

1.
CHOICE

Volunteer involvement is a
freely made choice

2.
INVOLVED

Volunteers are involved in the
life of the organisation and
decisions that impact them

3.
RESPECT

Volunteers are treated with
respect and dignity

4.
SAFETY

Volunteers are able to carry
out their duties in a safe
environment

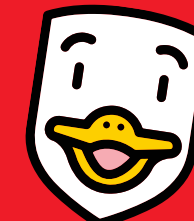
10.
RECOGNITION

Volunteers are recognised and
celebrated for their
contributions

PULSE VOLUNTEER CHARTER



10 PRINCIPLES



5.
TIMELY

Volunteers are supported and
provided with timely and
practical resources

9.
LEADERSHIP

Volunteers and volunteer
leaders are supported to
deliver best practice

8.
REASONABLE

Volunteers will not face
barriers to involvement due to
financial circumstances

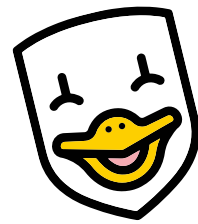
7.
CLARITY

Volunteers are provided with
clear role descriptions and
responsibilities

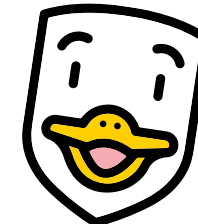
6.
TRAINING

Volunteers are provided with
training and professional
development opportunities

PULSE VOLUNTEER CHARTER



EXPECTATIONS



Pulse is committed to the best practice in volunteer management. All staff and volunteers respect and support this commitment by:

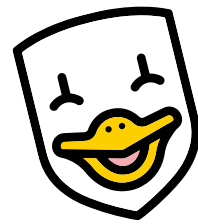
STAFF

- providing volunteers with clarity about their roles and is clear about expectations and policies which impact on their roles.
- keeping an up-to-date record of hours volunteered.
- providing volunteers with the opportunity to resolve disputes with respect and dignity using the grievance flow chart.
- actively contributing to a discrimination and a harassment-free work place in accordance with Commonwealth and State Legislation and UOW Pulse policy.
- respecting all volunteers, their property and campus facilities and exemplifying UOW Pulse values at all times.
- providing a supportive and stimulating environment and empowering students to reach their full potential.
- treating personal information confidentially and ensuring that it is only released with volunteers consent or when legally required.
- supporting the contribution of students to University life.
- being flexible and understanding of study and workloads of volunteers.
- adhering to the unpaid work requirements outlined in the Fair Work Act NSW.

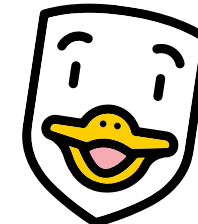
VOLUNTEERS

- wearing their allocated volunteer t-shirt and enclosed shoes during all shifts.
- actively accepting and welcoming the diversity of everyone they come in contact with during shifts.
- demonstrating approachability, flexibility, honesty and enthusiasm and being open to new ideas while exemplifying Pulse values.
- committing to being present and participating in team activities and training opportunities, encouraging their peers and taking responsibility for their own actions.
- contributing to Pulse's discrimination and harassment-free work place commitment in accordance with Commonwealth and State Legislation and UOW Pulse Policy.
- presenting themselves as positive role models to other students and as a proactive ambassador of Pulse programs.
- notifying staff if they need to finish their shift early, and providing adequate notice should they be unable to attend their nominated volunteer shift.
- not starting a shift intoxicated or under the influence of prohibited drugs, and must not drink alcohol during a shift. If a volunteer finishes a shift but continues to attend an event that is serving alcohol, they will get changed out of their allocated volunteer shirt, will drink responsibly and will not be intoxicated whilst at the event.

PULSE VOLUNTEER CHARTER



IMPORTANT INFO



COMPULSORY TRAINING

Online - Moodle

Prior to being accepted for your first shift as a Pulse Volunteer, you will need to complete the compulsory online training module via Moodle. The module will appear in your Moodle dashboard once your Volunteer registration has been processed.

The training covers key volunteering aspects, volunteer rights, grievance policies, and charters. Make sure that you watch the videos and read all of the links and information. There are questions embedded, to ensure comprehension.

If access issues arise, email pulse-volunteering@uow.edu.au for assistance.

Face-to-Face

Prior to being accepted for your first shift as a Pulse Volunteer, you will need to complete the compulsory face-to-face training

Once per month Pulse host a face-to-face training workshop. The workshop is a great opportunity to meet the Pulse team, as well as other new volunteers. It is also an opportunity to go through manual handling procedures for dealing with equipment at events, and some peer networking.

