



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 provides opportunities to enrich your studies, expand your network, develop career-ready skills and broaden your horizons, and enhance your sense of belonging. Volunteers play an essential part in contributing to the success of many Swinburne programs and events.

By signing up to volunteer, you are making a real difference. Whether you're looking for an opportunity within the university or out in the community, we're thrilled to welcome you.

This Handbook is designed to provide important information about volunteering at Swinburne and to complement any training and local level event or program induction.

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 – 'moon shots' – 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 has a code of conduct for its volunteers that also aligns with the university's values and elements of the [Swinburne Student Charter](#).

Volunteers, as representatives of the University, must always behave in a respectful, responsible manner by treating other students and staff with politeness and honesty.

As a volunteer you are required to:

- Conduct yourself in a professional manner. This includes being honest, ethical, and transparent in all interactions and activities.
- Treat everyone with respect and courtesy, regardless of their role, background, or beliefs. This includes fellow volunteers, university staff, community members, and anyone you interact with during volunteer activities.
- Align your actions with the mission and values of the university. This includes promoting a culture of learning, inclusivity, and community engagement.

- Avoid any form of discrimination based on race, gender, age, religion, disability, or any other characteristic. Harassment, including sexual harassment, bullying, and any other form of abusive behaviour, is strictly prohibited.
- Contribute actively to creating an inclusive environment where everyone feels welcome and valued.
- Communicate in a professional and respectful manner. Avoid using offensive or inappropriate language.
- Be reliable and punctual. If you commit to a volunteer shift or event, you should make every effort to attend and be on time.
- Notify the Volunteering Team as soon as possible if you are unable to fulfil your commitment to allow for alternative arrangements.
- Adhere to all safety guidelines and protocols established by the University by following directions and instructions from the Volunteering Supervisor.

Rights and Responsibilities

Rights

Swinburne's Volunteering Team endeavours to provide you with a rewarding, safe and respectful volunteering environment. If you don't think your rights are being upheld, contact your Volunteering Supervisor or a member of the Swinburne Volunteering Team as soon as possible.

Volunteers have the right to:

- Work in a healthy and safe environment. This includes being provided with the necessary safety equipment and training to perform your duties safely.
- Be treated with fairness and respect, and to be engaged in accordance with equal opportunity and anti-discrimination legislation. You should be treated fairly and without bias based on race, gender, age, religion, disability, or any other characteristic.

- Be recognised as valued team members. Your contributions should be acknowledged and appreciated.
- Be adequately covered by insurance while performing your volunteer duties.
- Have a clear and concise role description that outlines your roles and responsibilities.
- Receive adequate support and supervision from your supervisors.
- Decline tasks that you feel are beyond your capacity, unsafe, or not aligned with your skills.

Responsibilities

As a volunteer, you are representing Swinburne University of Technology and have certain responsibilities, including:

- Consider your availability carefully before signing up for new shifts or roles.
- Follow through on your commitments by attending the roles or events you sign up for.
- Participate in any required training sessions related to safety, wellbeing, and obligations while undertaking your volunteer role.
- Wear the appropriate volunteer uniform and commit to looking presentable.
- Work in a safe and healthy manner, ensuring you do not jeopardise the health and safety of yourself or others.
- Report any accidents, incidents, or injuries immediately to your direct supervisor.
- Inform your Volunteering Supervisor or a member of the Swinburne Volunteering Team of any pre-existing medical conditions or special needs that might affect your ability to perform certain duties.
- Address complaints through the appropriate University channels.
- Seek support when needed and support your fellow team members.
- Adhere to the Swinburne Volunteering Policy.

Becoming a Volunteer

HOW TO BECOME A VOLUNTEER

Embarking on the journey to become a volunteer involves a few key steps, each designed to ensure a meaningful and impactful experience. By following these steps, you'll become a Swinburne Volunteer and gain access to our Rewards & Recognition (R&R) Program.



Create a Profile in Track it Forward

The first step in your journey as a Swinburne volunteer is to create a profile on [Track It Forward](#). You'll need to provide your contact details, Swinburne Student ID number, and some information about your studies. This platform is used to share volunteering opportunities and document your volunteering journey. Once you have access, you'll be able to keep a record of the time you invest in giving back to the community.

