

Swinburne Volunteer Handbook

swi.nu/volunteerhub

Acknowledgement of Country

We respectfully acknowledge the Wurundjeri People of the Kulin Nation, who are the Traditional Owners of the land on which Swinburne's Australian campuses are located in Melbourne's east and outer-east, and pay our respect to their Elders past, present and emerging.

We are honoured to recognise our connection to Wurundjeri Country, history, culture and spirituality through these locations, and strive to ensure that we operate in a manner that respects and honours the Elders and Ancestors of these lands. We also respectfully acknowledge Swinburne's Aboriginal and Torres Strait Islander staff, students, alumni, partners and visitors.

We also acknowledge and respect the Traditional Owners of lands across Australia, their Elders, Ancestors, cultures and heritage, and recognise the continuing sovereignties of all Aboriginal and Torres Strait Islander Nations.



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Introduction

Volunteering at Swinburne is a valuable way to build your skills, strengthen your confidence and contribute to the university community.

- Enrich your student experience.
- Build career-ready skills.
- Expand your personal and professional networks.
- Strengthen your sense of belonging.
- Contribute to Swinburne programs, events and community initiatives.

By signing up to volunteer, you are making a meaningful contribution. Whether you are looking for opportunities within the university or in the wider community, we are pleased to welcome you.

This handbook provides key information about volunteering at Swinburne. It also supports any training, briefing or local induction you complete for your volunteer role.

Swinburne's Volunteering Team is here to help. For further information, contact us at volunteer@swin.edu.au

Values

Below, you can find the Swinburne Staff Values. We strongly encourage you to uphold these values while volunteering, ensuring our community thrives through your dedication and integrity.

One Swinburne

We work together, bringing our unique skills to achieve our common purpose and strategy. We draw on our rich and diverse experience and backgrounds to support our success.

Future Focused

We commit to taking bold strides and are constantly innovating, disrupting, renewing and changing to create tomorrow's technology and talent today.

Engaged

We strive to be the most industry-engaged university, to amplify our impact and support all students and be future-ready through our broader external engagement in Australia and globally.

Empowered

We are trusted, and expected, to act and make decisions commensurate with our roles and skills, and to drive continuous improvement, to deliver our common goals.

Accountable

We are accountable for our contributions to Swinburne's success and sustainability, for the ways we work together, and for the outcomes that we deliver for students, partners, and society.

Volunteer Code of Conduct

Swinburne's Volunteer Code of Conduct aligns with the university's values and the Swinburne Student Charter. As representatives of Swinburne, volunteers are expected to act respectfully, responsibly and honestly.

As a volunteer, you are required to:

- Act honestly, ethically and transparently in all volunteer activities and interactions.
- Treat everyone with respect, courtesy and fairness, and help create an inclusive environment where people feel welcome and valued.
- Avoid discriminatory, bullying, harassing, offensive or inappropriate behaviour, including in your communication with others.
- Be reliable and punctual. If you cannot attend a shift or event, notify the Volunteering Team as soon as possible.
- Follow all safety guidelines, procedures and instructions from your Volunteering Supervisor.

Rights and Responsibilities

Rights

Swinburne's Volunteering Team aims to provide a volunteer experience that is rewarding, safe and respectful. If you feel your rights are not being upheld, contact your Volunteer Supervisor or the Swinburne Volunteering Team as soon as possible.

As a volunteer, you have the right to:

