

## Purpose

This document provides guidelines on processes for recruiting and managing volunteering opportunities within La Trobe Student Union (LTSU) and the LTSU's Associate Organisations.

## La Trobe Student Union Representatives (Working)

The La Trobe University Student Union (LTSU) is the peak representative body for La Trobe University students at the Melbourne, Bundoora, Shepparton and Mildura campuses. The purpose of the LTSU is to advance the education of the students of La Trobe University by:

- Enhancing the learning experience of students while at the University;
- Promoting the interests and welfare of students;
- Representing students within and outside the University;
- Co-ordinating and supporting the activities of students; and
- Providing amenities and services for students, other members of the University community and the public.

## LTSU Volunteer Program Background

La Trobe Student Union has a thriving community of volunteers that have been the backbone of LTSU activities and programs for many years. In 2017, after the success of the 2016 pilot program which identified the need for a central and formalised program, the La Trobe Student Union funded a part time staff member and assigned a budget for the establishment and ongoing operation of the LTSU Volunteers Program.

Volunteers are the foundation of Clubs and Societies, Student Theatre and Film, Welfare, La Trobe University Library tours and Events and Activities on the Bundoora, Mildura and Shepparton campuses. Volunteers also participate in La Trobe's Associate Organisations ISA (International Student Association) and MASO (Mature Aged Association). Many La Trobe University students volunteer both formally and informally through the LTSU. Based on estimates with volunteer area supervisors, there are approximately 600 student volunteers through the LTSU.

This resource should be used as a guide for both staff and students as to volunteer best practice, volunteer and manager rights and responsibilities as well as offer clarity around volunteer roles.

## Volunteer Definition

Volunteering Australia [defines volunteering](#) as “time willingly given for the common good and without financial gain”. Consideration of the term volunteering needs to note best practice guidelines and should not be exploitative, or used to replace paid employment. We also stress it is against Fair Work regulations to deploy a volunteer in a position that would otherwise be undertaken by a paid staff member.

Volunteering may also be characterised as a role that include the following:

- Benefits the community and the volunteer
- Means no financial payment – in a position not designated as paid
- Occurs in the not-for-profit sector
- Addresses human, environmental and/or social needs
- Respects the rights, dignity and culture of others
- Promotes human rights

Volunteering does not replace paid workers or constitute a threat to the job security of paid workers.

***Most importantly, volunteering is always a matter of choice.***

LTSU Volunteers are characterised by the following:

- Willingness to help others
- Actively contribute to life on campus
- Engaged in LTSU events, activities and programs.
- A heart for student causes
- A drive to create community with La Trobe University

## Volunteer Best Practice

La Trobe Student Union are members of Victoria’s peak representative body for volunteering, Volunteering Victoria. Accordingly, LTSU aims to develop a program that aligns with Volunteering Victoria’s best practice for volunteer participation and management.

The LTSU values their volunteers and encourages supervisors and volunteers alike to learn about their rights and responsibilities when participating in the LTSU volunteer program. A detailed and complete outline can be accessed via the [Volunteering Victoria website](#).

**All volunteers have a right to:**

- Induction
- Recognition as a valued team member
- Clarification surrounding volunteer role
- Agreement about hours and conditions
- Access to training to perform duties to the standard required

- Information and consultation on matters directly or indirectly affecting you and your duties
- Support and supervision in your role
- Access relevant information
- A healthy, safe work environment, including insurance cover.

**Volunteer responsibilities. All volunteers are expected to:**

- Commit to their volunteer position
- Be punctual and reliable
- Notify in advance any changes to your availability
- Accept responsibility for your actions and behaviour
- Notify your host organisation of any potential hazards or dangerous situations
- Deal with complaints in the appropriate manner
- Respect the rights and privacy of others
- Support other team members and ask for support when needed

### **Recruiting Process**

Students are encouraged to engage in volunteer opportunities throughout the year. Each area takes responsibility for recruiting volunteers and placing callouts for each opportunity. The Volunteers Program promotes these opportunities via the LTSU website and through the program's social media avenues and fortnightly e-news. Students can register via the appropriate registration form on a case by case basis according to the position they wish to engage with. Shift times and duration are decided by the student according to both their availability and the availability of the role they have signed up to. Students may volunteer as little or as much as is their preference.

### **How do students become an LTSU volunteer?**

Students can become a volunteer by registering for volunteering opportunities on the LTSU volunteer page on the LTSU website [VOLUNTEER](#)

### **Volunteer Insurance**

Student Volunteers are covered under La Trobe University's general and products liability protections. There is also limited cover under the University's personal accident and travel insurance while on campus or elsewhere in connection with University-related activities, including necessary travel to and from such activities. There is no cover for personal effects belonging to the volunteer and medical expenses are limited to Non-Medicare Medical expenses.

To ensure that students are covered by the University's insurance volunteers must complete a [VOLUNTEER DEED](#) prior to volunteering.