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 license, or Australian citizenship certificate.

Application process for International Students

International students will need to visit [In-Person Applications](#) and start an online application.

Click the blue 'Online application with Aus Post' button.

Online application with Aus Post

Then choose the 'Verify at a Post Office' green button.

Verify at a Post Office

Enter your details online and then take your identification documents to an Australia Post branch.

You can use identification documents such as a foreign passport, immigration (Immi) card, Visa Entitlement Verification Online (VEVO) statement, tertiary student ID card (e.g. your Swinburne student card), private health insurance card (e.g. BUPA, Medibank), or an Australian bank-issued credit or bank card (American Express and Diners Club not accepted).

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

As a volunteer, for each opportunity, whether a program or event, you will be supported and provided information to help you undertake assigned tasks successfully and safely.

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

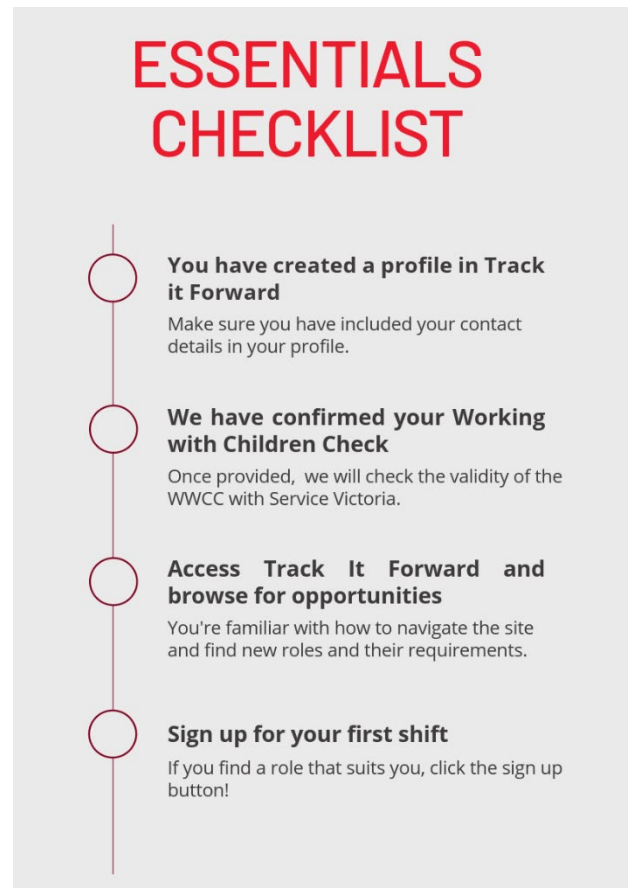
be given any additional relevant information, such as Workplace Health and Safety (WHS) guidelines.

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.

Checklist

Whether you're just starting out or have been volunteering for a while, this essentials checklist will help you get started.



Volunteer Roles

There are a wide variety of volunteer opportunities available online, and both on- and off-campus. Our volunteer portal, Track it Forward, showcases all current volunteer opportunities.

Flexible Schedule Roles

These roles, listed above the calendar in the portal, do not have specific event dates or run across multiple days.

On-going Events				
Conversation Club - Melbourne AMEP	Habitat for Humanity Victoria - Volunteer	headspace Hawthorn & headspace Malvern - Youth Advisory Group Member	JoCare Companion	JoCare Digital Mentor Volunteers
Off-Campus: Hammondcare at Home volunteer	Off-campus: Autistic Support Volunteer: Autism Camp Australia	Off-campus: Education Guide at Jewish Museum of Australia	Off-campus: Food For Change - Farm Volunteer	Off-campus: FReeZa Committee
Off-campus: Melbourne AMEP - Volunteer Tutor	Off-campus: Office Admin & Retail Trainee	Off-campus: Retail Assistant (Hawthorn)	Off-campus: Vinnies Education Program	Online Study Buddy Volunteer
Online: Missing Maps	Online: Notes of Friendship	Online: Zooniverse Volunteer	Rosies Oblate Youth Mission - Friend on the Street	Run2Cure Melbourne 2024

Scheduled Roles

All other volunteer opportunities are listed in the calendar according to their date and the promoting entity (e.g. Swinburne department, Swinburne Student Association, or external organisations). These opportunities are distributed on a first-come, first-served basis.