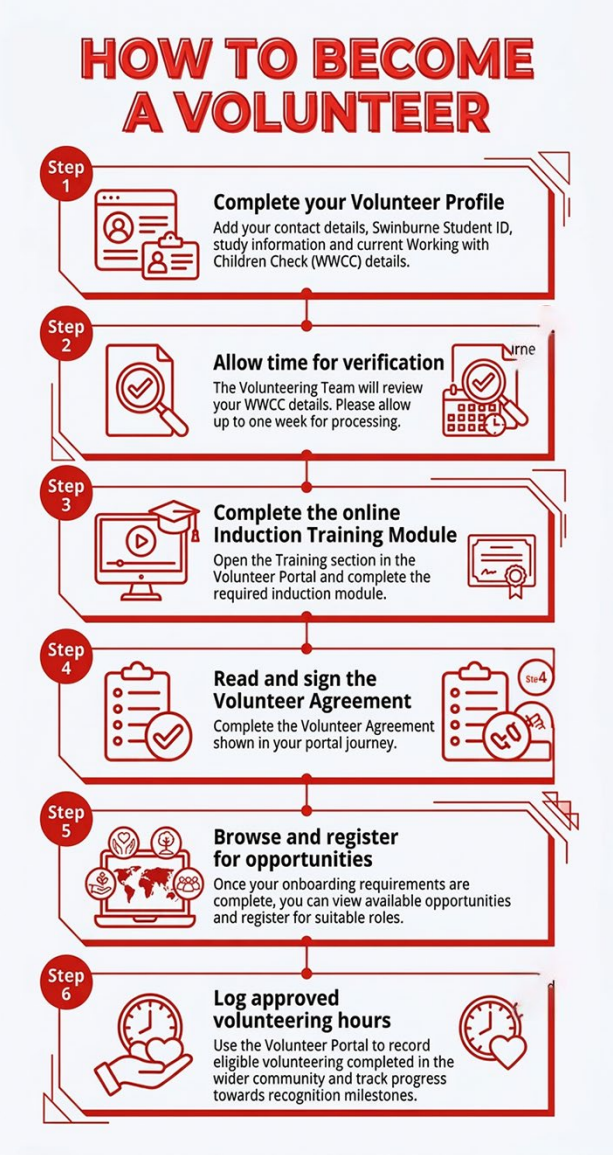
- Work in a healthy and safe environment, with the safety equipment, information and training needed to carry out your duties safely.
- Be treated fairly, respectfully and without bias, in line with equal opportunity and anti-discrimination legislation.
- Have your contribution recognised and valued.
- Be appropriately covered by insurance while performing approved volunteer duties.
- Receive a clear role description that explains your duties and responsibilities.
- Receive appropriate support and supervision from your Volunteer Supervisor.
- Decline tasks that feel unsafe, are beyond your capacity or do not align with your skills.

Responsibilities

As a volunteer, you represent Swinburne University of Technology. You are expected to volunteer safely, act respectfully and follow through on the commitments you make.

- Consider your availability carefully before signing up for events, shifts or roles.
- Attend the roles, shifts or events you have committed to.
- Complete any required training related to safety, wellbeing and your volunteer obligations.
- Wear the appropriate volunteer uniform, where required, and present yourself neatly.
- Work safely and avoid putting yourself or others at risk.
- Report accidents, incidents, injuries or hazards immediately to your Volunteer Supervisor.
- Tell your Volunteer Supervisor or the Swinburne Volunteering Team about any medical conditions or support needs that may affect your ability to complete certain duties safely.
- Raise complaints or concerns through the appropriate university channels.
- Seek support when needed and support other volunteers where appropriate.
- Follow the Swinburne Volunteer Code of Conduct.

Becoming a Volunteer



Create a Profile in the Volunteer Portal

The first step is to sign in to the Swinburne Volunteer Portal using "Log in with your Swinburne Account". Do not create a separate username and password.

1. Complete your volunteer profile: Add your contact details, Swinburne Student ID, study information and current Working with Children Check (WWCC) details.
2. Allow time for verification: The Volunteering Team will review your WWCC details. Please allow up to one week for processing.
3. Complete the online induction training module: Open the Training section in the Volunteer Portal and complete the required induction module.
4. Read and sign the Volunteer Agreement: Complete the Volunteer Agreement shown in your portal journey.
5. Browse and register for opportunities: Once your onboarding requirements are complete, you can view available opportunities and register for suitable roles.
6. Log approved volunteering hours: Use the Volunteer Portal to record eligible volunteering completed in the wider community and track your progress towards recognition milestones.

Apply for a Victorian WWCC

To complete your registration, you need to provide a valid Victorian Working with Children Check (WWCC) as a legal requirement for working with young people and children. Swinburne accepts both volunteer and employee WWCCs.

This check will allow you to access on-campus volunteering opportunities. A WWCC examines relevant information from national criminal records and, in some cases, reports by professional bodies about people's conduct.

What kind of check do you need?

If you already have a Working with Children Check (WWCC), you can provide the details in your profile. If you are applying for a new one, you can apply for the Volunteer type, which is free.

Application process for Australian citizens/permanent residents

Visit Service Victoria and follow their instructions. To apply, you will need to provide identification documents such as an Australian passport, Medicare card, Australian driver's licence, or Australian citizenship certificate.

Application process for international students

International students will need to visit In-Person Applications and start an online application.

As part of your Working with Children Check application, you'll need to verify your identity through Australia Post.

Option 1: Verify Online with Digital iD™

Online verification is quick, secure, and allows your name and date of birth to be automatically added to your application.

To verify online, you'll need:

One photo ID

- Australian driver licence or learner permit.
- Australian passport, current or expired within the last three years.
- ImmiCard issued by the Australian Government.

And one government-issued ID

- Medicare card.
- Foreign passport with an Australian visa.
- Australian birth certificate.
- Australian citizenship certificate.
- Pensioner Concession Card.
- Health Care Card.
- Commonwealth Seniors Health Card.