## La Trobe Student Union Volunteer Areas

### Events Volunteers

**Supervisors:** LTSU Events and Activities Student Representative, Events and Activities Officer  
Volunteers Officer

**Applicable training:** Briefing on tasks

**Working With Children:** N

**Role description:** The volunteer events team are a specific group of assist La Trobe Student Union Student Representatives and staff in the smooth operation of LTSU events. Volunteers must always have a supervising representative or staff member that they can approach or call on at anytime during all aspects of an event. Volunteers will be given direction by their supervisor, and their supervisor must address, or delegate if necessary, any queries or issues that their volunteer member may have.

Event Volunteers may participate in the following areas:	Events volunteers responsibilities may not extend to the following:
<p><b>Event set up:</b></p> <ul style="list-style-type: none"> <li>- Assisting equipment set up.</li> <li>- Moving tables and table set up.</li> <li>- Running cables.</li> <li>- Assisting with signage display.</li> <li>- Contributing to layout of event.</li> </ul> <p><b>Event operation:</b></p> <ul style="list-style-type: none"> <li>- Crowd marshalling.</li> <li>- Giving directions.</li> <li>- Speaking with students about La Trobe Student Union and its services.</li> </ul> <p><b>Event Pack down.</b></p>	<ul style="list-style-type: none"> <li>- Selling LTSU memberships or products</li> <li>- The set-up of LTSU owned sound equipment including the DJ sound desk, EONs and other separate speakers (This does not include to portable sound system.)</li> <li>- Discussing in depth advocacy issues.</li> <li>- Administrative tasks beyond 16 hours a week including administering social media, data entry.</li> </ul>

### Welfare Volunteers

**Supervisors:** LTSU Welfare and Education Student Representatives, Volunteers Officer

**Applicable training:** Briefing on tasks prior to commencing, on the job training, under direct supervision and direction on supervisor. Food Safety Course.

**Working With Children:** N

### Role Description:

The LTSU Welfare Volunteers team support the Welfare and Education Public Affairs Student Representatives and their activities on campus. The Welfare team are responsible for the free weekly BBQ and the Breakfast club - as well as the food bank at the LTSU, where students who

may be struggling to buy food can anonymously take what they need.

The Education Public Affairs Officers deliver the weekly Chill-Out Trolley at the Library, which distributes free food and stationary to students.

Welfare Volunteers may participate in the following areas:	Welfare volunteers responsibilities may not extend to the following:
<ul style="list-style-type: none"> <li>- Assisting Education Public Affairs Officer with the collection of goods for the Chill-out Trolley.</li> <li>- In a team and led by Student Representatives, distributing goods from the Chill-out Trolley around the Library.</li> <li>- Assist Student Representatives in the advertising of Chill-out Trolley Service</li> <li>- Assist Welfare Officer with the set-up and clean up of BBQ equipment and cooking utensils.</li> <li>- Distribute food to LTU students.</li> <li>- Meet with and discuss welfare services with students.</li> </ul>	<ul style="list-style-type: none"> <li>- Managing or supervising Education Public Affairs or Welfare Activities or volunteer teams.</li> <li>- The purchase of food.</li> <li>- The preparation of food.</li> </ul>

### Library Tours Volunteers

**Supervisors:** Library Staff, Volunteers Officer

Applicable training: Formal induction prior to commencing role.

Working With Children: N

**Role Description:** The Library Volunteer team assist Library Staff with conducting tours of the library through orientation and the early weeks of semester one and two. Students also have the opportunity to participate in focus groups led by library staff to inform library practice and services.

Library volunteers may participate in the following areas:	Library volunteer responsibilities may not extend to the following:
<ul style="list-style-type: none"> <li>- Assisting library staff with greeting students prior to tours.</li> <li>- Answering student questions where appropriate.</li> <li>- Sharing anecdotes and recommendations on library services with students where appropriate.</li> <li>- Guiding students on tour route.</li> <li>- Sharing experiences, knowledge and</li> </ul>	<ul style="list-style-type: none"> <li>- Leading or supervising tour groups.</li> <li>- Conducting tours without supervision.</li> <li>- Rostering tours.</li> </ul>

<p>preferences with Library staff in focus groups when participating in focus groups.</p>	
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**Student Theatre and Film**

**Supervisors:** Student Theatre and Film Artistic Director, Student Theatre and Film Coordinator, Technical Coordinator

Applicable training: (When appropriate) Informal inductions, briefings, technical operation training.

Working With Children: N

Role Description: Student Theatre and Film have an annual program of arts events and shows throughout the year which attracts a vast array of student volunteers. Students have the opportunity to engage in varied roles at the provision of the Student Theatre and Film coordinators. The program may vary year to year and operation and coordination lies with the Student Theatre and Film Staff.

