Your Volunteering Community

USER GUIDE

BRAD A

1

CONTENTS

INTRODUCTION TO THE YOUR VOLUNTEERING COMMUNITY PLATFORM

INTENT

The purpose of the YVC is to provide a platform that will be a virtual Volunteering Community of Practice as well as a knowledge and resource hub. The platform will be used to improve collaboration within the volunteering support sector and between the department (DHHS) and the sector. To be an anchor point that facilitates the VVSN (and broader sector). to align on a commonly understood purpose and to be a single voice for the sector.

OBJECTIVES

1. Consumers improve their services delivered through volunteers via platform collaboration

2. Consumers access knowledge and resources to usefully inform their volunteer program

3. Consumers access quality fee for service volunteering support products to inform their programs

PRINCIPLES

A pivotal element is describing the principles that underpin the projects' approach. Consider these the fundamental guidelines that holds the approach together as well as shapes it's energy, paradigms and interaction lens. These principles are dynamic and are a starting point to frame how we will engage and conduct ourselves during participation in the YVC.

- **Trust** is when people are confident that their belief in something is not misplaced; that the person/s or thing in which they are placing trust is reliable will make good their promises and is worthy of being trusted. The loss of trust is often felt as betrayal. When there is high trust people will be gracious, forgiving and tolerate ambiguity and discomfort.

- **Stability** is about ordering and organizing the things that can be managed and having capacity available to cope and deal with things that can't be managed. Considering the chaos, friction and misalignment between VVSN members in the past, we all agree to create an emerging state of stability as a critical step to find alignment on purpose and focus for the sector.

- **Hope** is connected to optimism – a sense that there is a reason to be positive about a better and meaningful future. This is the essence of the YVC and Training & Mentoring projects. Nurturing a fresh sense of hope for the sector by unifying around an agreed standard of volunteer management training and mentoring as well as a platform that facilitates sector collaboration and cultivates a spirit of community of practice via a range of forums.

GUIDELINES FOR YVC INVOLVEMENT

- The past is a legacy available for the future. As we co-create a new way of being, for the sector, it's essential we listen, observe and learn. Make wise decisions about the past will influence the future.

- We take purposeful action to gain fresh perspectives that are outside our normal frame of reference.

- Accentuate the positive. Find and amplify the positive examples of changing. Boost the staying power of a positive message or action by supplementing it with recognition, promotion and validation.

- Think like a beginner. Open inquiring states are helpful to revisit invisible fundamentals and expose assumptions that may be invalid. Ask questions as if new to the project.

- Messages are successful when received and understood. The sender should check what the receiver has understood of the message. Messages won't be perfect, and conditions for successful communication aren't always ideal. Plan contingencies to check receipt and understanding of messages. Successful communication requires active engagement from all parties.

- Every voice has something worth saying or hearing. There will be opinions and insights that you may not agree with or understand. They may exist because of knowledge you do not have. This is not the reason to exclude them from input to the project. Purposefully ensure that multiple voices are invited to speak and are heard.

- Change management isn't the absence of conflict; it's the presence of engagement. Ensure dissent is focused on ideas and concepts not personalities. Utilise the tension in dissent to find meaning and common worthy goals.
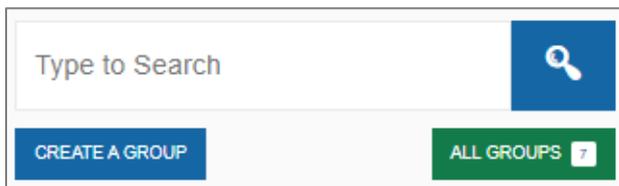
SETTING UP A NEW COMMUNITY FORUM

The following procedure outlines each step needed to create a new Community Forum
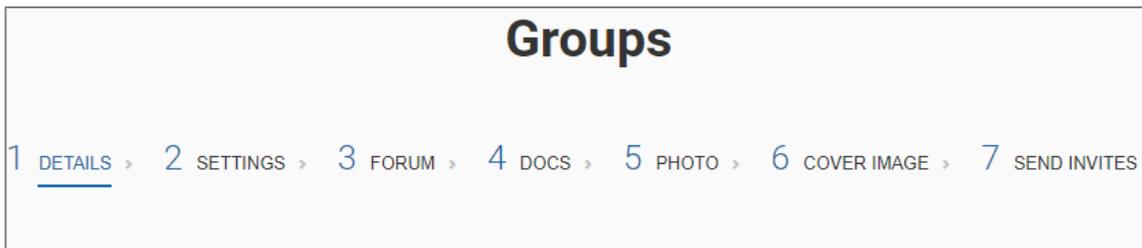
1. After you have logged into the YVC site, click on the 'Community Forums' page tab
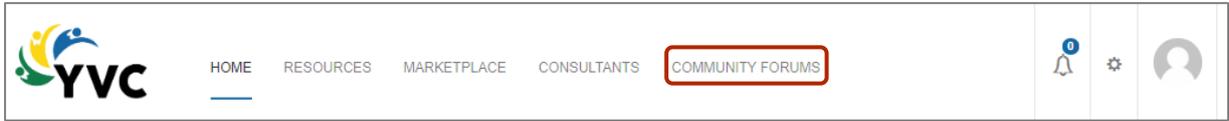
2. Then click on the 'Create A Group' button, which can be found on the top right-hand side of the page beneath the search box.

3. After clicking the 'Create A Group' button, you'll be taken to the 'Groups' page.

4. Your starting point will be **'1 Details'**
5. On this page you'll see a series of seven steps

> TIP:
>
> A. Adding a photo to the forum. When creating a new forum, you can add a snappy photo as part of the portfolio pic and the background header. It's handy to select photos before you begin, as it saves time doing this during the setup activity.
> B. Step 7 is to send invites (via email) to potential members, before setting up the group be sure you've identified these members and their email addresses.

6. to completing the activity.

6. Next enter the name of the new Community Forum in the 'Group Name' field box.
7. Then enter a brief description of the group, this may include a purpose for the group, possible aims and/or guidelines.
8. Then click on 'Create Group and Continue' to proceed to the **'2 Settings'** page.

10. On the '**2 Settings'** page you will see two distinct sections – 'Privacy Options' and 'Group Invitations.'

11. Beneath 'Privacy Options', you can select one of three group types – public, private and hidden group. It's recommended that you only use the first two. Click the radio button on the left of your preferred group type, e.g.

