



THE UNIVERSITY  
*of* ADELAIDE

# Volunteer Handbook

University Volunteer Program

**make  
history.**

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# WELCOME TO THE UNIVERSITY OF ADELAIDE'S VOLUNTEER PROGRAM

## 1. Introduction

Volunteers make a vital contribution to the University and are an integral part of what we do. We value our volunteers and so aim to create an environment that fosters and encourages volunteer satisfaction, including learning new skills and making professional and social contacts. Volunteering adds to the richness of university life by involving a diverse range of people in a variety of activities.

Since 2003, when the volunteer program was formalised, the number of volunteers who contribute across all campuses has grown to over 2,500. The Volunteer Committee which contributes to the success of this diverse program is comprised of staff members who coordinate and support our volunteers.

This volunteer handbook provides important information about volunteering with the University of Adelaide and should be read in addition to your local area volunteer induction. If you have any further questions, please contact your supervisor in the first instant or Kerry James, Senior Volunteer Program Coordinator on 8313 3354 or [volunteer@adelaide.edu.au](mailto:volunteer@adelaide.edu.au).

## 2. Our Values

The University of Adelaide workforce are creative, curious, ambitious and enterprising people of diverse cultural, social and academic backgrounds, who work together collaboratively and are united by the University's shared values.

- **Integrity** – We hold ourselves and each other accountable to be honest and fair
- **Respect** – We embrace diversity and uphold the dignity of each individual
- **Collegiality** – We explore ideas collaboratively, and are united in our commitment to the University community
- **Excellence** – We deliver our best and celebrate outstanding performance
- **Discovery** – We are committed to learning and we boldly approach the future with curiosity and energy

## 3. Code of Conduct

The University Volunteer Program's Code of Conduct requires volunteers to:

- behave with honesty and integrity in all matters to their volunteering
- treat everyone with respect and courtesy, and refrain from bullying, harassment or discrimination
- follow any reasonable directions from the University
- conduct themselves in a manner that upholds the values, integrity and good reputation of the University at all times

- conduct themselves in an ethical and professional manner
- take reasonable steps to avoid and disclose any conflict of interest in connection with their volunteering
- adhere to and maintain confidentiality when collecting or storing records of individuals
- use University resources responsibly and appropriately
- comply with the terms and conditions of the volunteering agreement they have entered into with the University
- be open to collaboration, open dialogue and the sharing of ideas, theories and practices with others
- comply with the University Volunteer Policy and procedures.

*A copy of the University's Volunteer Policy can be accessed via the below website link or ask your volunteer coordinator for a copy.*

<https://www.adelaide.edu.au/volunteer/current-volunteers/volunteer-handbook#volunteer-induction-process>

## 4. Rights and responsibilities

### 4.1. Rights of volunteers

- Receive adequate information about what is expected and to understand why you are doing the duties
- Be assigned a suitable project and/or duty
- Be provided with support to carry out your volunteer role
- Be provided with suitable tools, training and materials to carry out your volunteer role
- Receive respect and support from co-workers as well as recognition and feedback from your supervisor for your work
- Provide feedback, suggestions and recommendations regarding your volunteer role or the wider program
- Work in a safe and healthy environment
- Have the rights to refuse to undertake any work they feel may put their safety at risk
- Have your personal records kept in a confidential manner
- Be reimbursed for out-of-pocket expenses as agreed prior to your commencement
- Be covered by relevant insurance

### 4.2. Responsibilities of volunteers

- Attend volunteer placement at agreed times
- Contact your supervisor if you are unable to attend work
- Update your contact details if they change
- Appreciate and respect the confidential nature of information that may be acquired during the course of your duties
- Discuss any problems with your supervisor
- Agree to work in a safe and healthy way and not jeopardise the health and safety of others

- Abide by policies and procedures as defined by the University Volunteer Program
- Inform your volunteer coordinator of any pre-existing medical conditions or special needs that the University should be aware of that might affect your ability to undertake certain duties
- Report any accident, incident or injury immediately to your direct supervisor

## 5. MyImpact Volunteer Account

As outlined in the volunteer policy, volunteers must register with the University Volunteer Program by setting up a [MyImpact Volunteer Account](#) and completing the online registration form associated with their local volunteer group. Please contact your Volunteer Coordinator/Supervisor for the registration link.

Please note, that you will need to complete a registration form for each volunteer group you are volunteering with, as they will require specific questions to be answered for their program. However, fields that are required from the University Volunteer Program will be prepopulated and are only required to be entered once, eg. Emergency Contact Details.

Please refer to the MyImpact site guide (<https://support.betterimpact.com/siteguide/>) for further information about;

- Logging into your MyImpact Account
- Resetting your Password and Username
- Downloading and installing the free app
- Updating personal information
- Signing up to volunteering opportunities and activities
- Accessing eLearning modules
- Seeing your schedule
- Logging your hours

It should be noted that each volunteer group may manage their volunteering activities and logging of hours differently to others. If you have any questions regarding the above or the MyImpact Volunteer Account, please contact your Volunteer Coordinator or email [volunteer@adelaide.edu.au](mailto:volunteer@adelaide.edu.au).

## 6. Volunteer agreement and role description

All University of Adelaide volunteers should sign a volunteer agreement form to document their volunteer role in relation to their specific volunteer group or project. A role description outlining your tasks and duties should accompany the agreement form.

## 7. Local area volunteer induction

The local induction is specifically tailored to your role and workplace. Your immediate supervisor will take you through a tour of your workplace and introduce you to the rest of your team. You will be informed of any specific information you may need on a day-to-day basis.

