

**VOLLIES**

# **We need you to help make a change**

**VU Vollies Volunteer Request Process  
& Volunteer Supervisor Handbook**

VU Internal Departments

**SSAF  
FUNDED**

Last updated: April 2025

*Student*  
**LIFE**  
◆ VICTORIA UNIVERSITY

# Welcome

**Thank you for choosing Victoria University (VU) Vollies for your activity.**

Vollies is VU's volunteering program managed by the Student Life department. The Vollies team coordinates student volunteering opportunities within the University and in the local community, allowing students to make positive change and gain valuable interpersonal and professional skills.

Our trained Vollies hold a current Victorian Working with Children Check (WWCC), and are ready to volunteer for approved activities. Our Vollies come from a wide range of courses, age groups, clubs and campuses and can suit your diverse needs.



# VU Vollies Volunteer Request Process

## ◆ How do I request Vollies for my activity?

1. Complete the online [Victoria University Vollies Request](#) form with details of your volunteering opportunity at least three weeks before the activity.
2. The Vollies team will review your request, confirm more details with you if necessary, and inform you whether your request is approved within three business days.

## ◆ What should I do after my request has been approved?

1. Inform the Vollies team of your preferred method of recruitment and provide any other relevant information.

E.g. If you prefer online recruitment, create an online recruitment form and send us the link, or if you prefer email recruitment, send us the recruitment email address.

**Note: When recruiting, please make sure to collect the volunteer's (Vollies) VU student ID number.**

2. We will advertise the request to eligible Vollies via our fortnightly Vollies program newsletter. Due to the frequency of this newsletter, this could take up to two weeks after we've received recruitment information.

◆ What should I do after my request has been advertised to eligible Vollies?

1. Monitor the recruitment and inform us once the capacity of Vollies has been reached. If insufficient Vollies sign up, contact us to arrange further promotion.

2. Contact the Vollies to confirm their shift(s) and provide them with any necessary information.

**Note:** [vollies@vu.edu.au](mailto:vollies@vu.edu.au) should always be copied in any communication with the Vollies.

3. Fill in the Vollie's information on the [Vollies attendance sheet](#) and print out a copy for the appointed Volunteer Supervisor.

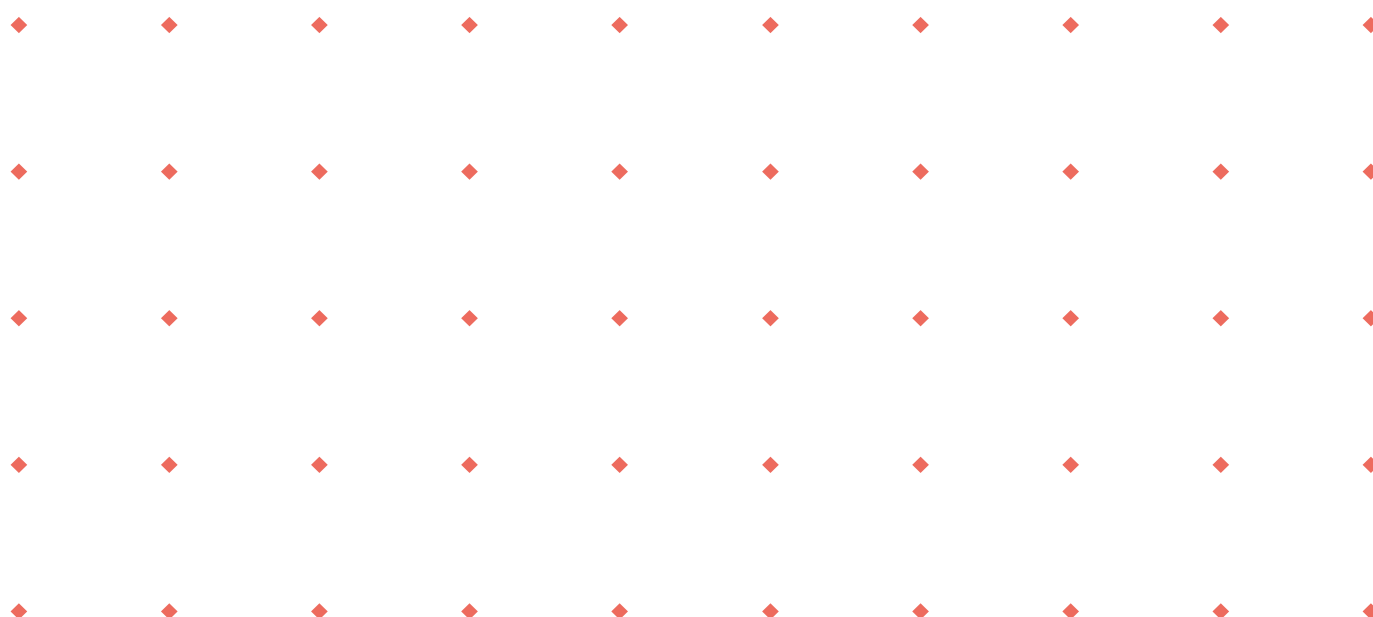
4. Make sure your Volunteer Supervisor reads the [Supervisor Handbook](#) prior to the activity.

