



## Volunteer Information & Training Application Pack

### *About us*

OUTLine, formally known as Gayline, was initiated in 1972 by a small group of 5-6 men. The telephone help line service was originally run from their homes.

Today, we are proud to offer the only free nationwide information and referral service to the Rainbow<sup>1</sup> Community in New Zealand. Our 0800 number is answered by trained volunteers who provide a confidential and empathetic listening ear, as well as offering information and connection to services around a wide variety of issues affecting our community.

### *Who can volunteer?*

To volunteer on the Infoline, you need to:

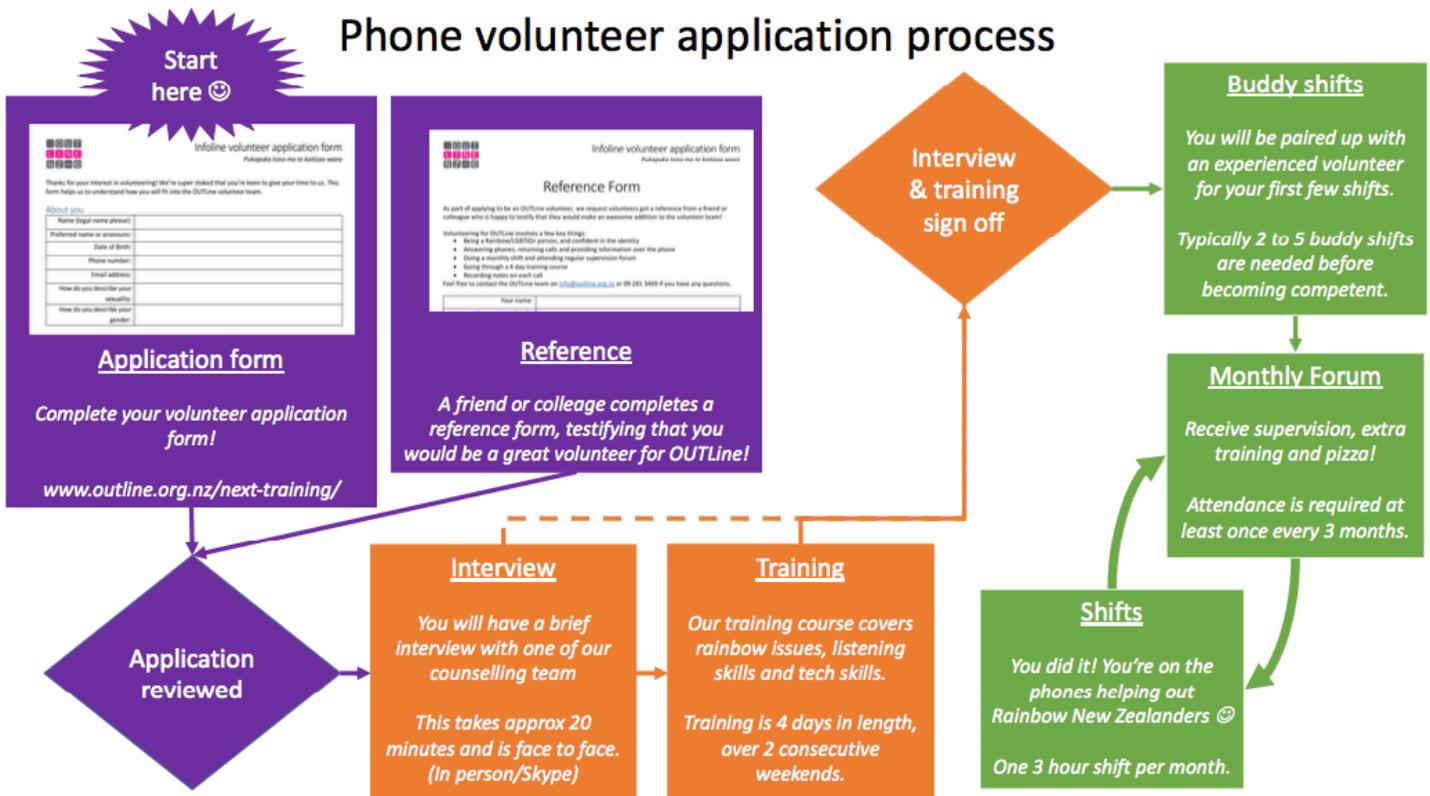
- Speak English well and have a clear phone voice. If you also speak other languages, that is fantastic!
- Be over 18 years of age.
- Be a member of the Rainbow/LGBTIQ+ community.
- Go through a short interview and complete a 4-day training course.
- Be available for phone shifts in the evening, 6pm-9pm (day shifts are also available)
- Currently, you need to live in Auckland and be able to travel to our offices near Victoria Park.