12. Next, go to 'Group Invitations', select which member type can invite others to join.

GROUP INVITATIONS

Which members of this group are allowed to invite others?

○ All group members
◉ Group admins and mods only
○ Group admins only

Tip:

For a new group select option 2 – 'Group admins and mods only'. Mods refers to moderators.

13. Once you've completed your selections, click 'Next Step' to proceed to the step **'3 Forum'**.
14. On the **'3 Forum'** page there is only one task to complete. This step is to confirm the group having a forum style structure.
15. Click the 'Yes' radio button.

Groups

1 DETAILS ›   2 SETTINGS ›   3 FORUM ›   4 DOCS ›   5 PHOTO ›   6 COVER IMAGE ›   7 SEND INVITES

GROUP FORUM

Create a discussion forum to allow members of this group to communicate in a structured, bulletin-board style fashion.
☑ Yes. I want this group to have a forum.

←   Next Step

16. Click 'Next Step' to proceed to **'4 Docs'**.

17. On the **'4 Docs'** page there are two areas to complete – 'Docs' and 'Options'.
18. Docs allows forum members to share and edit topic/interest specific documents. Uses can include sharing relevant information around common issues and/or lessons learnt.
19. To activate the Docs function, click the 'Enable Docs for this group button'.
20. Next, under 'Options' (from the drop-down box) you will need to select which member type can interact with the Docs function. From the drop-down menu select 'Group Member'.
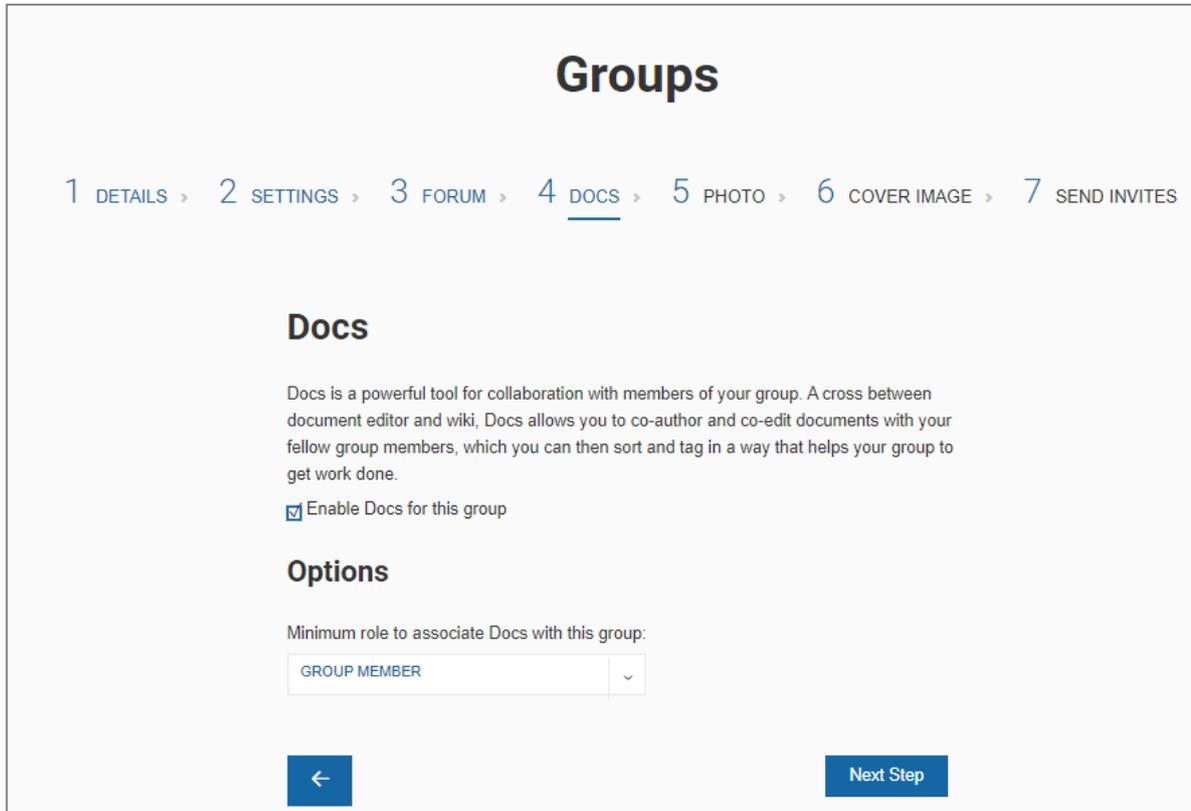
21. Then, click 'Next Step' to proceed to **'5 Photo'**.
22. On the **'5 Photo'** page you can upload a forum profile photo that represents the motif of the forum. This is the where the preselected photo comes in handy.

