



UQU COMMUNITY PORTFOLIO

VOLUNTEER POLICIES AND PROCEDURES

1.0 Policy on UQU Volunteers

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 Purpose of the Volunteer Policy

This policy is to provide overall guidance to staff and volunteers engaged in a volunteer involvement. The policy does not constitute a binding contractual agreement. UQU reserves the right to change any aspect of the policy at any time.

1.3 Definitions

A volunteer is someone who *gives their time willingly for the common good and without financial gain.*

A non-profit organisation (NPO) is one which is *not driven by profit but by dedication to a given cause that is the target of all income beyond what it takes to run the organisation.*

1.4 UQU Student Volunteers

UQU invites those participating in study at UQ to volunteer. The volunteer must have an active UQ student identification card. Students from other universities, UQ graduates and UQ students without a valid student ID card will not be considered for the programme.

1.5 Scope of Volunteer Involvement

UQ Student Volunteers may be involved in volunteering roles at UQU and/or external Not for Profit Organisations (NPO) as assigned by UQU. These activities will benefit UQU and the wider community. Volunteers will not to be used to displace paid employees or take paid employee roles and they will not be paid for their time.

1.6 Volunteer Recognition

Volunteers are very important to UQU and the individuals and communities served. UQU strives to give meaningful, fit for purpose assignments to volunteers and to recognise and reward them for their time. For more information, see the UQU Volunteer Rewards Policy document.

1.7. Volunteer Responsibilities

Volunteers are to actively perform their duties to the best of their abilities and remain loyal to the mission, goals and procedures of UQU whilst adhering to the Code of Conduct and Work Place Health and Safety procedures.

1.8 Mutual Agreement

UQU may at any time terminate the volunteer's relationship or make changes in the nature of the volunteer assignment. In turn, a volunteer may at any time end their relationship with UQU. Notice of such decisions should be communicated as soon as possible, two weeks' notice is preferable.

2.0 Volunteer Management Procedures

2.1 Maintenance of Records

UQU will maintain a system of records of volunteers, including applications, dates of service, positions held, duties performed, evaluation of work, and rewards received.

Volunteers and assigned staff are responsible for submitting all appropriate records and information to UQU in a timely and accurate fashion.

Volunteer records shall be accorded the same confidentiality as staff records under the Privacy Amendment (Private Sector) Act 2000.

2.2 Conflict of Interest

No person who has a conflict of interest with any activity or programme of UQU, whether personal, philosophical, or financial should serve as a volunteer without full disclosure of said conflict to the Volunteer Coordinator.

2.3 Representation of UQU

Before taking any action or making a statement that might adversely affect UQU, volunteers must seek approval from their supervisor. These actions may include public statements to the press, lobbying efforts with other NPOs, or any agreements involving contractual or other financial obligations. Volunteers are authorised to act as representatives of UQU/NPOs only as specifically indicated within their assigned role descriptions. If a uniform has been provided, the volunteer should remove it once the shift has finished. For more information, see the UQU Uniform Policy Document.

2.4 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary, personal, confidential, or privileged information to which they are exposed while serving as a volunteer.

2.5 Work Place Health & Safety

Appropriate NPO worksites that have been assessed under the Work Health and Safety Act 2001, are established before the assignment of volunteers. These worksites will contain necessary facilities, equipment, space, policies, supervision and training to enable volunteers to effectively, safely and comfortably perform their duties.

If PPE is recommended to be worn by UQU or the NPO, it must be worn by the volunteer.

2.7 Access to Property

As determined by UQU, volunteers will be provided access to UQU/NPO property and materials necessary to fulfil their volunteer duties, and receive training in the operation of any equipment for which training is necessary or requested.

2.8 Insurance

Public and civil Liability and personal accident insurance is provided for all volunteers.

This insurance is provided by the NPO whilst the volunteer is on-site/under their of duty care.

UQU provide insure for the volunteer whilst they are travelling to and from the NPO.

As stated previously, it is the responsibility of the volunteer to adhere to UQU and the NPO's code of conduct and health and safety procedures to ensure their own and others' safety and wellbeing.

If the volunteer is driving to an NPO/volunteer activity, it is the responsibility of the volunteer to ensure that the vehicle is road worthy, registered and appropriately insured.

3.0 Volunteer Recruitment and Selection

3.1 Position Description

Where applicable, a position description will be provided to volunteers in written form. Position descriptions are reviewed and updated as necessary. As appropriate, position descriptions may include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for performance etc.

3.2 Recruitment

UQU strives to recruit student volunteers without regard to gender, disability, age, race, or nationality in accordance with the Anti-Discrimination Act 1991 and Equal Opportunities legislation. The qualification for UQ student volunteer recruitment is the suitability to perform the assigned task. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific task.

3.3 Minors

Volunteers under 18 years of age must have the written consent of a parent or legal guardian. Responsibilities assigned to minors are performable in a non-hazardous environment and in compliance with the requirements of child labour laws.

3.4 Background Checks & Health Screens

UQU values the safety of all clients, partner agencies, participants, employees, and volunteers. If necessary, depending on the assignment, a background check and/or health screen may be required. Volunteers who refuse this may be re-assigned or refused an assignment.

3.5 Blue cards

Volunteers may be required to obtain a blue card, depending on the nature of the assignment.

3.6 Responsible Service of Alcohol (RSA) QLD

Volunteers may be required to obtain a Queensland RSA, depending on the nature of the assignment. If an RSA is required, the volunteer must be 18 years of age or over.

