Get Involved Volunteering Staff Processes

Recruiting Volunteers and Best Practice Process Guide

Contents

Background to volunteering at UQ

What is a Volunteer?

Volunteering Australia defines volunteering as 'time willingly given for the common good and without financial gain.'

As outlined in UQ's Policy Statement for Volunteers, the University supports the use of volunteers on projects that benefit the relationship between the University and the community, provided that volunteers are not used to replace paid workers.

Some of the key considerations when determining volunteer roles for students at UQ include:

- Volunteers should not expect to be paid for their work

- Volunteers are not used to replace paid workers

- Agreements are entered into freely and volunteers are under no obligation to perform work

- Volunteers can terminate their arrangement at any stage

Prior to creating a volunteer position, we recommend reviewing:

- UQ Volunteers Policy

- Fairwork Australia's Unpaid Work Fact Sheet

- Legal Services Fact Sheet: Volunteering at UQ – Key Issues

Why do volunteers Get Involved at UQ

There are numerous reasons why volunteers get involved at UQ. Some of the most common reasons include:

- Opportunity to meet other people and make new friends

- Develop their employability skills

- Help others, make an impact and give back to their community

- Boost their resume

- Build their volunteer hours to contribute towards the Employability Award

Consider why volunteers might join your opportunity and what they might gain from their involvement.

Volunteer Roles

There are several ways volunteers can be involved to support programs, events or services at UQ. It is important to ensure that roles are genuine volunteer roles in that the volunteers time is given willingly and is not used to replace paid employment.

Some of the types of roles that volunteers may be able to undertake include:

Event support

- o Greeting, ushering and registering event attendees
- o Answering general event queries
- o Supporting event administration and logistics
- o Providing promotional support (including social media and handing out flyers)
- o Serving food and drinks (non-alcoholic)

Welcomers

- o Answering questions
- o Being a welcoming face
- o Connecting people who may not know each other
- o Signposting to services or activities

Mentors

- o Sharing lived experiences to guide and benefit others

Communicators

- o Answering questions (online or in-person)
- o Sharing experiences

Connectors

- o Buddies
- o Starting conversations between people who might not know each other

Facilitators

- o Supporting the delivery of workshops or focus groups

Feedback

- o Testing new processes
- o Giving a student input
- o Collating responses

Marketers

- o Advertising an event, service or program
- o Generating social media content

Ambassadors

- o Championing a UQ cause or program
- o Attending UQ-organised or UQ-affiliated events as an informal representative of a specific University cohort or program
- o Participating in panel discussions, networking events and webinars
- o Providing tours of UQ spaces

Problem Solvers

- o Finding creative ways to solve difficulties
- o Applying common sense and sound judgement to help and assist

Volunteers can be involved one-off or on-going basis and could take place on-campus or online.

Things to consider before recruiting Volunteers

The Get Involved team exists to support students and staff. We support students by connecting them to opportunities to develop personal, leadership and employability skills, as well providing them with opportunities to meet new people and make new friends. We support staff in the recruitment and management of volunteers through the Get Involved volunteer process and by providing best practice guidelines for staff to follow. Additionally, the Get Involved team trains and onboards student volunteers to ensure compliance with UQ policy and legal requirements for volunteers. Recruiting volunteers through Get Involved and following Get Involved processes, ensures volunteer managers meet these obligations.