23. There are two options to load a photo:
    i) Drag and drop from an existing file, or
    ii) Click the 'Select your File' button to navigate to the file containing your photos
    iii) Click the relevant photo, in the file, and click 'Open'. This will load the photo onto the page.
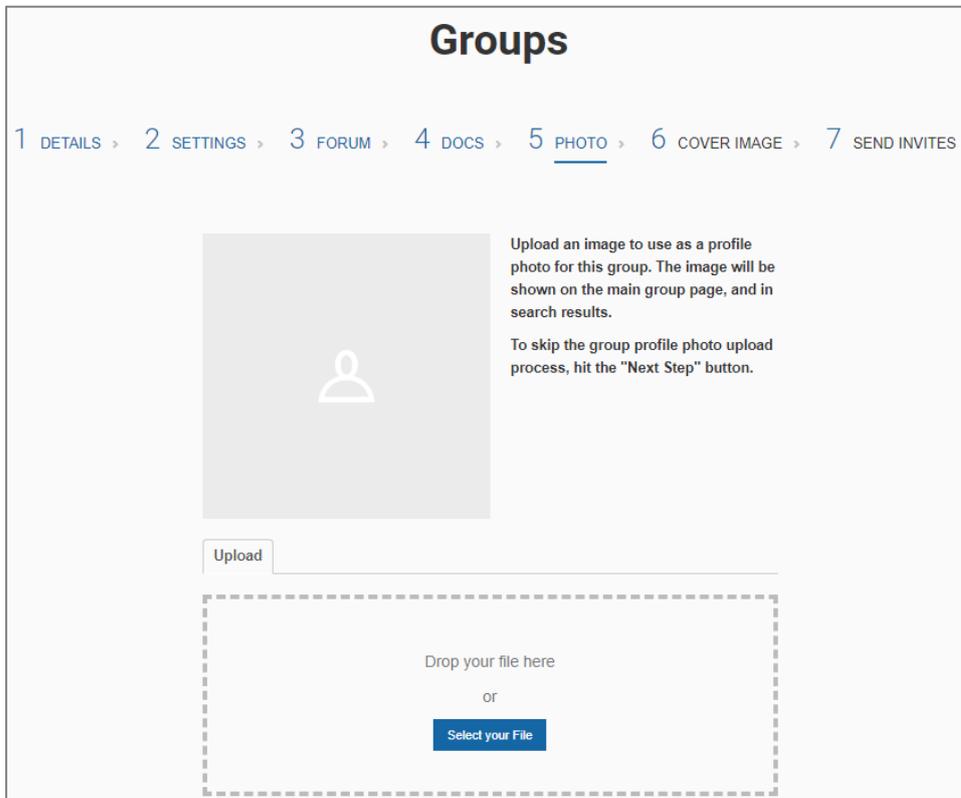
24. After the photo is inserted you will need to crop it for the photo frame.
    i) To crop hold the mouse over the highlighted frame and make the necessary adjustments.
    ii) Once you're satisfied click the 'Crop Image' button.
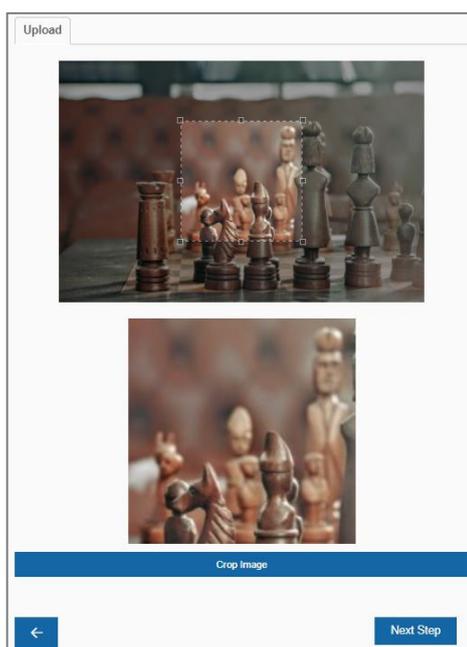
      iii) The cropped photo will be shown in the image frame.

25. If there no further adjustments to be made, click 'Next Step' to proceed to **'6 Cover Image'**.
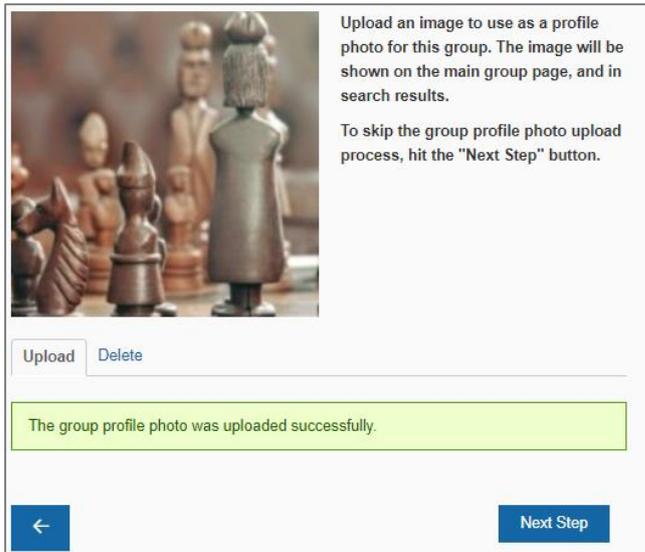
26. On the **'6 Cover Image'** tab you can choose to add an image for the Forum header. The header is a background image which is located on top of the Forum page.

27. To add an image, see the 'load a photo' step from Step 23.

> *Tip:*
>
> The photo you use needs to be in a landscape format, as you cannot adjust the image for the header.

28. Click 'Next Step' to proceed to **'7 Send Invites'**.
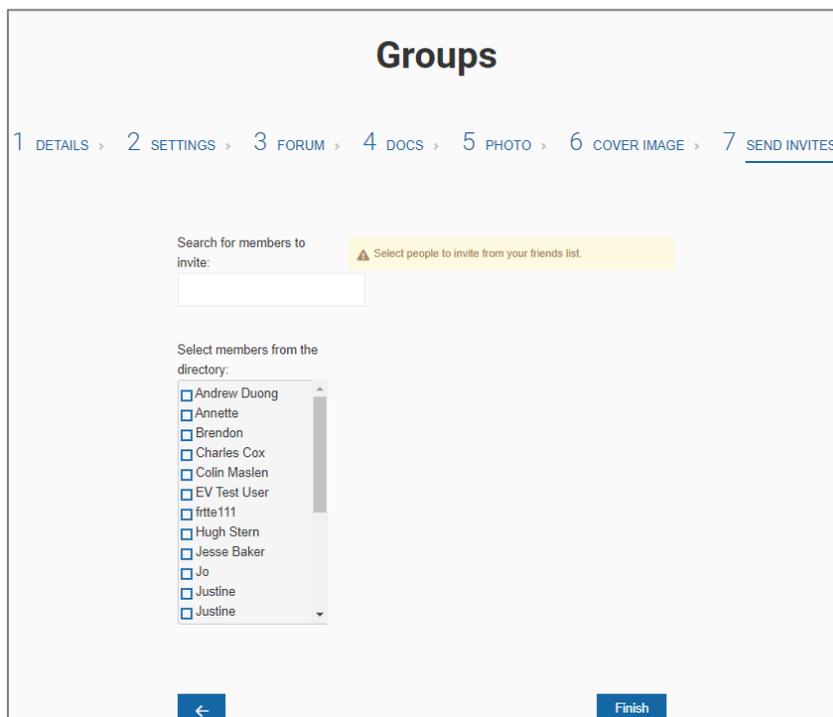
29. On the **'7 Send Invites'** tab you can invite members to join the group.

> *Tip:*
>
> This function works best with people who have already registered their email address on the site.
>
> An easier way to invite members is to go the completed Community Forum page and follow the invite members steps.

