



Tourette Syndrome Association of Australia Inc.

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PHONE VOLUNTEER ROLE OUTLINE

Phone volunteers are a vital part of our service and is often the first contact someone has with TSAA, and the first time they talk to someone about TS. To have people who have personal experience and empathy with TS is key here to let them know they are understood and not alone and that TSAA has resources and information that can assist them.

It is a great way to learn more about TS while helping others.

Our phone volunteers work from a roster which our office coordinator updates every 3 months.

Basically you are placed on the roster 1 week at a time. Currently we have 7 volunteers so you would be on every 7 weeks. A rough guestimate of time involved per week is around 2 hours although this would obviously vary.

Once you receive the roster we ask that you check your roster to see if it fits with any holidays or work time that would make it inconvenient for you and to please advise asap if you have problems with the roster. **If you find that you cannot work at the last minute**, please try exchanging a week with someone else, preferably a person listed after you on the roster. **Please also call/email the next person on Sunday nights with details of any ongoing matters or unreturned calls and then clear the message bank.**

RETRIEVING MESSAGES

There is a phone number to ring to collect messages from our mail box. You are given a code number to access these. Remember to block your caller ID when returning calls (dial the prefix **1831** before the number – works for all types of numbers, mobiles, etc.). This maintains your privacy.

You will also be provided with other supporting material such as counseling tips and resources.

We suggest you keep a log book to record your calls. You will find it very helpful if receiving or making multiple calls to the same person in keeping track of what has been said & done. It can also assist other phone volunteers if they need to ask about someone you may have been in contact with.

Keep your phone bill records and send to the office for reimbursement of costs relating to TSAA. Volunteers give their time — it is not expected that you be out of pocket.

If you are unsure of anything please take a note of the persons details and get assistance from one of the other phone volunteers or committee members who are there to support you..

Tourette Syndrome is a neurological disorder that affects thousands of Australians and is characterised by involuntary body movements and vocalisations called 'tics'.

People with TS are normal in every other way.

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