Learn more about Digital iD™.

Option 2: Verify at a Post Office

If you prefer not to verify online, or don't have your identity documents available, you can visit a participating Australia Post outlet and complete the identity verification process in person.

Find a participating Post Office.

Tip: The Hawthorn Licenced Post Office (LPO) on Glenferrie Road is the closest suitable location to the Swinburne Hawthorn Campus.

Organisation details

- **Organisation name:** Swinburne University of Technology.
- **Postal number and street:** PO Box 218, Hawthorn, VIC, 3122.
- **Postal suburb:** Hawthorn.
- **Postal state:** VIC.
- **Postcode:** 3122.
  Tip: If the system cannot recognise the address, you can choose the last option to 'Enter an address manually'.
- **Occupational field:** Education – TAFE colleges and divisions of universities providing VCE and/or VCAL.

After applying, you will receive an email from the department confirming your check has been finalised and providing your WWCC number.

If you have any questions about your Working with Children Check Application, please contact the Volunteering team at volunteer@swin.edu.au.

Training and Briefings

For each volunteering opportunity, whether a program or event, you will receive information and support to complete your tasks safely and successfully

For events, volunteers are given a Volunteer Toolkit. Each shift will typically begin with a briefing session led by the Volunteering Supervisor. You will receive an overview of your shift and instructions on what will happen, as well as a summary of key information about the day's activities and contact numbers for unexpected situations. You will also be given any additional relevant information, such as Workplace Health and Safety (WHS) guidelines.

Depending on the nature of the role, you may be required to attend a compulsory training session. Program owners may also provide volunteers with specific training, inductions and guides.

In addition, the Swinburne Volunteering Team provides access to online manual handling training videos if required.

Volunteer Roles

Explore a range of on-campus, off-campus and online volunteering opportunities through the Volunteer Portal.

On-campus volunteering roles

On-campus roles support Swinburne programs, events and initiatives that strengthen student life and the university community. Opportunities may include Orientation, Open Day, student engagement events, peer support programs and other university-led projects.

These roles are flexible and can help you build professional skills, meet new people and contribute to the student experience while studying.

External volunteering roles

External roles are offered by community organisations, charities, not-for-profits and other external partners through the Swinburne Volunteer Portal.

These opportunities allow you to contribute to meaningful causes, gain practical experience, develop transferable skills, explore your interests and build connections in the wider community.

As a volunteer, you may be involved in:

- Assisting with and supporting the delivery of events in the community or at Swinburne.
- Providing social support and mentoring.
- Fundraising for community causes.
- Offering skills and services in your areas of interest, such as marketing or photography.

When you register to volunteer at an event, you will receive a confirmation email outlining your volunteer shift and role, along with a Volunteer Toolkit that includes:

- Specific event information.
- Any preparation required before you arrive, including a briefing or training if applicable.
- What to expect on the day.
- A list of resources or merchandise, if applicable.
- Clothing or uniform requirements, if applicable.

Awards, Rewards and Recognition

Swinburne values all volunteers and recognises their contributions within the University and the community, no matter how big or small. By logging volunteer hours, students benefit from access to free accredited training, certificates and contributions to the Swinburne Employability Award.

This award recognises students' experiences in addition to their courses, such as volunteering, paid work and internships. Students will receive a digital certificate and recognition on their Academic Transcripts for each completed part of the Award. For enquiries, email sea@swinburne.edu.au

Rewards and Recognition Program (R&R)

The Swinburne Rewards and Recognition Program celebrates the contribution volunteers make to the university and wider community. As you reach volunteering milestones, you will receive a digital achievement badge and volunteering certificate to acknowledge your commitment and impact. Milestones are recognised at 20, 40, 80, 100, 150, 200, 250, 300, 400 and 500 volunteer hours.

In addition to milestone recognition, volunteers earn reward points for every hour they volunteer. These points can be redeemed through the Volunteer Portal for a range of rewards and professional development opportunities, including GiftPay vouchers, skills development courses and other training opportunities. This allows volunteers to be recognised not only for their contribution but also through opportunities that support their personal and professional development.

While you remain enrolled at Swinburne and actively volunteer, you can continue participating in the program, logging hours and earning rewards. Your hours carry over and count towards future milestones, recognising your ongoing contribution to Swinburne and the wider community. After completing your course or graduating from Swinburne, you will have up to six months to redeem any earned volunteer rewards. After this period, any unredeemed rewards will be forfeited.