30. To find current YVC members search the displayed directory.
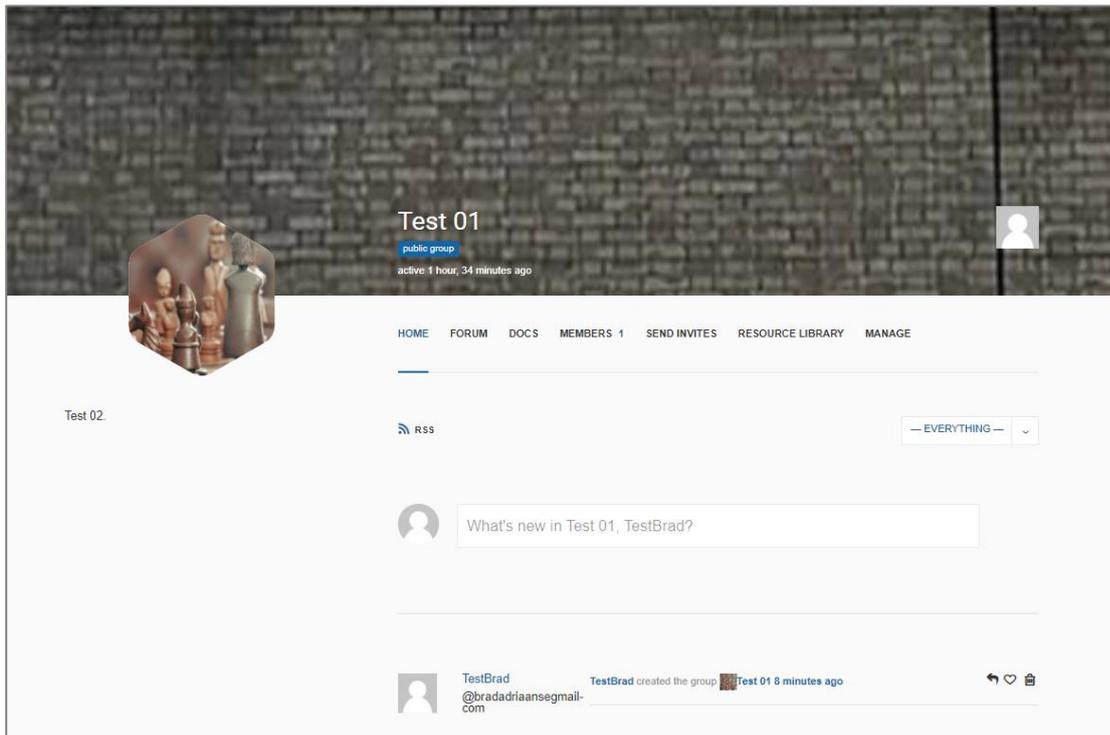
31. Once you're finished click 'Finish'.

32. Your freshly minted Community Forum page will be displayed.

INVITING MEMBERS TO A COMMUNITY FORUM

1. To invite members to your new Community Forum page, follow the steps described below.

2. Click on the 'Send Invites' tab.
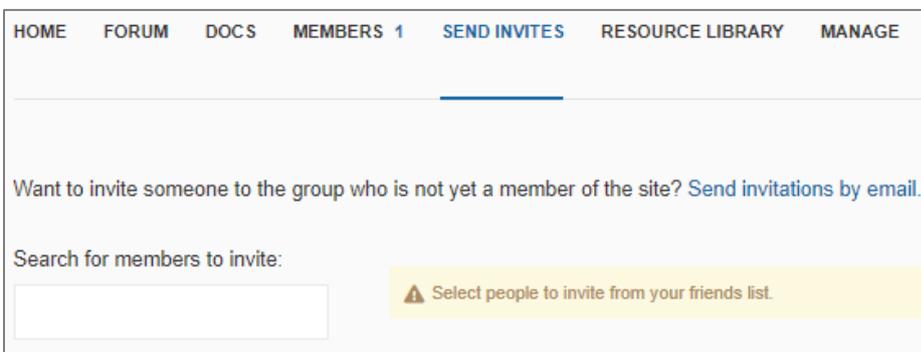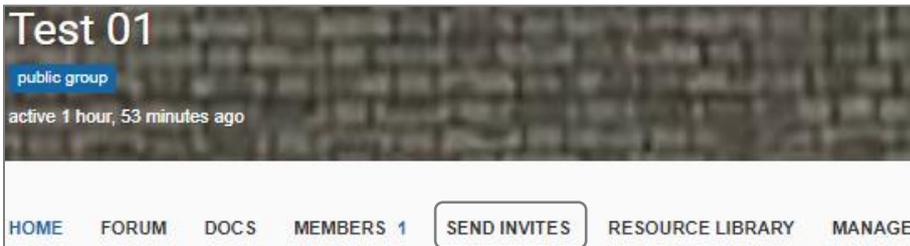
3. To invite new members to the Forum, click on 'Send invitations by email'

4. This will open 'Invite New Members' page where you can enter all the relevant email addresses.

5. In '1 enter email addresses below…' you can enter a maximum of 5 email addresses.

6. The subject text is auto populated and cannot be revised
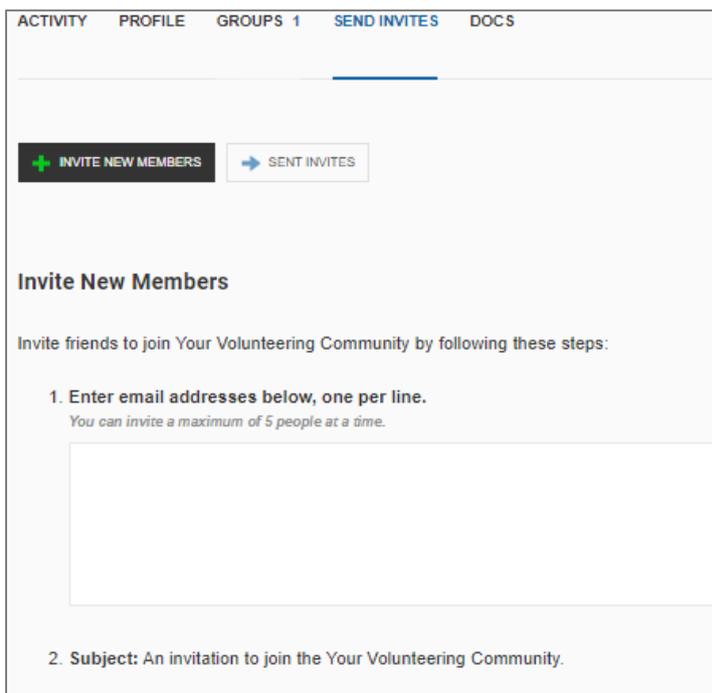
7. In '3 Customise the text of the invitation' you can add an invite message.