	Monday	Tuesday	Wednesday	Thursday	Friday
February	03	04	05	06	07
				On-campus: Campus Tour for Japanese students (ELICOS) 3/3 RSVPs	
February	10	11	12	13	14
February	17	18	19	20	21
					On-campus: Sem 1 Orientation Set Up 8/8 RSVPs
February	24	25	26	27	28
	On-campus: Sem 1 Orientation Week 32/55 RSVPs	On-campus: Sem 1 Orientation Week 21/61 RSVPs	On-campus: Sem 1 Orientation Week 19/63 RSVPs	On-campus: Sem 1 Orientation Week 16/61 RSVPs	On-campus: Sem 1 Orientation Week 13/51 RSVPs

As a Volunteer, you may be involved in:

- Assisting and supporting the delivery of events in the community or Swinburne
- Providing social support and mentoring
- Fundraising for community causes
- Offering skills and services in your areas of interest (e.g. marketing, photography, etc.)

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

- Specific event information
- Preparations required before you arrive including attending a briefing or training (if applicable)
- What to expect on the day
- A list of resources/merchandise (if applicable)
- Clothing/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 contributes 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 R&R Program operates from January to December on a calendar year basis, and rewards volunteers based on the number of hours they have committed. Rewards and recognition may be subject to change and currently include:

20-Hour Milestone

- Volunteering certificate
- Choice of one of the following:
 - Victorian Responsible Service of Alcohol (RSA) certificate (face-to-face / online training)
 - Victorian Safe Food Handler certificate (face-to-face training)
 - \$20 GiftPay voucher

40-Hour Milestone:

- Volunteering certificate
- \$40 GiftPay voucher

80-Hour Milestone:

- Volunteering certificate
- LinkedIn Endorsement (choice from a list)
- \$80 GiftPay voucher

100-Hour Milestone:

- Volunteering certificate
- LinkedIn recommendation (a virtual written reference)
- Choice of one of the following:
 - Auslan certificate (online training)
 - \$100 GiftPay voucher

How It Works

1. **Log Your Hours:** Use the Track It Forward portal to log your volunteer hours. This portal allows you to view available opportunities, sign up for roles, and track your progress towards milestones.
2. **Choose Your Rewards:** As you reach each milestone, you can choose from the available rewards.
3. **Receive Recognition:** Your achievements will be formally recognised, including certificates, endorsements on LinkedIn, and references on your academic transcript.

Safety and Diversity

Safety

Swinburne is committed to providing a healthy and safe environment for all students and volunteers. Ensuring a safe campus is a shared responsibility.

Swinburne offers various services and responses to enhance safety, the entire campus community collaborates in creating and maintaining a safe environment.

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.

To ensure your safety and the safety of those around you:

- Wear sturdy, closed-toe shoes – no high heels or flip-flops.
- Dress for the weather conditions.

- In warm weather, bring a hat, sunglasses, water bottle, and sunscreen.
- If you have long hair, keep it tied back, especially when handling food.
- Inform your Volunteer Supervisor when you start and finish to ensure accurate recording of your hours.
- Bring only essential items when volunteering. Your Volunteer Supervisor will inform you where to safely store your belongings.
- Your Volunteer Supervisor will brief you and other volunteers on the tasks. If you have any questions about your duties, ask them at the time.

Diversity

Bullying, harassment and discrimination

Swinburne University 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 wellbeing. 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 addiction, trauma, Asperger's, and ADHD.

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 University is dedicated to fostering a supportive and inclusive environment for students, staff, and volunteers. We are committed to ensuring that everyone can work, study, and volunteer in a safe and respectful atmosphere.

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 University volunteers participating in university-approved voluntary and unpaid activities covers:

- group and personal accident;

- public liability; and
- professional indemnity.

To ensure these insurances cover 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; and
- report the incident to your contact person as soon as it has occurred.

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 SUT;
- lost or damaged personal property, including money;
- criminal activity (including criminal charges arising out of driving incidents); and
- dishonest or reckless activities (for example, 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.