Legal Services at UQ advise that any staff proposing to engage volunteers within UQ should be aware of the rights and responsibilities associated with volunteering. Please read the UQ Volunteer Policy and UQ Legal Services Fact Sheet: Volunteering at UQ – Key Issues to better understand the definitions and implications of engaging volunteers for university business.
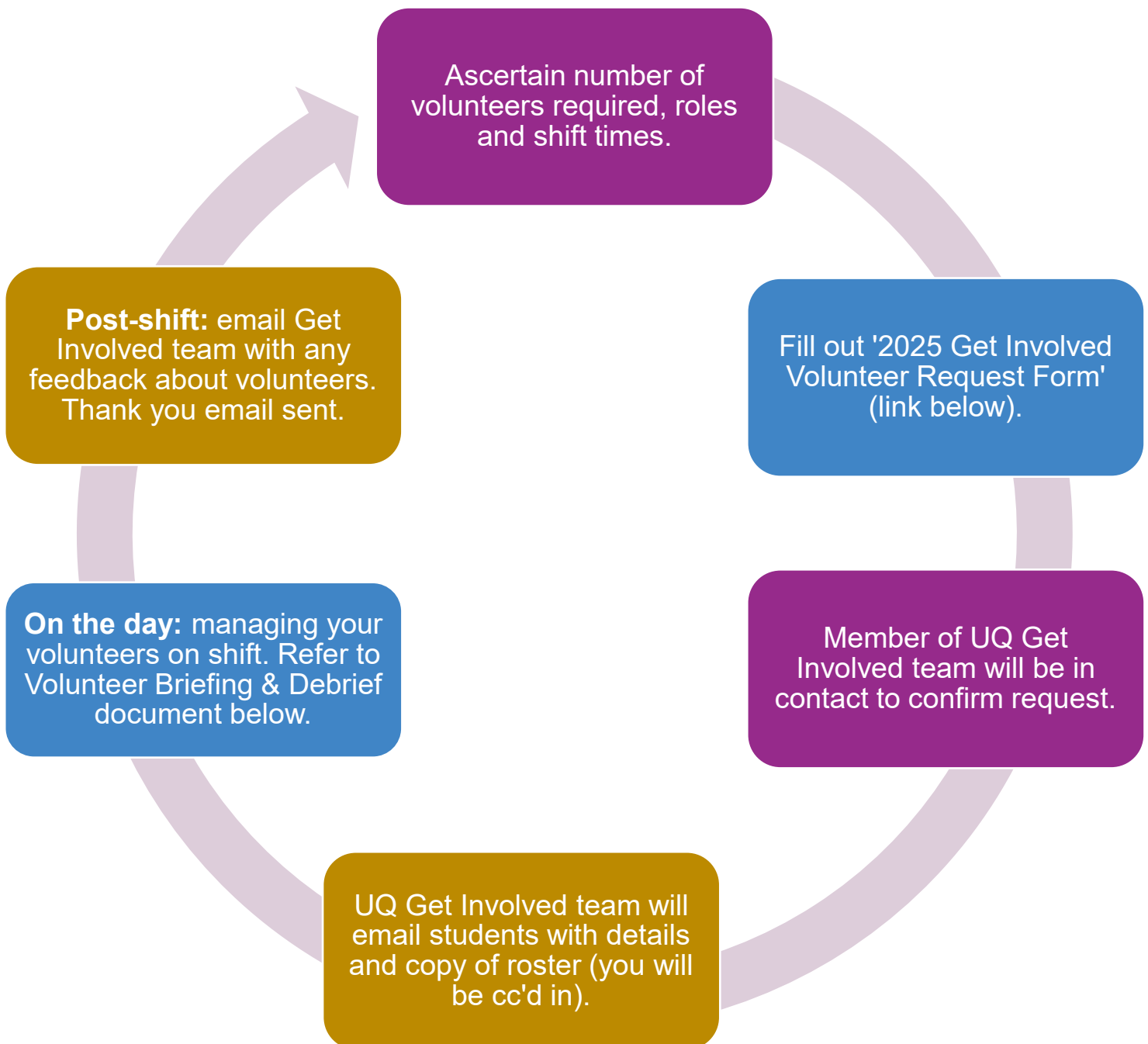
When recruiting volunteers please note the below non-negotiables:

DO ✓	DO NOT ✗
• Differentiate between paid and unpaid roles.	• Ask a volunteer to work in a voluntary capacity more than 16 hours per week.
• Ensure volunteers have a 30-minute break if they have a shift lasting 5 hours.	• Ask a volunteer to work a shift longer than 5 hours at a time without the appropriate breaks.
• Ensure the tasks and activities undertaken by volunteers benefit the community at large, or some philanthropic or benevolent purpose. This can extend to volunteering within UQ as UQ itself is a not-for-profit organisation with an overall community purpose of promoting and furthering education and research.	• Place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs.
	• Require volunteers to work a regular roster or place them under an obligation to attend the workplace and perform volunteering activities.

If you have questions or concerns about any of this, please contact the Volunteering Coordinator or the UQ Get Involved team for further consultation at getinvolved@uq.edu.au. Once you have determined that your opportunity is compliant with these requirements you can commence recruiting volunteers.

Recruiting Volunteers

Now you've established you need student volunteers to assist with your event or on-campus activation, follow these steps to recruit and manage your volunteers:

Ascertain number of volunteers required, roles and shift times.

Fill out '2025 Get Involved Volunteer Request Form' (link below).

Member of UQ Get Involved team will be in contact to confirm request.

UQ Get Involved team will email students with details and copy of roster (you will be cc'd in).

On the day: managing your volunteers on shift. Refer to Volunteer Briefing & Debrief document below.

Post-shift: email Get Involved team with any feedback about volunteers. Thank you email sent.

1. **Ascertain how many volunteers you need and what roles they'll be required for**

   Please note, volunteers can assist with basic tasks such as registration table support, but they **cannot** replace a role which a paid staff member would otherwise normally perform. Examples can be found in the FAQ section below, but if you're unsure, organise a time or contact the Get Involved Volunteering Coordinator at getinvolved@uq.edu.au .