8. In '4' select the Forum/s new members are being invited too.

9. Then click 'Send Invites'

10. A 'Sent Invites' page will open listing all the people you've invited. Here you can track invited members interaction with the invite.

JOINING A COMMUNITY FORUM

Below is the process for completing the New Member sign-up.

1. Prospective members will navigate to the YVC homepage
2. Before they can join a forum, they will need to sign-up as a member, which they action by clicking the 'Join Community' button

3. This will open the 'Create an Account' page
4. Prospective members must complete the field boxes in 'Account details' and 'Profile details'

5. After which, in the VERFIY THAT YOU ARE HUMAN' box they must click in the little 'I'm not a robot' box on the left-hand side.

6. A green tick will appear in this box, and they are ready to click on the blue 'Complete Sign Up' button.
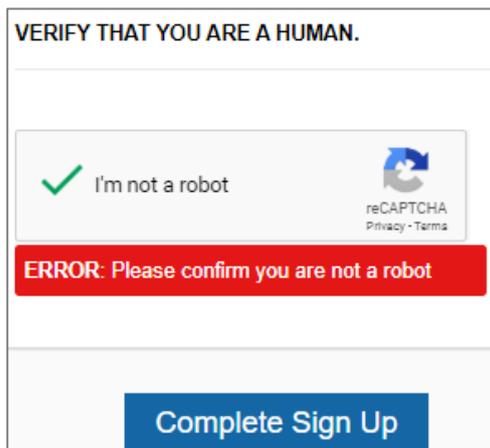
7. A new member request email will be sent to YVCHelp@easternvolunteers.org.au.
8. You will need access to the YVCHelp inbox to activate new member requests.

Tip:

If any field box is not filled in the site will show an error message in **RED** – refer to above 'Verify That You Are Human' image for an 'error' example.
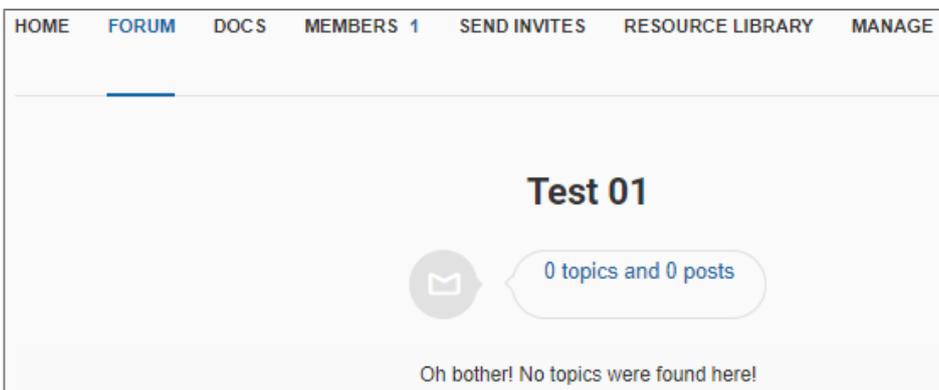
Below are the functions available on a Community Forum page and matching descriptions on how you can interact with these functions.
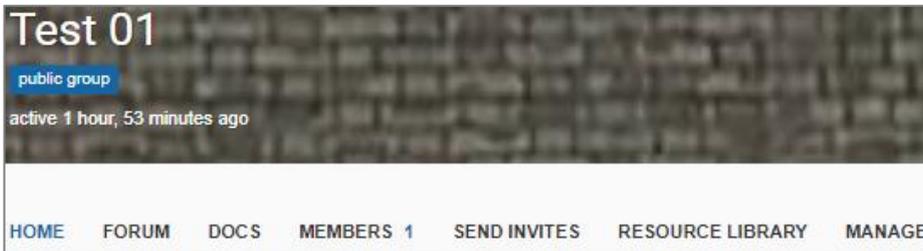
FORUM

On this page you can create topics of interest for members to discuss and engage with.

Here you'll see a list of current topics. NOTE: A new Community Forum will have no topics to show.

1. To create a new topic, go to the 'Topic Title' field box and enter the title.
2. Next, in the large field box below you can create several different Topic descriptions:

i) Add a URL link to a website or training calendar

ii) A quote, or
iii) A description of the topic

3. Under 'Topic Type' select 'Normal'
4. Under Topic Status' select 'Open'

5. You have the option of receiving an email notification when members reply to topic comments. Just tick the box next to 'Notify me of follow-up replies via email.'
6. Click 'Submit'

DOCS

Here you can view all documents created by the group.

1. There are two ways to manage documents on your Forum page.
   I. Create a new document using the 'Create New Doc' function, or
   II. Attach a current document from outside the YVC website
2. The following describes how to use the 'Create New Doc' function
   I. Click on 'Create New Doc'

II. Which will open this page

III.   You will need to add a document title in the 'Title' field box

IV.   Then in the 'Content' field box you can add document text. The formatting works the same as Microsoft Word. For example, to format your entered text into a Heading, click on the
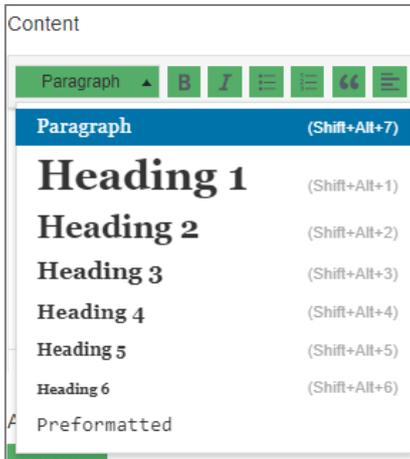
'Paragraph' button. This will give you a drop-down menu, select your preferred option.

