



# University Volunteer Policy

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### **Overview**

The University recognises the significant contribution that volunteers make to the University and wider community throughout a range of programs.

The University seeks to ensure volunteers are well supported and encouraged in their service to the University. To ensure that the University is at the forefront of best practice volunteer management and legislative compliance, the External Relations Branch has established a Volunteer Program Coordinator and Volunteer Coordinators Committee to oversee the coordination of the [University's Volunteer Program](#).

### **Scope and Application**

The University Volunteer Policy applies to all volunteers, volunteer coordinators, volunteer supervisors and University staff and students who contribute to the University's Volunteer Program.

This Policy should be read in conjunction with the University's [Handbook for Volunteer Coordinators](#).

### **Policy Principles**

- a) The University seeks to adopt the *National Standards for involving volunteers in not for profit organisations* produced by [Volunteering Australia](#) as a best practice model.
- b) The University will recruit, select and support volunteers in accordance with relevant legislation.
- c) Volunteers undertake work on behalf of the University that would not normally be undertaken by a paid employee of the University.
- d) The University has a responsibility to provide a safe working environment and systems of work for all volunteers.
- e) The University will provide insurance for volunteers in accordance with the University's [Volunteer Insurance Guide](#).
- f) The University values the contributions of volunteers and endorses appropriate volunteer recognition events and activities held locally and at an institutional level.
- g) The University can best support and encourage its volunteers if volunteer programs are managed at a local area level by Volunteer Coordinators, and overseen by the Volunteer Program Coordinator, in accordance with the procedures below.

## Authorities

<b>Key</b>	<b>Authority Category</b>	<b>Authority</b>	<b>Delegation Holder</b>	<b>Limits</b>
External Relations	Volunteers	Volunteer Program Coordinator within External Relations Branch to oversee coordination and support of University Volunteer Program.	Vice-Chancellor and President	
External Relations	Volunteers	Authorise the establishment of a Volunteer Program	Executive Deans / HOS / Branch Head	
External Relations	Volunteers	Approval of staff member to take on Volunteer Coordinator Responsibilities	Executive Dean / HOS / Branch Head	
External Relations	Volunteers	Authorise the volunteer agreement on behalf of the University	Volunteer Coordinator	

## Procedures

The procedures outlined below must be read in conjunction with the University's Handbook for Volunteer Coordinators. Any forms or templates referred to within these procedures can be located within the Handbook.

### 1. University Volunteer Program coordination and support

#### **Responsibility: Volunteer Program Coordinator**

Working under general direction, the Volunteer Program Coordinator provides coordination of the University Volunteer Program including overseeing the coordination of over 2,500 volunteers and ensuring the University is at the forefront of best practice volunteer management and legislative compliance.

### 2. Establishment of Volunteer Programs

#### **Responsibility: Volunteer Program Coordinator/Volunteer Coordinators**

- a) All local area volunteer programs must be registered with the External Relations Branch through the Volunteer Program Coordinator and have an identified Volunteer Coordinator.
- b) Each area conducting a local area volunteer program is required to register volunteers with the External Relations Branch as outlined in the Volunteer Insurance Guide.
- c) Each Volunteer Coordinator must provide an annual report to the Volunteer Program Coordinator.
- d) The Executive Dean/HOS/Branch Head authorising the establishment of a volunteer program must notify the Volunteer Program Coordinator and take steps to ensure compliance with this Policy and the Handbook for Volunteer Coordinators.

### 3. Recruitment of Volunteers

#### **Responsibility: Volunteer Coordinators**

- a) The recruitment and selection of volunteers will be in accordance with documented position descriptions and a defined local area volunteer program.
- b) Volunteer Coordinators must ensure that volunteers sign an agreement with the University to document their volunteer role in relation to a specific volunteer program.
- c) Volunteer Coordinators must collect personal information from their volunteers that identifies them, provides emergency contact details and informs the University of any Health conditions which may impact upon their role as volunteers. All information gathered from individual volunteers will be entered into the External Relations central database and will be handled in accordance with the University's [Privacy Policy](#) and Management Plan.