   Please also remember, whilst our team will do everything we can to keep volunteers engaged prior to their shift, attendance cannot always be guaranteed (particularly during busier times in the semester). If the number of volunteers needed are crucial for your event, consider factoring in 2-3 extra positions to cater for any 'no shows' on the day.

2. **Fill out 2025 [Get Involved Volunteer Request Form](https://forms.office.com/r/iJL9zp6yRJ)** with details of your volunteer request. Link is: https://forms.office.com/r/iJL9zp6yRJ . From here, the Get Involved team will endeavour to respond to your request within 2-3 business days.

3. **Confirmation of request**

   - Once you have submitted your request for volunteers for your workshop or activation, the Volunteering Coordinator will be in contact to confirm we have received your request and will send through the StudentHub ad for your reference, as well as the link to track student applications. If you would like any changes made to the final ad, please let the team know.

   - From here, your opportunity will be included in our weekly newsletters or promoted to the relevant cohort of students.

4. **Final student details for shift sent**

   - Once volunteers have been recruited, you will be sent the final roster of successful students via email.

   - Students will be communicated details of their shift from the Volunteer Coordinator, and you will be cc'd in as a reference.

5. **Managing your volunteers on shift**

   - On the day, pending availability, the Volunteering Coordinator or Volunteer Champion will be there to support greeting your volunteers on shift.

   - At the start of their shift, you will need to assign a staff member to assist with greeting them on arrival, providing volunteer shirts, and assist with ensuring the students check-in to their shift (this is important to contribute towards volunteer hours for Employability Award, and our reward and recognition scheme.

   - You will also need to provide the volunteers with a briefing. Details of what to include in the briefing can be found at: Volunteer Briefing + Debrief Document_2025.pdf.

   - On the day of your event, it is best practice to check-in on them throughout their shift and if appropriate, create a bit of excitement to create an engaging and welcoming atmosphere.

- For longer term programs consider scheduling a review to find out what is working well, what could be improved and anything else that the volunteer might be able to add to your program. This also provides an excellent opportunity to support the student's development through constructive feedback on their performance, highlighting what they have done well and how they might do things differently in future.

6. **Post-shift**

- Finally, the most important thing to do at the end of their shift, is thank the volunteers for their time. You may event wish to mention key highlights from the event or some positive points about what they've achieved throughout their shift. Although not necessary, you may also wish to host a debrief with volunteers. Details can be found at: Volunteer Briefing + Debrief Document_2025.pdf.

- If you have any feedback about any volunteers on shift, please email it to the UQ Get Involved team at: getinvolved@uq.edu.au

- The team will then send a thank you email on your behalf, with any key highlights, and will cc you in.

Frequently Asked Questions (FAQ's):

What is the maximum duration of volunteer shifts? Can I assign a student to multiple shifts as part of the opportunity if required?

The maximum amount of volunteer hours students can contribute **per week** is **16 hours.** Due to students often having limited availability, we recommend a shift time of between 2 – 4 hours (keeping in mind we want to make the experience worthwhile for the student!) If students would like to participate in multiple shifts which are back-to-back, please ensure they factor in a meal break in between shifts. If a shift exceeds 5 hours, a half an hour break needs to be factored in.

What kinds of roles can student volunteers assist with?

The general rule to think about when recruiting volunteers for their roles is 'is this role usually delivered by a staff member?' If the answer is yes, the likelihood of it being suitable for a volunteer is very low. We have included an example of the types of roles students can volunteer for below, but if you're unsure, always ask.

Yes ✓	No ✗
Assist with greeting, ushering and registering event attendees, serving food and drinks	Undertaking tasks for which necessary training and approvals have not been completed
Answering general event queries and assisting with general set-up / pack-down duties through an event	Undertaking tasks, making decisions, or allocating resources outside of the guidance provided by the Volunteer Supervisor
Championing a UQ cause or program	Participation in a formal student exchange program or collaborative research arrangement
Supporting UQ-led campus clean up or flood recovery efforts	Tasks typically performed under employment contracts, external vendor agreements, or by Property and Facilities management staff, particularly requiring formal trade certifications such as electrical work
	Development of a website
	Data entry involving personal information

Is there a deadline for submitting volunteer opportunities?

Whilst there is no specific deadline for submitting volunteer opportunities, the earlier you can complete the volunteer request form (or the earlier you have established volunteer requirements for your event / workshop / program), the higher chance you'll have at filling volunteer positions. Please keep in mind, peak assessment periods for students may result in lower engagement for students, so the more notice you can give, the better!

What should I do if I have trouble managing or recruiting volunteers?

If you encounter any challenges or issues with volunteers on shift, you can contact Teagan (Volunteering

Coordinator) via email at getinvolved@uq.edu.au or by calling (07) 3443 6111.

Contact details

Get Involved (Teagan Stuart – Volunteering Coordinator)

E   **getinvolved**@uq.edu.au
W   uq.edu.au

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