V.   If you want to attach a supporting file, related to this document, then click the 'Add Files' button found under 'Attachments'. You can drag and drop a file from another folder on your device or click 'Select Files' and follow the process.
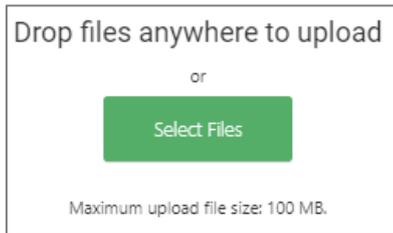
VI.   Under 'Associated Group' you can select which Community Forum groups will have access to this document. Click on the drop-down menu and select the Forums you want to share the document with.
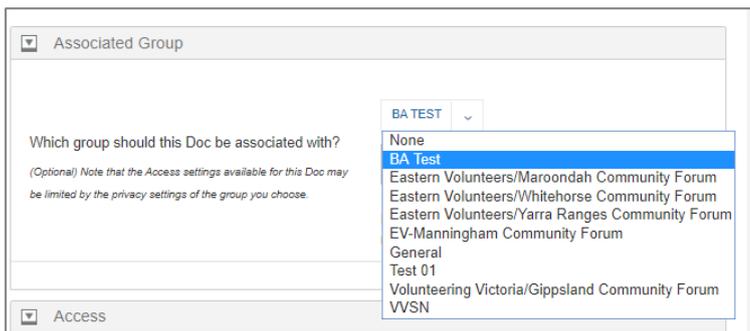
VII.   The next section is 'Access', here you can select the documents Access permissions. Click each of the drop-down menus and select your preferred option.

VIII.   Next, under 'Group Folders' select or create a folder to store your new document. In this screenshot a new folder has been created. Ignore the 'Parent' function.

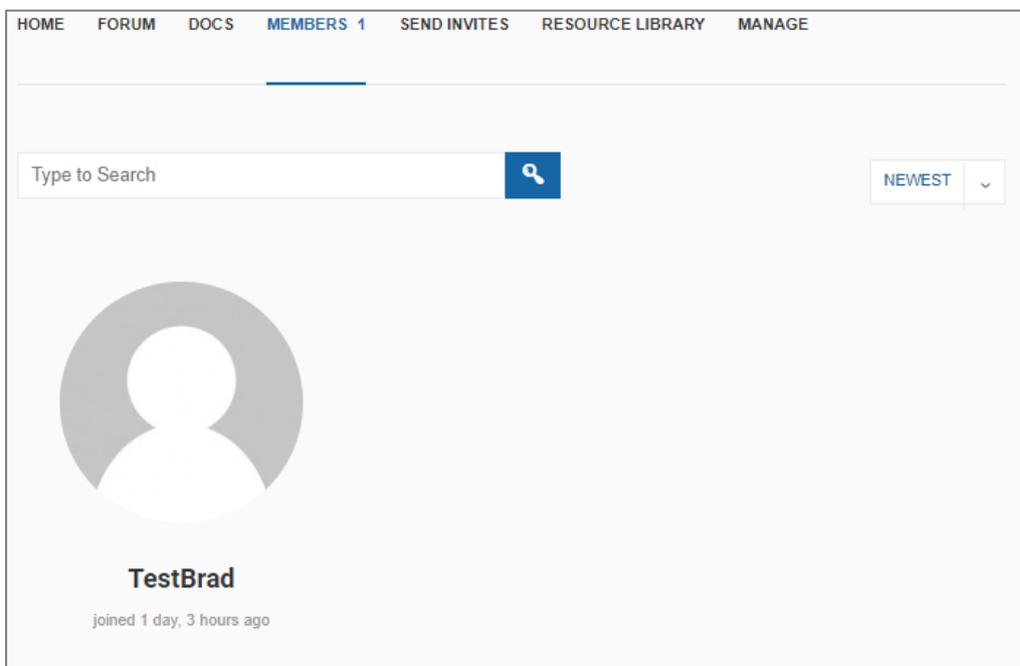IX.   Under 'Tags, you can create document tags that make it easier to search for the document

or group documents around central themes.

X.   Ignore the 'Parent' box, as it will be rarely used.

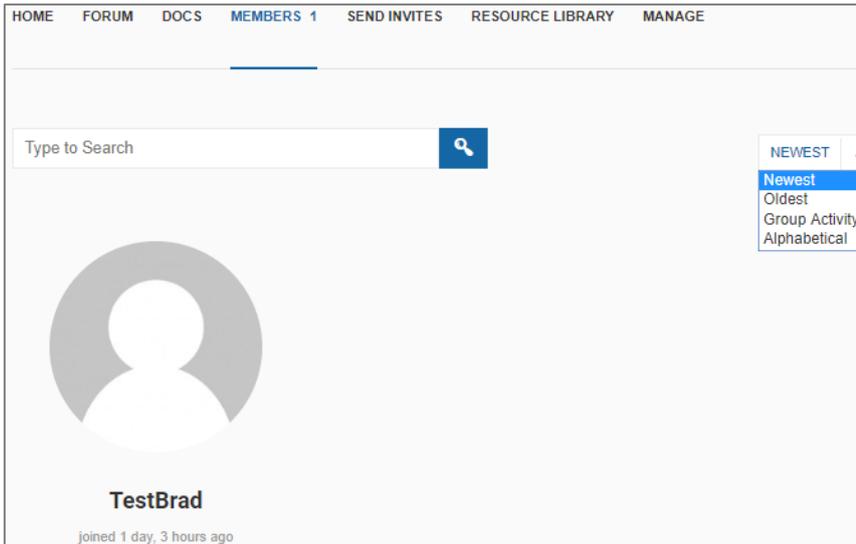I.   Once you're done click the 'Save' button. After the document is saved the following screen will open.

| Read | Edit | History |

Test document.

Add content.

Tags: Test

📁 Test folder

Edit

Discussion (0)

There are no comments for this doc yet.

Logged in as TestBrad. Log out?

