers, members and staff. No personal details of any person will be given out without permission from that person and the Committee of Management.
- **Respect for Others** We will each respect all those we come into contact with, whether we are representing the organisation or working together. No form of harassment or discrimination will be tolerated; ITShare people are worthy of the best treatment, from and for each other.
- **Grievances** Where any person feels they have been wrongly treated, the organisation will act promptly to examine the circumstances fairly and impartially, and work hard to rectify procedures and situations.
- **Security** ITShare values the possessions of all the people who come through its doors, as we value the computers and equipment donated to us by generous people and companies. We expect honesty from each other, and will view very seriously any threat to personal belongings or to donated equipment.

Grievances Procedure

WFTD Grievance Procedure

- The issue should be raised promptly with the appropriate WFTD Supervisor
- Should this not be possible, or not be appropriate, then the other WFTD Supervisor, the Human Resources Coordinator, or the WFTD Coordinator are appropriate areas of contact.
- The Supervisor will discuss the matter, and attempt mediation with all parties, where indicated. Should this not be indicated, or if inappropriate, the Supervisor will contact the CWC and the ITShare Committee immediately to begin resolution at a higher level. The WFTD Coordinator will work with the CWC, the Supervisor, and all parties involved, to achieve resolution, and report to the ITShare Committee.



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Volunteer Grievance Procedure

- The issue should be raised promptly with the Human Resources Coordinator, or the Administrative Officer.
- The Coordinator/Officer will discuss the matter, and attempt mediation, where indicated. Should this not be indicated, or if inappropriate, the Coordinator/Officer will contact the ITShare Committee immediately to begin resolution at a higher level.

Grievance Procedure for ITShare Committee

All parties involved in the complaint are notified of the meeting. While it is not necessary for all parties to be present, should a individual be unavailable, the matter will need to be decided regardless. In such cases, it is recommended that the parties are encouraged to send an intermediary to represent their case.

All involved parties are allowed time to explain what they believe the facts are. However, in cases of serious allegations of assault or harrassment, the parties may give this explanation seperately, and not to have to face potential confrontation.

At this point all affected are asked to leave to allow the committee to decide on what actions to take. If committee members are involved, those committee members are excused from that process.

The final decision and reason are then presented to the affected parties and actions taken. No further correspondence or discussion will be entered into. Only an aggregated vote and final decision will be minuted.

Any form of physical or verbal intimidation or abuse, evidence of illegal activity, or any contravening of policies on sexual harrassment, may be forwarded to police at the discretion of the Committee and the CWC (if involved).

Privacy & Confidentiality Policy

Confidentiality of Applicants

ITShare will keep all application details strictly confidential and private. Under no circumstance can an ITShare committee member, volunteer or staff member discuss details of recipients with others unless prior consent is given.

All application forms will be kept in a safe and secure place.

Confidentiality of Volunteers

ITShare will keep all volunteer registration details strictly confidential and private.

Confidentiality of Staff

ITShare will keep all staff details strictly confidential and private.

Confidentiality of Donors

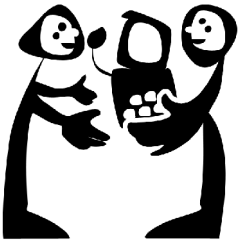
Donors may stipulate at the time of making a donation that they wish their donation to be anonymous, and ITShare will respect this.

The data which may inadvertently be left on magnetic media of any type when a donor gives equipment to ITShare remains the property of the donor, and will immediately be removed by ITShare in such a way that there is no possibility that it could be retrieved by any other person. (See <http://dban.sourceforge.net/features.html> for information on the software we use for data erasure of ALL hard drives).

Privacy Statement

ITShareSA Inc. is committed to protecting the privacy and confidentiality of our clients, members, supporters, volunteers and staff.

ITShareSA Inc. supports and is bound by the Privacy Amendment (Private Sector) Act 2000 and the National Privacy Principles. A copy of the National Privacy Principles can be found at <http://www.privacy.gov.au/publications/npps01.html>



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ITShareSA Inc. has always had a policy of protecting the personal information of our supporters, clients, members, volunteers and staff. We remain committed to ensuring that the information you provide to us is secure, accurate and that you are aware of what information is held by us and your rights to access that information.

