



UQU COMMUNITY PORTFOLIO

TERMINATING A VOLUNTEER RELATIONSHIP

1.1 UQU Rationale

UQU strives to establish a Community Portfolio to increase extra-curricular activities for UQ students in order to build their employability skills and undertake altruistic and philanthropic community based activities that will assist the local community.

UQU's community portfolio will be carried out through the active participation of volunteers. UQU encourages volunteer involvement at all levels in the organisation and within all appropriate programmes and activities. Staff members are encouraged to assist in the creation of meaningful roles for volunteers and to assist in recruitment of volunteers.

1.2 Complaints to the organisation(s)

If the volunteer has made any complaints about an organisation or a person in the organisation(s) that remain unresolved, UQU will attempt resolve these issues before ending the relationship. If necessary, a meeting with all parties will be held, led by the Volunteer Coordinator and HR.

1.3 Reasons for ending a Volunteer Relationship

There are several reasons why a volunteer relationship may end:

- The volunteer position may no longer exist

The organisation may have changed their policy on volunteers and decided to no longer use them. The organisation may walk away from the relationship at any time. If this is the case, as much notice will be given as possible to the volunteer and they will be assigned to a different volunteer role where possible.

- The volunteer may wish to end their volunteering

If a volunteer wishes to end their relationship with UQU for whatever reason, they can do so without notice. Notice would be preferable but it is not mandatory.

Ending a Volunteer Relationship

- The organisation may wish to end the volunteer relationship

The organisation may feel that the volunteer is unsuitable for the role and they wish to end the relationship. See 1.4 for this process.

- The organisation is no longer suitable for volunteers

Despite a thorough WH&S assessment of an NPO and description of the volunteer role, it may be that the role has changed and it is no longer suitable for volunteers. For example, the role may have moved to the evening with volunteers having to find their way home in the dark or the supervisor may no longer be contactable whilst the volunteer is present. In this case, where possible a different organisation/role will be found for the volunteer.

- The volunteer is no longer suitable for the organisation

It may be that the role is unsuitable for particular volunteers. For example, the volunteer may move house after starting their volunteering and now live too far away from the organisation to get there on time. In this case a volunteer position with an organisation in a more suitable location will be sought where possible.

1.4 Ending a volunteer relationship

UQU will end a relationship as a last resort. However, volunteers who do not adhere to the policies and procedures of UQU and who put themselves or others at risk will be subject to immediate termination.

Progress meetings will be documented and any issues will be discussed. For example, if the volunteer is continually late, this will be discussed and a verbal warning issued to the effect that if continued, they could be terminated. This verbal warning will be documented. If the lateness continues, a written warning will be issued. The next step is that the relationship is ended. This will be done in writing.

Records of all communication will be kept for 7 years.

1.5 Once the relationship has ended

All items of UQU property must be handed back to the Volunteer Coordinator or HR including ID badges, Swipe cards, keys etc.

1.6 Extra-Curricular Volunteer Certificates

The volunteer must adhere to the organisation's Code of Conduct and Policies and Procedures in order for the extra-curricular certificate to be provided to the volunteer. They will be issued at the discretion of the UQU Volunteer Coordinator.