



Brisbane Seniors OnLine Association Inc: Register of Key Documents

P03 Entitlements of BSOL Members

SECTION 1: CURRENT POLICIES AND PRACTICES

The BSOL mission

Brisbane Seniors OnLine (BSOL) is a voluntary, not-for-profit Association. Our mission is to provide seniors of the Greater Brisbane area with training and support in using computers and related digital technologies.

BSOL's membership categories:

- Life members – awarded by the Management Committee for outstanding service;
- Mentors, who teach learners;
- Associates – administrative staff who do a range of voluntary work to support BSOL,
- Corporate members – available to community groups and organisations for a membership fee after approval by the BSOL executive.
- Learners who pay a membership fee;

Our Hub Coordinators are normally drawn from our mentors, and occasionally from our associate members.

BSOL's offerings:

- In-home individual mentoring;
- Individual mentoring at the CTC, and other locations as available;
- Group teaching at suburban venues;
- Advanced lectures and workshops;
- On-going support via phone, email or remote assistance provided by assigned mentor or hub coordinator;
- Special Interest Groups which meet monthly at the CTC such as the Mentor Support Group (mentors and associates only); the Video Club; the Digital Photography Club and the Apple Users Group- (the clubs);
- A comprehensive website (bsol.asn.au), which contains training notes for software packages, security and backup advice and a wide range of information, and which is constantly expanded and updated;
- The 'NING': an in-house BSOL forum for discussion, blogs, and to pose and answer questions (the NING);
- A regular newsletter, delivered via email in pdf format;

BSOL fees:

- New learners and renewing learners pay an annual subscription of \$40;



Brisbane Seniors OnLine Association Inc: Register of Key Documents

- A non-refundable joining fee of \$20 applies to new learners and those renewing members whose membership has lapsed for more than 60 days;
- No membership fees apply to mentors, or to life members or to associates;
-
- Mentors and associates normally attend advanced training free of charge;
- There is no fee for attending the club meetings;

SECTION 2: WHO IS ENTITLED TO WHAT, according to BSOL policies

Learner entitlements:

- Most learners choose to have one-to-one mentoring at home on their own computers. Some learners choose to attend lessons at the CTC, or other agreed venues, for individual mentoring;
- Some choose to join classes held at community centres (when available). Notes and lessons from the BSOL website can be downloaded onto the learners' computers.
- For new learners there is an informal flexible guideline of 12 lessons, recognising that some learners may require more, others less at the mentor's discretion;

For renewing learners an informal flexible guideline of up to six home visits or one-to-one training in the CTC by appointment spread over twelve months.

- Learners may join the Special Interest Groups (excluding the Mentor Support Group);
- Learners may access the learners' pages of the website;
- Learners receive the newsletter;
- On-going support via phone, email or remote assistance is available from assigned mentor or hub coordinator.

Mentors are entitled to:

- **The mentor manual on bsol.asn.au, which provides comprehensive training materials;**
- Free membership;
- Free attendance at advanced lectures and workshops;
- Reimbursement of mileage costs in accordance with the BSOL policy;
- Membership of any or all of the Special Interest Groups;
- Access to the mentors' and learners' pages of the website;
- Access to the 'NING';
- The newsletter;



Brisbane Seniors OnLine Association Inc: Register of Key Documents

Hub Coordinators are entitled to:

- All the benefits listed above for mentors;
- Reimbursement of telephone costs, in accordance with the BSOL policy.

Voluntary staff are entitled to:

- Free membership;
- Free attendance at advanced lectures and workshops;
- Membership of any or all of the Special Interest Groups;
- Access to the mentors' and learners' pages of the website;
- Access to the 'NING';
- The newsletter ;

P030713
Updated July 2013