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#### 4. Management of Volunteers

**Responsibility: Volunteer Coordinators**

- a) Volunteer Coordinators will ensure that volunteers under their supervision have adequate information, training and resources to undertake their tasks. Volunteer Coordinators may delegate some of these responsibilities to other staff who have responsibility for volunteer supervision.
- b) Administrative and academic areas that conduct local area volunteer programs will ensure adequate financial resources are provided to support these programs with necessary training materials and the reimbursement of agreed out of pocket expenses, as per the Financial Expenditure Authorities.
- c) Volunteer Coordinators will ensure that volunteers are informed of all relevant Health Safety and Wellbeing (HSW) requirements relevant to the tasks and duties associated with the volunteer position. This includes, but is not limited to, the provision of information, instruction and training, hazard management and all other relevant processes outline in the [Health Safety and Wellbeing Handbook](#)
- d) Volunteer Coordinators will ensure that any HSW incidents are reported in accordance with the Health Safety and Wellbeing Handbook.
- e) Volunteer Coordinators will be responsible for resolving any grievances that arise in relation to a volunteer. Grievances that cannot be resolved by the Volunteer Coordinator should involve the Volunteer Coordinator's supervisor and dealt with in accordance with the University '[Complaints by Staff policy and guidelines](#).
- f) Volunteer Coordinators will ensure that the attendance times of each volunteer are documented and accurate records are maintained. Consolidated records of volunteer work should be reported to the relevant senior manager and volunteer statistics provided to the Volunteer Program Coordinator for the annual report.
- g) Volunteer Coordinators are responsible for ensuring all volunteers receive a copy of the University Volunteer Policy and [Volunteer Insurance Guide](#).

#### 5. Volunteer Obligations

**Responsibility: Volunteers**

- a) Volunteers will carry out their duties in accordance with the instructions of their Volunteer Coordinator and other staff who may have responsibility for volunteer supervision, and with respect to all relevant University Policies.
- b) Volunteers, who in the course of their duties have access to personal information, shall abide by the University's [Privacy Policy and Management Plan](#).

#### 6. Recognition of Volunteers

**Responsibility: Volunteer Coordinators**

- a) In addition to any University-wide recognition event, Volunteer Coordinators should undertake a range of local activities to ensure that volunteers are recognised for their valuable contribution to the University community.

#### Definitions

Volunteer Coordinators:	Staff members who manage volunteer programs which may include the recruitment, training, supervision and support of volunteers.
Position Descriptions:	Outline of a position/role in terms of objectives, responsibilities and outcomes, capabilities and behaviours, and knowledge and experience required to successfully perform the role.
Volunteer:	Someone who freely gives his or her time and expertise in order to contribute to an aspect of the University of Adelaide community. Volunteers may include staff members, students, alumni and members of the public.
Volunteer Coordinators Committee:	A group of Volunteer Coordinators who meet regularly to discuss volunteer management in accordance with University Volunteer Policy.
Volunteer Program Coordinator	Provide support of the University Volunteer Program including overseeing the coordination of volunteers and

ensuring the University is at the forefront of best practice volunteer management and legislative compliance.

**Staff** Continuing staff, fixed term staff, part-time staff and casual staff as defined in the [Collective Agreement](#).

**Student Alumni:** A person enrolled in a University academic program  
All graduates of the University. All former students of the University who have completed at least one year of study at the University, or, in the case of study abroad, students who have completed at least one semester of study. All former academic or professional staff members of the University who completed at least 3 years' service at the University.

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<b>Responsible Officer</b>	Chief Executive, External Relations Branch
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<b>Related Documents and Policies</b>	Health, Safety and Wellbeing Policy Health Safety and Wellbeing Handbook <a href="#">Handbook for Volunteer Coordinators</a> <a href="#">Volunteer Insurance Guide</a> <a href="#">Privacy Policy and Management Plan</a> Giving Policy <a href="#">Complaints by Staff policy and guidelines</a> <a href="#">Brand and Visual Identity Policy</a>
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