

**USASA**

# **VOLUNTEER**

## **Handbook**



# Welcome to the community!

As a USASA volunteer, you are about to embark on an exciting journey where your efforts and dedication make a real difference.

This handbook provides all the information you need for a rewarding and impactful volunteering experience.





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Congratulations, and thank you for choosing to volunteer with us!

Your decision to donate your time and skills is invaluable. USASA dedicates itself to empowering students, and as a volunteer, you're a crucial part of our mission.

We hope your volunteer journey helps you grow, learn, and shape your University experience.



**Volunteering is “time willingly given for the common good and without financial gain.”**

– Volunteering Australia (2015)



## Presentation and Uniform

When joining as a USASA Volunteer, you receive:

- Hat
- T-shirt
- Badge
- Volunteer Handbook

Please take care of these items. It is your responsibility to keep them clean and tidy and to bring them along to every shift.

Please wear comfortable clothes and closed-toe shoes for each volunteer opportunity. You may need to work with food or carry heavy things; your safety is our priority.



## Volunteer Roles and Responsibilities



Volunteering has many benefits, including a sense of purpose, socialising, networking, making friends, learning new skills, increasing knowledge, and improving confidence.

Every volunteer role is essential, whether you're helping at events, offering administrative support, or engaging with the community. This section outlines the events throughout the year and what they entail.

Events organised by USASA annually include orientation, networking, parties, career events, and Op Shop shifts.

Successful events are our bread and butter as a Student-led organisation, and our volunteers make them fun! We generally keep the roles and responsibilities on a case-by-case basis, but typically, we expect our Volunteers to:

- Only perform duties you are authorised to perform, always operate under the direction and supervision of USASA's staff, and obey reasonable directions and instructions.
- Understand and comply with the organisation's policies and procedures, including, but not limited to, the code of conduct, complaints handling procedure, and health and safety.



- Notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others, and report any accidents or incidents relating to staff, volunteers, or the workplace.

- Behave appropriately and courteously to all staff, students, and the public during your role.

- Use any property or equipment given to you in your role safely and only for the role and return it to the organisation when you finish your volunteer role.

- Let the Volunteer Program Coordinator know if you wish to change the nature of your contribution. (for example, hours, role)

- Let us know if anything arises that makes you unsuitable or unable to carry out your volunteer role legally.

- Comply with the law at all times.

If you are unsure whether a particular task or work is part of your role, please talk to your Volunteer Coordinator.



## Policies and Procedures

For the safety and efficiency of our operations, we require volunteers to familiarise themselves with our policies and procedures.

These are located on our website.

[USASA.sa.edu.au/  
VolunteerDocuments](https://usasa.sa.edu.au/VolunteerDocuments)



## Safety and Wellbeing

Your safety is our top priority. Please adhere to all safety guidelines and report any hazards or incidents. We're also committed to supporting your wellbeing, so don't hesitate to contact your Volunteer Coordinator if you need assistance.

At USASA, we are here to help and support our students. Our website is a fantastic tool if you need Academic Advocacy, financial support, or other support.

Follow the link below to our support services.

[USASA.sa.edu.au/Support](https://usasa.sa.edu.au/Support)

We also have a financial wellbeing handbook, lovingly crafted by our financial support team. Please ask your friendly USASA team members if you would like one!

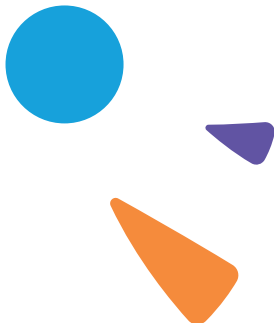


## Training & Development

Our events offer various on-the-job training opportunities to enrich your university experience.

These are provided through our Op Shop, events and social programs. Attendance is crucial to building confidence in your skills and knowledge.

We also encourage ongoing development and provide opportunities for skill enhancement and volunteer opportunities outside USASA.



## Communication

Open and transparent communication is vital. Email, meetings, and our volunteer portal will provide regular updates about volunteer opportunities and other events.

Your main point of contact is via email:

[USASA.Volunteer@UniSA.edu.au](mailto:USASA.Volunteer@UniSA.edu.au)

Your Volunteer Coordinator may also provide their phone number for emergencies or event contact.

We expect volunteers in all their communication to:

- maintain professionalism
- respect privacy and confidentiality
- use inclusive language
- be mindful of cultural sensitivities

## Diversity and Inclusion

We strive for an inclusive environment where everyone feels valued.

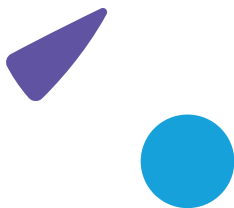
We expect respect for diversity from all members of our community. We must treat each other, students, and external stakeholders with respect, dignity, and courtesy, regardless of differences in background, race, sexual orientation, language, social origin, identity, or opinion. USASA is committed to promoting diversity and inclusion.

As a volunteer community, we must actively work to create an inclusive and welcoming environment for all community members.

## Recognition and Rewards

Your hard work doesn't go unnoticed. We offer various forms of recognition and rewards to appreciate your contributions. From certificates of appreciation to volunteer appreciation events, we ensure your efforts are celebrated.

USASA also partners with the UniSA+ Award, a program recognising students actively participating in personally relevant or career-focused extra-curricular activities. Your volunteer hours with USASA can be counted towards this program.



## Feedback and Grievances

Your feedback is crucial for us to grow and improve. We are committed to a fair and prompt resolution process.

Our policy can be found on our website:

[USASA.sa.edu.au/About/ComplimentsAndComplaints](https://USASA.sa.edu.au/About/ComplimentsAndComplaints)

If an issue arises, please don't hesitate to contact your Volunteer Coordinator.

We also regularly send out feedback forms and surveys to make sure we are providing the best services we can for our community, so please let us hear your suggestions and ideas.





**We hope this handbook serves as a valuable guide as you begin your volunteering journey with USASA.**

**Your contribution is a gift to not only those we serve but also to the entire community.**

**Together, we can make a difference.**

**Thank you for being part of our volunteer community!**

**USASA**  
empowering you