Leave a Reply

Comment

Post Comment
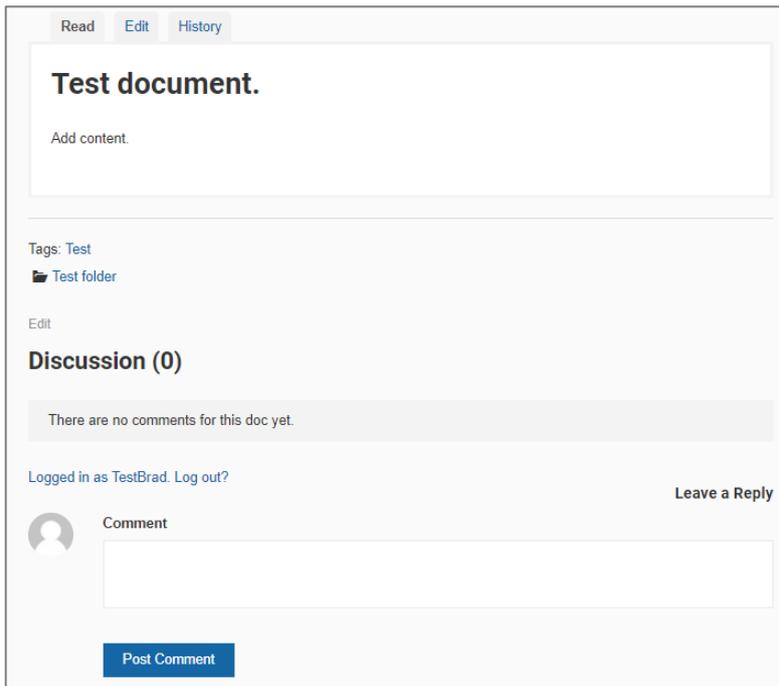
MEMBERS

1. Here you can view all members of the Forum

| HOME | FORUM | DOCS | MEMBERS 1 | SEND INVITES | RESOURCE LIBRARY | MANAGE |

Type to Search 🔍

NEWEST ⌄

TestBrad

joined 1 day, 3 hours ago

2. As well as conduct a filtered Member search – see image on the next page.

RESOURCE LIBRARY

This page is links to the sites parent 'Resources' page. It will show the same library directory as that found on the 'Resources' page. You can add resource materials from this page.

MANAGE

1. Here you can revise any of the Forum page settings i.e. Details, Settings, Photo, Cover Image, Members, Docs, Forum, Delete
2. Under the 'Details' tab you can change the Forum's name and description.
3. Before saving changes, you can choose to notify group members of the changes by clicking the radio button tagged 1.
4. Then click 'Save Changes'.

5. Under the 'Settings' tab you can change the privacy options – this making the group private, public or hidden.
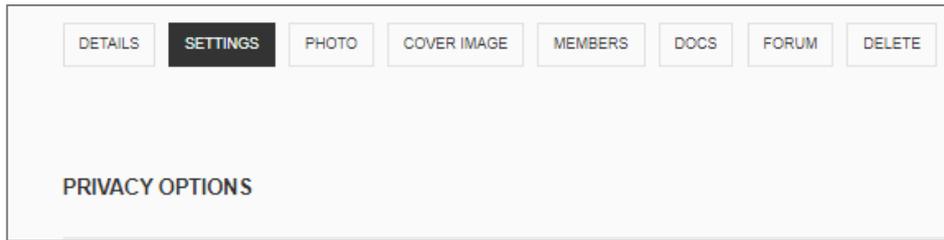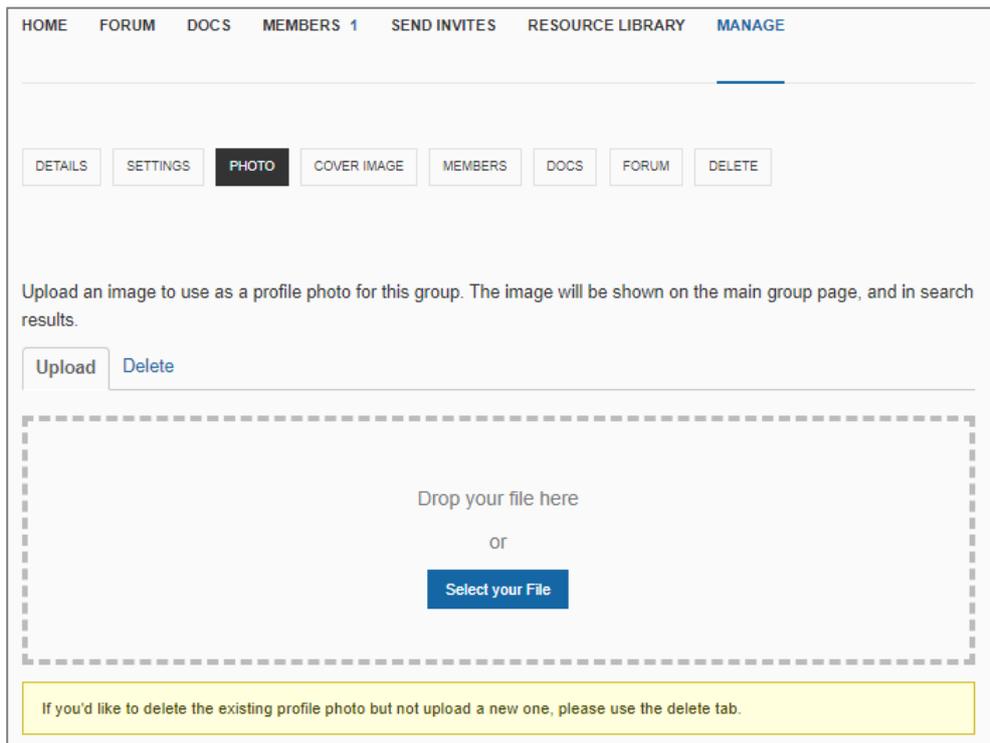

6. Under 'Group Invitations' you can make changes to which member type can invite new members.

7. Click 'Save Changes', after you've made any changes.

PHOTO

8. Under 'Photo', you can change the groups profile photo.
9. Follow the same steps described in 'Setting up a Community Forum/Step 7'.