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<sup>1</sup> Lesbian, Gay, Bisexual, Transgender, Intersex, Queer, Questioning and other sexuality's such as; pansexual, asexual

## What is involved?

### Phone volunteer application process



Along with completing your application form attached, you'll need to provide us with a reference from a friend, colleague or professional who is happy to recommend that you would make a great volunteer for us.

Once we receive your application form and reference, you'll have a brief interview with one of our qualified counsellors. This is usually conducted face to face at the OUTLine offices, and also gives you a chance to check out the space!

If you are accepted onto the training course, it takes place over 32 hours (approx.) and runs on two consecutive weekends, 10am to 4.30pm. It involves both theory and hands-on experiences. It covers topics such as 'coming out', 'gender identification', 'HIV/AIDS', 'cultural issues', 'communication and listening skills', 'self-esteem', 'theory of counselling' and many other topics of interest and use to you as a telephone counsellor. Several guest presenters will address specialist topics and there is a tour of venues important to the Rainbow communities in central Auckland.

On completing your training, our team has a short discussion about all of those who attended the training course, and which are suitable to proceed onto the phones. You'll be notified ASAP once this discussion happens!

If accepted onto the phones, your first few shifts will be scheduled with an experienced volunteer. These Buddy Shifts give you the chance to hear others answer real calls, answer calls yourself with the support of someone more experienced and help you to learn all OUTLine's systems!

We ask volunteers to commit to at least one phone duty per month (6pm – 9pm) and attendance at the monthly volunteers' supervision/training forum (held on the first Monday or Tuesday of each month, 6pm – 8pm).

## *What happens on a normal shift?*

Your buddy will guide you through your first few shifts to provide guidance and support, giving you time to learn the ropes! We also have staff on-call that our Volunteers may contact while on shift. A normal shift involves;

- Answering phones, talking to callers, providing information over the phone.
- checking the messages on the answer phone and taking the required action, for example; a call could require you to ring the caller back and/or pass on the message to the OUTLine Counselling team.
- Recording notes on each call.

Some nights are busier than others, our Volunteers often come prepared with their dinner, and there is plenty of extra reading and information on our Intranet to keep you entertained.

## *What do I get out of Volunteering?*

People tell us they get a number of things out of being a volunteer with us, including the chance to give back and a sense of purpose; great training, skills and awareness of wider community issues and resources; and connection into a great group of volunteers, staff and others who work for OUTLine.

As a volunteer, there is also the chance to get involved in other aspects of OUTLine, such as the annual Pride Festival events and parade, community development projects and workshops and more.

## *How does volunteering contribute to OUTLine and the wider community?*

OUTLine was founded by members of the Rainbow community who volunteered their time to a phone line service, in the hope of supporting others in the community. Since 1972, a lot has changed, however, our dedicated Volunteers (past/present/future) have remained a central part of our service. OUTLines free, confidential, and anonymous phone line service would not be possible/accessible to the wider community without the support and generosity of our amazing volunteers!

## *Still unsure? Unable to commit right now?*

No problem! We have training courses that run four times a year. You are welcome to sign up for the next intake or come back to us at a later date.

## *Further questions?*

Call us on 0800 688 5463 or send us an email: [info@outline.org.nz](mailto:info@outline.org.nz)

## *Ready to apply?*

Just fill out the application attached and email the completed form to [info@outline.org.nz](mailto:info@outline.org.nz)  
Please note that all applications and information collected will be handled to comply with the  
*Privacy Act 1993.*