Your local induction may include:

- explanation of work unit structure
- tour of facilities and amenities
- building access
- computer access
- introduction to staff, fire warden, first aid officer
- local hazards including tools, equipment, materials
- location of first aid kit
- fire and emergency plans, including evacuation point
- procedure for reporting hazards, accidents and injuries via UniSafe;  
<https://www.adelaide.edu.au/hr/hsw/hsw-faqs/how-to-use-unisafe>

## 8. Concerns and complaints

The University of Adelaide is committed to strengthening our culture, and ensuring that our community is supported to work, study and volunteer in a safe and inclusive environment. Volunteers have the rights to raise their concerns with either their volunteer supervisor if they feel comfortable to do so, or through the Integrity Unit or Safer Campus Community.

### 8.1. Integrity Unit

Integrity is one of the University's five values and is central to building and maintaining the University's reputation.

If you have seen something that doesn't look right, or experienced something that didn't feel right, you can contact the Integrity Unit to report your concerns. You can remain anonymous if you wish. For further information about the Integrity Unit please email [integrityunit@adelaide.edu.au](mailto:integrityunit@adelaide.edu.au), or visit their website at <https://www.adelaide.edu.au/integrity-unit/>

### 8.2. Safer Campus Community

A safe campus is everyone's responsibility. The University provides a range of services and responses to assist in student and workforce safety, but we rely on the whole campus community to work together to create and support a thriving environment.

You can help the university ensure your campus is safe by playing a role in looking out for your own safety, and the safety of others. Visit the Safer Campus Community website for more information <https://www.adelaide.edu.au/safer-campus-community/>

Dealing with incidents can be difficult and professional support is available for volunteers through the Employee Assistance Program (EAP). Please visit the below website for further details.  
<https://www.adelaide.edu.au/hr/hsw/wellbeing/counselling-service-for-volunteers>

## 9. Volunteer counselling services

The University of Adelaide's counselling service provides confidential short-term solutions focussed counselling, designed to help you explore and implement strategies to address issues which may be having an impact on your wellbeing.

As a formally registered volunteer you can access up to three one-hour sessions per calendar year.

Please visit the below website for further details.

<https://www.adelaide.edu.au/hr/hsw/wellbeing/counselling-service-for-volunteers>

Volunteers who are also current students of the University of Adelaide should access counselling and other support services through Student Counselling Services, Ground Floor, Horace Lamb Building, North Terrace campus (8313 5663) or visit <https://www.adelaide.edu.au/counselling/>

## 10. Volunteer insurance

Below outlines the insurance available to University of Adelaide volunteers participating in university **approved** voluntary and unpaid activities.

### 10.1. Pre-conditions to insurance cover

Volunteers should be registered with the Division of External Engagement. Cover only applies to events officially organised by and under the control of the University, and volunteer activities undertaken with the knowledge and approval of the University.

### 10.2. Personal accident insurance (Australia only)

This policy provides [Personal Accident](#) insurance cover to volunteers who sustain a bodily injury while participating in University of Adelaide activities:

- Volunteers up to age 95. With respect to Insured Persons aged 86–95 years of age, the only cover provided is for Event 1 (Death) \$10,000. No cover will be provided under any other sections of the policy nor any additional benefits payable.
- Cover includes necessary travel to and from voluntary work
- Non-Medicare medical expenses will be paid up to maximum of \$5,000
- Medicare-related expenses (including the Medicare gap) cannot be claimed

### 10.3. Public liability insurance

Volunteers are provided with public liability insurance to cover any negligent actions or omissions that occur during approved activities associated with their university volunteer role, which results in a loss, damage or injury to a third party.

### 10.4. Professional indemnity insurance

In **limited circumstances**, volunteers are provided with professional indemnity insurance to cover professional advice given to a third party as part of their **approved** voluntary activities, which results in a loss, damage or injury to a third party arising from the advice provided.

### 10.5. Travel insurance for approved University travel

Insurance is provided to University of Adelaide volunteers whose travel has been **approved** by their volunteer coordinator.

# 11. Legal requirements

## 11.1. Public Officer obligations

Volunteers must observe all legal obligations. This includes obligations under the Independent Commissioner against Corruption Act 2012. The University is a *Public Authority* under the Act; Volunteers are Public Officers and must report to the Office for Public Integrity any activity they reasonably suspect is corruption, misconduct or maladministration in public administration. For further information and how to make a report please visit the website;  
<https://www.adelaide.edu.au/legalandrisk/integrity-and-accountability>

## 11.2. Working with children checks

If your volunteer role requires to work with children or young people, it is a legal requirement under the Children and Young People Safety Act 2017 to complete a Working with Children Check.

Your local volunteer coordinator will provide further information on how to obtain a Working with Children Check.

# 12. Benefits

## 12.1. Training

As a registered volunteer of the University, you will have the opportunity to attend professional and personal development training through the University Volunteer Program. Your local area will provide you with the relevant training for your role and in the areas that are legislatively required.

## 12.2. Volunteer eNewsletter

You have the option to receive our quarterly eNewsletter that will notify you of news, events, volunteer opportunities and training so that you can expand your portfolio of experience if you choose.

## 12.3. Recognition

The University of Adelaide actively encourages and promotes the culture of volunteering, and we greatly appreciate the contribution volunteers make to the University community. The university holds recognition events throughout the year, and we encourage you to join us. Further details will be provided via your local area volunteer coordinator or via the volunteer eNewsletter.

Scan for further information or to view the volunteer handbook online.