10. Click 'Save Changes', after you've made any changes.

COVER IMAGE

11. Under 'Cover Image', you can change the groups header photo.
12. Follow the same steps described in 'Setting up a Community Forum/Step 8'.
13. Click 'Save Changes', after you've made any changes.
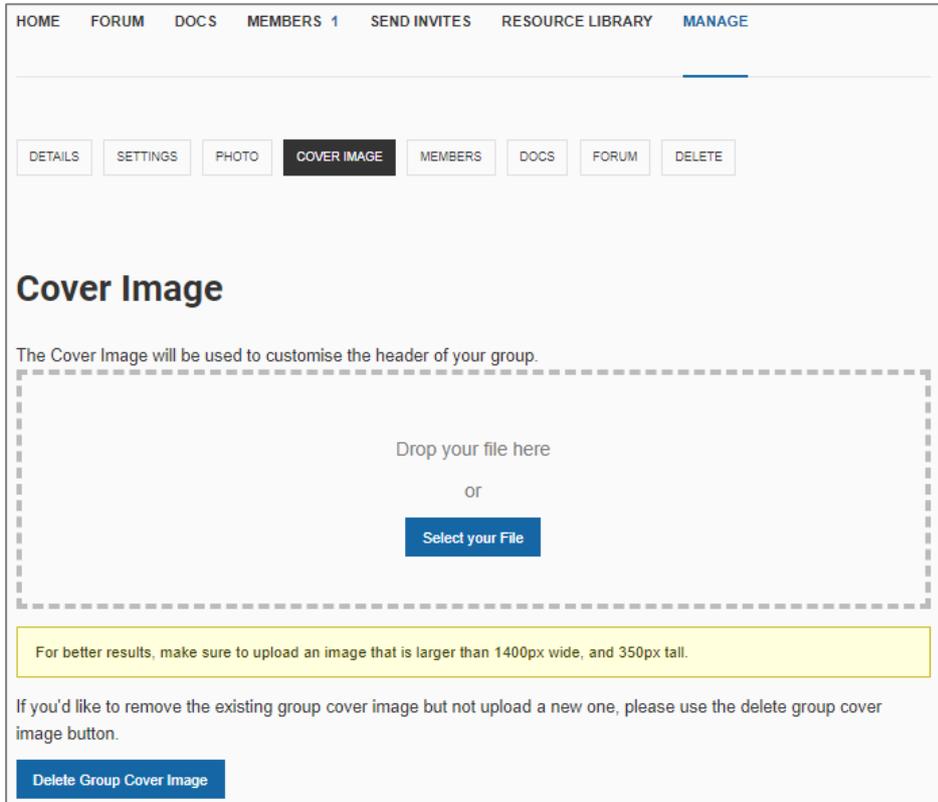
MEMBERS

14. Under the 'Members' page you will see three member type sections:
    i) Administrators, which you have no permissions for
    ii) Moderators, will list all members with moderators' permissions for this forum
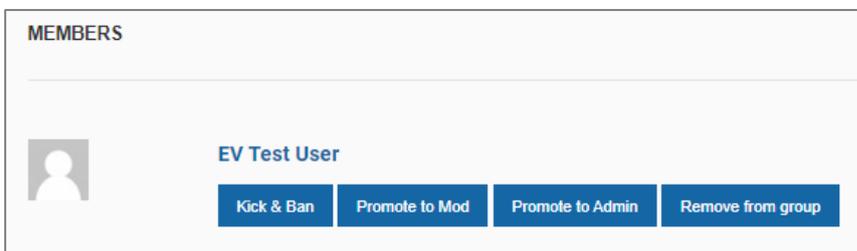
15. Under the 'Members' section you will see four action options. Select a member you wish to perform any of these actions on.

16. Under 'Docs' you can change the settings you selected when first creating the forum.
17. Click 'Save Changes' when done.

18. Under the 'Delete' tab you can opt to delete the forum and all it's content. Once you click delete you cannot undo this action!
19. To delete the forum, click the radio button – tagged in the image, then click 'Delete Group'.

MANAGING THE MARKETPLACE PAGE

On this page agencies, individuals and organisations can promote their fee-for-service offerings. The site administrator and/or Eastern Volunteers has overall authority for the Marketplace. Interested parties wanting to be on the directory will need to apply via the 'Marketplace' page.

Apply to Marketplace

Any parties interested in joining Marketplace, can click on the 'Apply to Marketplace' sub-page, which can be found under the Marketplace page header.

1. Clicking on the 'Apply to Marketplace' sub-page will open the 'Apply to Marketplace' online application from. Parties will need to fill-in each of the displayed field boxes.
2. They also have the option of uploading their logo to be displayed alongside their entry.

3. Under 'Service Type' parties can choose from two options:
   a. 'Physical Resources' – they may opt to share tangible resources e.g. volunteer management template packs, or
   b. 'Professional services' – these are general capability development services e.g. board governance review
4. It's essential that applying parties select the appropriate tag that best describes their service/s. Under the 'Tags' section they can select the relevant tags. If their service category is not listed under 'Tags', they can click the 'Contact the Site Administrator' link to request that their tags are added to the current list.
5. Under 'Images' parties can load photos that are a part of their service/s description.
6. Under 'About your services' parties can provide a description of their services.
7. Once they've completed their application they'll click 'Submit' and an email notification will be sent to YVCHelp@yourvolunteeringcommunity.org.au

MANAGING THE RESOURCES HUB

Page Functionality

The Hub is the second primary focus of the YVC site, this is to curate and share sector knowledge and resources.
Administration of the Hub's formatting, as well as addition and removal of the documents is managed by the site administrator. Members who want to add or remove knowledge resources will need to follow the 'Add Resource' process on the site

All resource submissions will be sent to the site administrator inbox.

The 'Resource Library' page contains two sub-pages – 1) resource library and 2) add resource.
1. To add a new and/or updated resource you'll need to go to the 'Resources' page.
2. The first page you'll see is the 'Resource Library' page. Here you'll see all library categories – example in image below
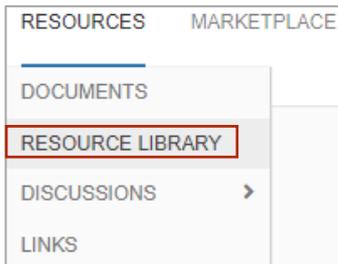

3. By clicking on a category's 'View All' button, you'll be able to see all available resources contained in that category.

4. To add a resource, you'll need to click on the 'Add Resource' tab. Note: only one resource can be added per online form.

5. Then follow the steps outlined in the 'Add Resource' online form. It's important that an accurate and concise description of the resource be included in the 'Resource Description' section.

6. If the wrong file is uploaded, and needs to be removed follow these steps:

   a. Click on the document displayed next to 'Choose File' (the first one you uploaded)

   File*
   [Choose File] Draft Modera..._policy.docx
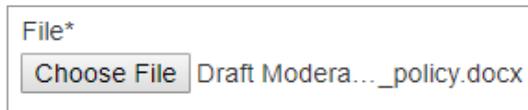
   b. This action will open a folder on your device, which will automatically remove the first loaded document and let you replace this with another document selection

   c. Select the correct document and continue following the 'Add Resource' steps

7. Click 'Submit' to complete the process.

8. The site administrator will complete the process by adding the resource to the library.