Information you provide

When you become a service user, volunteer, supporter, member, contractor or a job applicant you are generally asked to provide us with your name and contact details as well as other information. Under the Privacy Amendment (Private Sector) Act 2000, information, which can identify you, is known as personal information. Besides personal information, some specific information about you that may include your racial or ethnic origin, religious belief or affiliation, criminal record or health information is known as sensitive information.

We will not collect sensitive information about you without your express consent unless required by law.

Access to your Information

Unless prevented by legislation, you can check the information we hold on you by contacting the State Coordinator and asking for an "access to personal information form". That information will then be made available, within a specified time frame, by allowing you the opportunity to read the details we hold at a ITShareSA site with ITShareSA volunteers or staff present if appropriate. If there are any inaccuracies in the information you can advise changes to the State Coordinator.

How we use information

ITShareSA Inc. uses the information you give to us for the purposes of:

- sending out information about our services
- assessing applications for computers and services
- evaluating ongoing services provided to you
- assessing your application to become a volunteer, member, contractor or employee research and analysis
- maintaining and updating a supporter and sponsorship database
- contacting our volunteers, members, supporters and staff

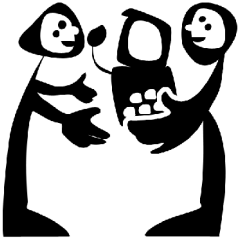
Your personal information is not disclosed to third parties without your consent or required by law.

We may use the information for internal reviews and analysis and may also use it to produce certain consolidated statistics about our services. However, we will not disclose your individual information nor sell, trade or rent that information.

If we need to disclose any information to conform with any laws or legal process we will inform you what information has been disclosed and to whom (unless informing you is precluded by legislation), so that you can take necessary action.

Acceptable Internet & Network Use Policy

- No intentional surfing of pornographic content (child and other obviously illegal pornography will be reported instantly to police)
- No intentional surfing of racist or discriminatory content
- No streaming of audio or video media between the hours of 9am-5pm, unless ratified by supervisor



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- No online or gambling games, java games okay
- No file sharing programs
- Seek advice before downloading executables/zip files or anything over 50meg
- No propaganda

Sexual Harrassment Policy

Sexual Harrassment is behaviour of a sexual or coercive nature directed at another person who does not welcome it. This behaviour is directed at any person or group by another person or group and may be intentional or unintentional. Sexual harassment does NOT include a mutual attraction between two consenting people.

Sexual harassment is the way in which behaviour is perceived by another person/s, and may or may not be the original intention of the person engaging in the behaviour. Sexual harassment may include the following:

- Sexual jokes, offensive phone calls or emails
- Displays of pornographic material or objects including screen savers and computer programs
- Sexual propositions or persistent requests for dates
- Patting, pinching or touching in a sexual way. Unnecessary and unwanted physical contact such as deliberately brushing against a person or putting an arm around a person's body
- Remarks about a person's sex or private life
- Inappropriate comments about a person's appearance or body
- Leering, wolf whistles, catcalls, obscene gestures
- Indecent exposure
- Sexual assault and rape, both of which are criminal offences. The person experiencing such offences will be strongly encouraged and supported to contact the police.
- Unwelcome use of terms of endearment such as 'love', 'honey', 'dear' etc.
- Any activity or behaviour a person considers sexually inappropriate or unwelcome
- Any behaviour of a sexual nature which, even though the perpetrator does not feel it to be inappropriate or unwelcome, is considered to be inappropriate or unwelcome by any other person

Policy

ITShare believes it is not acceptable to sexually harass another person. Any form of sexual harassment or abuse by or against any person involved with ITShare will not be tolerated.

Reporting Cases of Sexual Harassment

If you feel you are the victim of sexual harassment or abuse do not under any circumstances ignore it as this may give the impression that what is occurring is acceptable.

Victims of sexual harassment or abuse should take one or both of the following courses of action:

- Follow the ITShare Grievance Procedure. The victim and the accused have the right to an advocate.
- Report the incident/s to the police. ITShare will assist you to do this if you wish.

Acknowledgements:

Travellers Aid Disability Access Service for letting Computerbank adopt parts of their Access and Equity Policy. Kylie Davies for edits and alterations appropriate to Computerbank Service Provision.

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Computerbank Australia Incorporated. ARBN 096 258 543 ITShareSA Incorporated. ABN 51 301 610 450 .

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