How it works

1. Volunteer and earn points
   Earn reward points for every hour you volunteer. Points can be redeemed through the Volunteer Portal for rewards and professional development opportunities.
2. Reach milestones
   As you volunteer, you'll unlock achievement badges and volunteering certificates that recognise your contribution and impact.
3. Redeem rewards and share your achievements
   Use your reward points on a range of rewards and training opportunities. You can also share your volunteering certificates on LinkedIn to showcase your skills and experience.
4. Keep building your impact
   As long as you remain an enrolled Swinburne student and an active volunteer, your hours will continue to accumulate towards future milestones and rewards.

Safety and Diversity

Safety

Swinburne is committed to providing a healthy and safe environment for students and volunteers. Campus safety is a shared responsibility, supported by university services, clear procedures and the actions of everyone in the Swinburne community.

Volunteers and staff must be vigilant about their own safety and the safety of those around them. Any incident or near miss involving a volunteer should be reported to your Volunteer Supervisor immediately.

As a volunteer, you are expected to:

- Exercise reasonable care to work safely and avoid causing harm through your actions or inactions.
- Ask the Volunteer Supervisor if you are uncertain about a task or feel unsafe.
- Inform your Volunteer Supervisor or the Volunteering Team if you feel unwell and stay home.
- Report all incidents, accidents, injuries and hazards to your Volunteer Supervisor.
- Follow Workplace Health and Safety procedures, requirements and instructions provided by your Volunteer Supervisor.
- When necessary, mitigate risks and hazards by altering your approach or stopping until you receive guidance.

Diversity

Bullying, harassment and discrimination

Swinburne has a zero-tolerance policy on actions that are discriminatory or may be seen as bullying or harassment. It is never acceptable to humiliate, victimise, intimidate or threaten anyone directly or indirectly.
Take care to ensure you do not disadvantage or judge someone based on personal characteristics, including, but not limited to:

- Age
- Gender or gender identity
- Sexual identity
- Parental status
- Political beliefs
- Impairment or disability
- Race or ethnic background
- Religious belief
- Relationship status
- Physical features

If you have experienced or witnessed any inappropriate, concerning, or threatening behaviour, Swinburne's Safer Community team is there to support you.

This includes incidents such as sexual assault and harassment, bullying and cyber harm,

discrimination, stalking, and family violence. You can report an incident online or by emailing safercommunity@swinburne.edu.au.

Counselling and support

Call these numbers anytime for support in a crisis and help with suicide prevention: Swinburne's student wellbeing support line: 1300 854 144 or text 0488 884 145 **Emergency services**: 000 **Lifeline:** 131 114 **Suicide Help Line:** 1300 651 251

As a Swinburne student, you have access to a range of confidential counselling services designed to support your well-being. Our counsellors can help you clarify issues, explore options, develop strategies, and enhance self-awareness.

Services include support for:

- Crisis situations: immediate assistance if you are acutely distressed on campus.
- Relationship and family issues.
- Academic and general stress.
- Grief and loss.
- Loneliness and isolation.
- Depression, anxiety and other mental health concerns.

Specialised support is also available for sexual assault, drug and alcohol concerns, trauma, autism, ADHD and other neurodivergent support needs.

To access the above services, you must complete a 20-minute triage session to discuss your situation and needs. Triage sessions are available by appointment on a first-come, first-served basis.

For more details, please visit the Swinburne counselling services website.

Feedback and Complaints

Swinburne encourages volunteers to raise concerns early so they can be addressed appropriately and respectfully.

Volunteers at Swinburne have the right to raise any concerns they may have. If you feel comfortable, you can discuss your concerns with your Volunteer Supervisor and/or Swinburne's Volunteering Team. Alternatively, you can reach out to the Integrity Unit or the Safer Community team for assistance.

- Swinburne's Volunteering Team: volunteer@swin.edu.au.
- Safer Community: safercommunity@swinburne.edu.au.
- Complaints, Reviews & Appeals Management.

Insurance

The insurance available to Swinburne volunteers participating in university-approved voluntary and unpaid activities covers:

- Group and personal accident.
- Public liability.
- Professional indemnity.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to:

- Always follow your Volunteer Supervisor's instructions when carrying out tasks for your volunteer role.
- Report any incident to your contact person as soon as it occurs.

The following situations or activities are unlikely to be covered by Swinburne's insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from Swinburne.
- Lost or damaged personal property, including money.
- Criminal activity, including criminal charges arising from driving incidents.
- Dishonest or reckless activities, such as turning up to your shift intoxicated.

Workers' Compensation

While volunteering, you will not be covered by any workers' compensation insurance policy taken out by Swinburne.

Contact Us

Swinburne's Volunteering Team is here to help!
Please contact us at volunteer@swin.edu.au