<p>ST&amp;F volunteers may participate in the following areas:</p>	<p>ST&amp;F volunteer responsibilities may not extend to the following:</p>
<ul style="list-style-type: none"> <li>- Acting</li> <li>- Directing</li> <li>- Film Creation</li> <li>- Musical performance</li> <li>- Stage Management</li> <li>- Writing for stage or film</li> <li>- Costume design</li> <li>- Set design</li> <li>- Front of House</li> <li>- Technical support and operation</li> <li>- Advertising of shows and performances</li> <li>- Creation of marketing materials</li> </ul>	<ul style="list-style-type: none"> <li>- Leading annual program curation</li> <li>- Technical rigging of lights or sound equipment</li> <li>- Oversee venue management</li> <li>- The supervision and coordination of program marketing, social media and mailouts.</li> <li>- Administrative tasks beyond 16 hours a week including administering social media, data entry.</li> </ul>

### Clubs and Societies

Supervisors: Clubs Officer, LTSU General Secretary

Applicable training: Inductions as required per club

Working With Children:

Role Description: LTSU support over 90 student led clubs and societies. Each club varies in their activities and operation, however each club contributes to events and activities on campus according to their purpose. Roles are varied and students are encouraged to investigate with each club as to their annual program or events throughout the year.

Clubs and Societies volunteers may participate in the following areas:	Clubs and Societies volunteer responsibilities may not extend to the following:
<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Specialised club events, including the set-up of basic sound equipment</li> <li>- Fundraising</li> <li>- Stall set-up</li> <li>- (Other responsibilities according to club)</li> </ul>	<ul style="list-style-type: none"> <li>- Technical rigging of lights</li> <li>- Set up of LTSU DJ decks and major equipment</li> </ul>

### Associate Organisations

The below Associate Organisations plan an array of events and activities throughout the year of which volunteers are called on to assist with planning, operation and participation. As with our events team, volunteers should operate under the supervision of staff members and elected students. The setting up of all major equipment is the responsibility of a paid employee or contractor.

#### ISA (International Student Association)

**Supervisors:** ISA Staff, ISA President and Committee, Volunteers Officer

Applicable training: Informal induction, working alongside supervisors.

Working With Children: (Y Trips and Tours)

**Description:** ISA is a non-political student organization representing the interests of all international students enrolled in the University. Its aims and objectives are to promote and assist the welfare, social, educational and cultural activities of international students and to promote goodwill and understanding amongst Australians and international students. Student volunteers assist with events, stalls, as well as Trips and Tours. Volunteers receive informal on the job training and are supervised by staff and elected students.



### **MASO (Mature Aged Student Association Organisation)**

**Supervisors:** MASO President, Volunteers Officer

Applicable training: Informal induction, working alongside supervisors.

Working With Children: N

MASO aims to connect mature age students with each other through events and activities; assist in connecting students with the La Trobe Student Union's range of advocacy and welfare services; create campaigns to assist in combating issues for mature age students within university and give students assistance in finding the right services and people on campus, through the volunteer committee. Students are partnered with committee members and briefed on roles and informal induction.

### **MSA (Mildura Student Association)**

**Supervisors:** MSA Support Officer, Elected Student Representatives

Applicable training: Informal induction, working alongside supervisors.

Working With Children: N

The MSA aims to create a positive and friendly learning environment and social network for all students studying in Mildura. They act as a representative body for the Mildura student cohort and aim to enhance students' university experience by engaging them in a range of activities both on and off campus. These activities include free lunches, fundraisers, parties, bowling nights, movie nights and mature age events. MSA also contribute to the social calendar for



O-Week, graduation and other university events. Volunteers receive informal on the job training and are supervised by staff and elected students.

### **SSA (Shepparton Student Association)**

**Supervisors:** SSA Support Officer, Elected Student Representatives

Applicable training: Informal induction, working alongside supervisors.

Working With Children: N

The SSA aims to provide students with an enjoyable experience while they are studying at the Shepparton Campus through various initiatives which include an array of social events, BBQ's, pub nights, FREE food & drink pop-ups, a Gala Ball, Career Networking Dinner as well as student health and wellbeing programs. The SSA supports the Orientation Program, Market Day, Open Days and Graduation events and provide access to student advocacy and support services through the La Trobe Student Union. The SSA also encourage leadership opportunities through the student committee. Volunteers receive informal on the job training and are supervised by staff and elected students.

### **Recognition**

The LTSU acknowledges and rewards their volunteers in a variety of ways. Formal recognition is presented at the annual LTSU awards night, where volunteers that have achieved volunteering "milestones" will receive a certificate as evidence of their contribution.

2019 saw the introduction of the "Volunteer Leadership Scholarship" for volunteers going beyond and above in their volunteering activities. Applications can be submitted by the Volunteer co-ordinator, volunteering area supervisor or by the volunteer. Details of the scholarship will be posted on the LTSU website when applications are opened. This scholarship will be presented at the LTSU awards night.

Personal references can also be issued upon request from the Volunteer co-ordinator.

Volunteers that accumulate more than 10 hours of volunteering are also eligible for training that is paid for by the LTSU. Such training includes First Aid, RSA & Food Handling.

Small gifts of thanks such as movie tickets, coffee & meal vouchers, LTSU Merchandise may be issued throughout the year as recognition of a volunteer's contribution. These gifts cannot be provided as an incentive to induce students to volunteer.

A celebration event will be organised at the end of each Semester for all areas of volunteering within the LTSU.