University Volunteer Policy

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 contribution to the University. To ensure that the University is at the forefront of best practice volunteer management and legislative compliance, the Division of External Engagement 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 volunteers, volunteer coordinators, volunteer supervisors and University staff and students who contribute to the University's Volunteer Program. This Policy does not apply to volunteers who are participants of [Human Research Projects and Clinical Trials](#).

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 Volunteer Involvement](#)* 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 will only be asked to 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

Key	Authority Category	Authority	Delegation Holder	Limits
External Engagement	Volunteers	Volunteer Program Coordinator within Division of External Engagement to oversee coordination and support of University Volunteer Program.	Vice-Chancellor and President	
External Engagement	Volunteers	Authorise the establishment of a Volunteer Program	Executive Deans / HOS / Branch Head	
External Engagement	Volunteers	Approval of staff member to take on Volunteer Coordinator Responsibilities	Executive Dean / HOS / Branch Head	
External Engagement	Volunteers	Authorise the volunteer registration and 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: **Senior Volunteer Program Coordinator**
   a) Working under general direction, the Volunteer Program Coordinator within the Division of External Engagement 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 Division of External Engagement through the Volunteer Program Coordinator and have an identified Volunteer Coordinator.
   b) Each local area conducting a volunteer program is required to have volunteer role descriptions approved through the Volunteer Program Coordinator before registering volunteers.
   c) Each local area conducting a volunteer program is required to register volunteers with the Division of External Engagement as outlined in the Volunteer Insurance Guide.
   d) Each Volunteer Coordinator must provide an annual report to the Volunteer Program Coordinator.
   e) 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 approved volunteer role 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 or project.
   c) Volunteer Coordinators will collect personal information from their volunteers, including name and contact details, emergency contact information and advise the University of any health conditions which may impact upon their role as a volunteer and to provide consent for this information to be

recorded on the Division of External Engagement central database. This record will be handled in accordance with the University's Privacy Policy and Management Plan.

d) This policy does not apply to volunteers who are participants of or contributors to Human Research Projects and Clinical Trials. Please refer to the Office of Research Ethics, Compliance, and Integrity for further information. https://www.adelaide.edu.au/legalandrisk/insurance/human-research-projects-and-clinical-trials

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, including an understanding of the policies, procedures and processes that apply to their roles at the University. 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 must 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) Payment of an honorary reward for voluntary services, or *honorarium*. should not exceed $300 and should be paid as a lump sum payment only, and cannot be paid as an hourly rate. Payments over $300 are generally not considered honorariums, and if the recipient is not able to provide an invoice with an ABN then PAYG will be deducted. Any proposed honorariums over $300 must be approved by the Senior Volunteer Program Coordinator in consultation with the Executive Director, Advancement and Deputy Vice-Chancellor (External Engagement). For the voluntary provision of professional services or expertise is considered assessable income by the Australian Taxation Office (https://www.ato.gov.au/non-profit/your-workers/your-volunteers/paying-volunteers/honorariums/).

d) 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 induction processes outlined on the Health Safety and Wellbeing website and as relevant to the role.

e) Volunteer Coordinators will ensure that any HSW incidents are reported in accordance with the Health Safety and Wellbeing Handbook.

f) Volunteer Coordinators will be responsible for resolving any grievances that arise in relation to a volunteer. The Volunteer Coordinator's supervisor should be advised of any grievances and assist in the resolution of the grievance if required and as appropriate. Formal complaints and support can be provided through the Safer Campus Community - Integrity Unit if grievances cannot be resolved by the local area.

g) Volunteer Coordinators will ensure that all volunteer hours are documented and accurately to reflect the contribution of each volunteer. Consolidated records of volunteer numbers and hours should be reported to the relevant senior manager and these volunteer statistics provided to the Volunteer Program Coordinator for the annual report.

h) Volunteer Coordinators are responsible for ensuring all volunteers receive a copy of their approved volunteer role description, signed volunteer agreement form and volunteer handbook which includes University Volunteer Policy, Volunteer Insurance Guide, Our Values & Code of Conduct

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, will be provided with guidance about dealing with this information in accordance with the University's Privacy Policy and Management Plan.

c) Volunteers will be asked to provide personal information to their volunteer coordinator, including name and contact details, emergency contact information and advise the University of any Health conditions which may impact upon their role as a volunteer and to provide consent for this information to be recorded on the Division of External Engagement central database. This record will be handled in accordance with the University's Privacy Policy and Management Plan.

d) Volunteers must sign an agreement with the University which documents their volunteer role in relation to the specific volunteer program or project they are working on.

e) Volunteers must agree to abide by [Our Values](#) and [Code of Conduct](#). Failure to comply may result in dismissal.

f) Volunteers involved in programs or projects for children or other vulnerable people will require a relevant statutory clearance, such as a working with children check.

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.

b) Local areas wishing to purchase gift cards for their volunteers should not exceed $50 per gift card and should follow the Gift Card Procedures outlined on university's website https://www.adelaide.edu.au/policies/3823/?dsn=policy.document;field=data;id=8625;m=view.

Definitions

Volunteer Coordinators:	Staff members who manage volunteer programs which may include the recruitment, training, supervision, and support of volunteers.
Volunteer Role Description:	Outline of a volunteer 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 their time and expertise 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 [Enterprise Agreement.](#)
Student	A person enrolled in a University academic program.
Alumni:	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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Related Documents and Policies	Health, Safety and Wellbeing Policy Health Safety and Wellbeing Website Handbook for Volunteer Coordinators Volunteer Insurance Guide Privacy Policy and Management Plan Brand and Visual Identity Policy Honorariums Safer Campus Community Gift Card Procedure Human Research Projects and Clinical Trials Code of Conduct Staff Values and Behaviour Framework
Related Legislation	Volunteer Protection Act 2001 Volunteers Protection Regulations 2019
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Contact for queries about the Policy	Senior Volunteer Program Coordinator