SHIFT REQUIREMENTS

Pulse Volunteer T-Shirt

Collect your Pulse Volunteer t-shirt before your first shift, from the Pulse counter in Building 11 (level 1A). Arrive early for your shift if you intend to collect it at your first shift. This shirt is to be worn at all times during your volunteer shift and must be taken off when you have finished your shift.

Enclosed Shoes

Wear appropriate, enclosed shoes to all shifts. Non-compliance will result in your shift being canceled due to Work Health & Safety risks. Refer to the Contravention of Volunteer Charter within this document.

UOWx RECOGNITION

UOWx is your co-curricular transcript, documenting all recognised activities. For the Pulse Volunteering program:

- You must complete the program's compulsory training, to be eligible for UOWx recognition
- Pulse tracks your hours; you receive UOWx recognition on your transcript if you have done 20 volunteering hours or more over a calendar year.
- Once you reach the 20 hours, your hours will be updated by Pulse on Moodle, once per semester.

SHIFT MANAGEMENT - TIMECOUNTS

Timecounts is UOW Pulse's volunteer management system. To volunteer with Pulse you are required to:

1. Set-up a Timecounts account that UOW Pulse will approve
2. Complete the compulsory Moodle training module
3. Attend the compulsory face-to-face training
4. Sign your volunteer paperwork and collect your volunteer t-shirt from Pulse

Request Shifts

You can request shift opportunities through the Pulse Volunteering hub on Timecounts. Please ensure that you only select shifts that fit your own schedule.

Once you have requested a shift, it may appear as:

- CONFIRMED : wait for an event brief via email
- WAIT-LISTED : monitor for updates due to cancellations
- NOT NEEDED / CANCELLED : seek other opportunities

Cancel Shifts

- Ensure that you cancel any shifts that you will not be attending, on Timecounts.
- For cancellations with less than 24 hours notice, cancel on Timecounts AND email pulse-volunteers@uow.edu.au or phone UOW Pulse on 4221 8000 (during office hours).
- If you fail to attend, or so not cancel shifts properly three or more times you may be disqualified from future volunteer shifts.

Sign-In and Sign-Out

Ensure that you sign-in and sign-out appropriately, for every volunteer shift to ensure that your hours are recorded correctly.

IMPORTANT AMLR?ARS

Student Experience Coordinator - Volunteering

Victoria Turner
(02) 4221 3598
pulse-volunteering@uow.edu.au

UOW Pulse Reception

(02) 4221 8000

Student Experience Manager

Demelza Jones
(02) 4239 2013
demelzaj@uow.edu.au

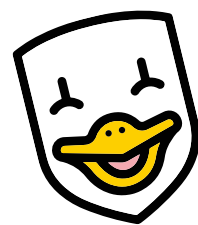
UOW Security

(02) 4221 4900

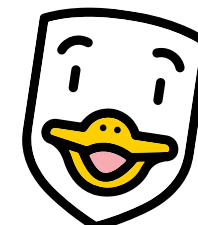
PULSE



PULSE VOLUNTEER CHARTER



CONTRAVENTION



Pulse is committed to the best practice in volunteer management. In the case that the expectations of the Pulse Volunteer Charter are not being upheld, the following actions may take place:

LOW-LEVEL

No show for nominated volunteering shift, without prior communication

- Occurs once, SE Coordinator to advise volunteer of non-compliance with Volunteer Charter verbally and by email.
- Occurs twice, SE Coordinator to issue final warning verbally and by email.
- Occurs three times, volunteer in question removed from program.

Leaving nominated volunteering shift early without notifying staff

- Occurs once, SE Coordinator to advise volunteer of non-compliance with Volunteer Charter verbally and by email.
- Occurs twice, SE Coordinator to issue final warning verbally and by email.
- Occurs three times, volunteer in question removed from program.

Failing to wear UOW Pulse Volunteering T-shirt and appropriate footwear

- Occurs once, SE Coordinator to advise volunteer of non-compliance with Volunteer Charter verbally and by email.
- Occurs twice, SE Coordinator to issue final warning verbally and by email.
- Occurs three times, volunteer in question removed from program.

Failure to notify Pulse of pre-existing medical conditions which may affect ability to volunteer

- Occurs once, SE Coordinator to advise volunteer of non-compliance with Volunteer Charter verbally and by email.
- Occurs twice, SE Coordinator to issue final warning verbally and by email.
- Occurs three times, volunteer in question removed from program.

Disrespecting Pulse Staff, including Student Leaders and other volunteers on shift

- Occurs once, SE Coordinator to advise volunteer of non-compliance with Volunteer Charter verbally and by email, stating that this behaviour is unacceptable.
- Occurs twice, SE Coordinator to issue final warning verbally and by email, offering volunteer in question and those Staff or volunteers affected to follow the grievance flow chart.
- Occurs three times, volunteer in question removed from program and reported to UOW Complaints Manager.