3.7 Falsification of Information

Falsification of information on a volunteer application, including material omission or misrepresentation, is grounds for dismissal.

3.8 Placement

In placing a volunteer, attention should be paid to the interests and capabilities of the volunteer and to the requirements of the position.

3.9 International students

It is the responsibility of all UQ international students wishing to volunteer, to hold a valid and up to date visa.

3.10 Acceptance and Appointment

No volunteer shall begin in any position until they have been accepted for or assigned to that position and have completed all necessary screening, induction, training and paperwork.

3.11 Probationary Period and Re-Assignment

Volunteer placements may initially be done on a trial period. At any time, UQU may assign the volunteer to a different position or may determine the unsuitability of the volunteer for a position.

3.12 Renewal

Volunteer positions may have a set term, with an option for renewal at the discretion of UQU and the volunteer. UQU reserves the right to request or require volunteers to renew their application and/or other screening measure at any time, with notice.

4.0 Volunteer Training and Development

4.1 Orientation and Training

Volunteers receive an induction and orientation on the nature and purpose of the operation of the service to which the volunteer is assigned. The nature of the orientation is determined by UQU and the NPO, and depends on the service to be performed. In lieu of or in addition to formal orientation, UQU/NPO may provide volunteers with on-the-job training to provide the volunteer with the information and skills necessary to perform the tasks.

4.2 Education

Additional training and educational opportunities may be made available to volunteers where appropriate. Continuing education may include information on performance of a current assignment or more general information. Training may be provided by UQU/NPO or by assisting the volunteer with educational programmes provided by other groups.

4.3 Risk Management

UQU/NPO will inform volunteers of any known hazardous materials, equipment, processes or persons that volunteers may encounter while performing services. Volunteers will be trained and equipped in methods to deal with all identified and known risks. Likewise, volunteers are responsible for notifying their immediate supervisor and co-workers of any hazardous situation or condition discovered by the volunteer.

5.0 Volunteer Supervision and Evaluation

5.1 Requirement of a Supervisor

Each volunteer who is assigned to a position with UQU/NPO will have an identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. The supervisor will have primary responsibility for developing suitable assignments for the volunteer and for involving the volunteer in relevant communication flow.

5.2 Volunteer Supervisors

Where deemed appropriate, a volunteer may act as a supervisor of other volunteers. Volunteers serving as supervisors may be required to undergo additional training.

5.3 Volunteer-Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programmes of UQU, with each having an equal but complementary role to play. It is essential to the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

5.4 Acceptance of Volunteers by Staff

Assignment of volunteers to programmes will be at the discretion of the Volunteer Coordinator. Staff should consider creative ways in which volunteers might be of service to UQU.

5.5 Volunteer Hours

UQU/NPO will endeavour to ensure that any volunteer does not volunteer for more than 16 hours per week.

5.6 Lines of Communication

Volunteers should be included in and have access to appropriate information relevant to the work assignments. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer.

5.7 Absenteeism

To ensure the efficient and excellent provision of services and goods to the individuals and communities served by UQU, volunteers are expected to perform their duties on a scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so the supervisor may make alternative arrangements. Continual absenteeism may result in a review of the volunteer's work assignment or term of service.

5.8 Refusal of Tasks

Volunteers have the right to refuse any task, and it is the responsibility of the volunteer to notify staff of any requests deemed unreasonable.

5.9 Harassment, Bullying & Discrimination

It is the policy of UQU to address the issue of harassment, bullying and discrimination. UQU has a legal and moral responsibility to ensure that all volunteers are not subjected to behaviours practices or processes that constitute bullying, harassment and discrimination. Accordingly, UQU is committed to addressing complaints of such at all levels. For more information, see the UQU Workplace Harassment, Bullying & Discrimination Policy document.

5.10 Drugs and Alcohol

UQU Volunteers must report to work fit to perform their duties. Any volunteer who reports for service while impaired or who is supplying drugs or alcohol, is subject to immediate termination. For more information, see the UQU Workplace Drug & Alcohol Policy document.

5.11 Pastoral care of volunteers

UQU will perform periodic reviews and/or visits to volunteers, supervisors and NPOs. This will be a chance all involved to express any concerns, issues, satisfactions or frustrations. Where possible, these will be face to face meetings with the Volunteer Coordinator.

5.12 Evaluation and Feedback

Periodic evaluation of the volunteers, supervisors, NPOs and volunteer programme will take place. An evaluation is an opportunity for the volunteer and UQU to examine and improve the relationship and effectiveness of the programme. Feedback from volunteers will be encouraged at any time.

5.13 Access to UQU's Grievance and Complaints Procedures

Volunteers are given access to complaints and grievance procedures. Such matters will be taken seriously by UQU.

5.14 Termination of Volunteer Relationship

Volunteers who do not adhere to the rules and procedures of UQU or who fail to satisfactorily perform a volunteer assignment, may be subject to termination. For more information, see the UQU Termination of Volunteer Relationships Policy document.

5.15 Injuries

Volunteers should immediately report any injuries or incidents incurred while volunteering to a supervisor.

5.16 Exit Survey

Exit interviews, where possible and feasible, should be conducted with volunteers who are leaving their positions. The interview may ascertain why the volunteer is leaving, suggestions the volunteer may have for improving the position, and the possibility of involving the volunteer in another capacity in the future.

5.17 Volunteer Reimbursement

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking volunteer tasks. Prior approval must be sought for reimbursement.