HIGH-LEVEL

Engaging in discrimination including Racism

- Occurs once, UOW Pulse staff on shift to issue warning and if necessary, cancel remaining shift. Incident reported and volunteer in question to meet with SE Coordinator & SE Manager to discuss repercussions of their actions.
- Occurs twice, volunteer in question removed from the program and escalated to the UOW Complaints Manager.

Reckless Behaviour

- Occurs once, UOW Pulse staff on shift to issue warning and if necessary, cancel remaining shift. Incident reported and volunteer in question to meet with SE Coordinator & SE Manager to discuss repercussions of their actions.
- Occurs twice, volunteer in question removed from the program and escalated to the UOW Complaints Manager.

Harassment (excluding Sexual Harassment) of another

- Occurs once, UOW Pulse staff on shift to issue warning and if necessary, cancel remaining shift. Incident reported and volunteer in question to meet with SE Coordinator & SE Manager to discuss repercussions of their actions. Escalation to UOW here if deemed necessary.
- Occurs twice, volunteer in question removed from program and reported to UOW Complaints Manager.

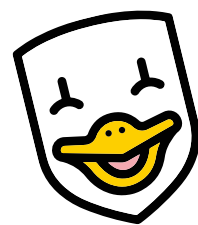
Sexual Harassment of another

- UOW Pulse has zero-tolerance of sexual harassment.
- Occurs once, volunteer in question removed from program and reported to UOW Complaints Manager.

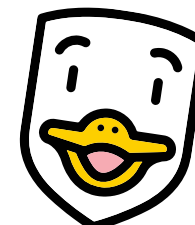
Vandalism of UOW Pulse or UOW property

- Occurs once, UOW Pulse staff on shift to issue warning and if necessary, cancel remaining shift. Incident reported and volunteer in question to meet with SE Coordinator & SE Manager to discuss repercussions of their actions.
- Occurs twice, volunteer responsible for financial costs of damages, removed from volunteer program and reported to UOW Complaints Manager.

PULSE VOLUNTEER CHARTER



GRIEVANCE CHART



Below is the process used for volunteers to report any grievances experienced during their allocated shifts. A grievance can be defined as a situation in which one feels they have been treated unfairly, wronged, suffered an injustice or has caused distress.

TIER ONE - MINOR

Issues that generate conflict and/or impact mental wellness but are not repeated circumstances and do not significantly impact health, wellbeing or safety.

1. Informal Resolution - discuss the challenge directly with the parties involved by highlighting the issue, the impact and a potential resolution.

If you both agree, grievance is resolved. If you don't agree, continue on.

2. Conciliation - explain the issue to the Student Experience Coordinator - Volunteering to attempt to resolve through conciliation with the parties involved.

If you both agree, grievance is resolved. If you don't agree, continue on.

3. Investigation - challenge is escalated to the Student Experience Manager for investigation and seek resolution.

TIER THREE - SEVERE

Issues that generate conflict and/or impact mental wellness and are likely to significantly impact health, wellbeing or safety or would be considered a criminal offence.

If there is an immediate concern of physical

1. Remove yourself from harms way
2. Contact UOW Security by calling 4221 4900 or raising an Emergency Alert/First Aid Alert/Help call using the SafeZone app or dialing #1 at any campus security phone.
3. Contact Emergency Services by calling 000

If there is no immediate concern of physical harm:

1. Lodge a complaint to the Student Experience Manager for investigation and to consult with the relevant UOW or UOW support services and make appropriate referral for the impacted parties to seek resolution, including UOW Complaints Manager.

TIER TWO - MODERATE

Issues that generate conflict and/or impact mental wellness and are repeated circumstances and/or have the potential to significantly impact health, wellbeing or safety

1. Informal Resolution - discuss the challenge directly with the parties involved by highlighting the issue, the impact and a potential resolution.

If you both agree, grievance is resolved. If you don't agree, continue on.

2. Conciliation - explain the issue to the Student Experience Coordinator - Volunteering to attempt to resolve through conciliation with the parties involved.

If you both agree, grievance is resolved. If you don't agree, continue on.

3. Investigation - challenge is escalated to the Student Experience Manager for investigation and seek resolution.

If you both agree, grievance is resolved. If you don't agree, continue on.

4. Student Experience Manager to consult with relevant UOW Pulse or UOW support services, and make appropriate referrals for the impacted parties to seek resolution.

WELLBEING & SUPPORT

If you are struggling and need mental health and well-being support, UOW's 24-Hour Student Wellbeing Support Line is available to help.

UOW also offers a range of other health and well-being support.

Visit the UOW support services page for more info:
<https://www.uow.edu.au/student/support-services>