◆ What happens on my event day?

1. Your Volunteer Supervisor takes attendance of the Vollies and marks their start and finish time on the attendance sheet.
2. Your Volunteer Supervisor oversees the Vollies completing their tasks.

◆ What happens after my activity?

1. Please return a copy of the marked attendance sheet to us so we can verify the Vollies' attendance and hours (within three business days after the activity).
2. We will send you the online [Partner Feedback Survey](#) to collect feedback on the Vollies' performance, and may follow up with a phone call. Complete the online survey within a week of receiving it.
3. We will send the online [Vollie Feedback Survey](#) to the Vollies to collect feedback on your volunteering activity.





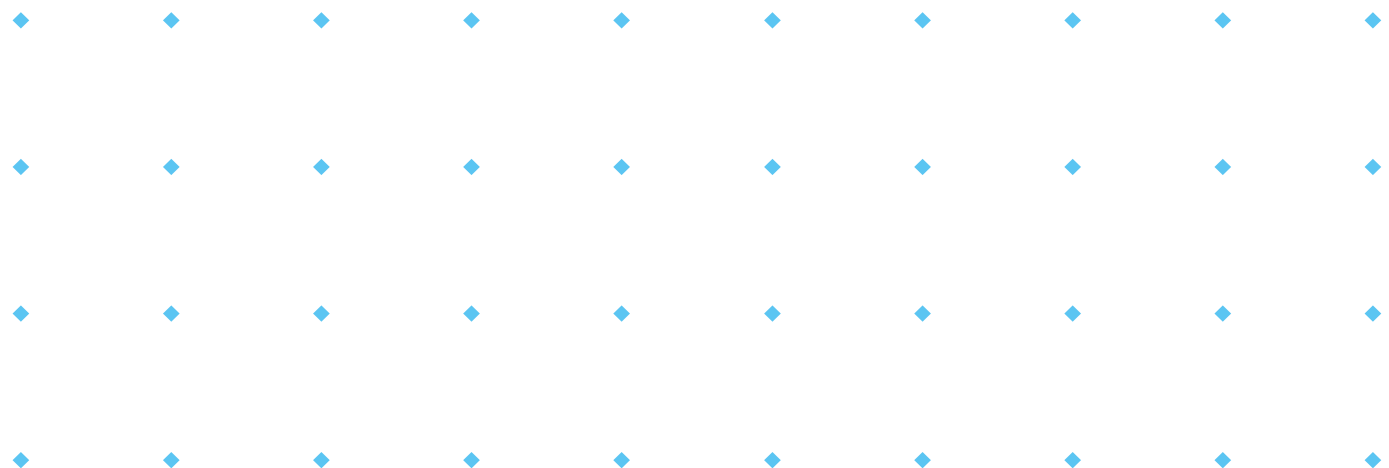


# Volunteer Supervisor Handbook

We are excited to have you as a Volunteer Supervisor.

As a Volunteer Supervisor, you will be responsible for supervising and managing our volunteers (Vollies) on the day of your activity.

Please read this supervisor handbook carefully prior to your activity as it contains important information of the procedures you need to follow, your roles and responsibilities, and other relevant information.



# Volunteer Supervisor

The Volunteer Supervisor is an appointed staff member from your organisation who will directly supervise and support the Vollies on the day of your activity. It is the Volunteer Supervisor’s responsibility to provide a comprehensive briefing at the beginning of the Vollie’s shift and to provide instructions and support as necessary.

# Contact us

Feel free to contact the VU Vollies team if you have any questions or need more support.

Phone: +61 3 9919 5084  
Email: [vollies@vu.edu.au](mailto:vollies@vu.edu.au)

# Communication with the Vollies

As soon as you have recruited a sufficient number of Vollies for your activity, you should contact the Vollies to confirm their shifts and provide them with necessary information (e.g. where and when they should meet with you to start their shift, what they should wear or bring, etc.).

Please provide the Vollies with your contact information so that they can contact you directly if their availability changes or if they have any questions regarding their shift.

It is highly recommended that you send the Vollies a shift reminder one or two days before their shift.

Please copy [vollies@vu.edu.au](mailto:vollies@vu.edu.au) in any communication with the VU Vollies.

# Child safety statement

VU is committed to the safety, wellbeing, participation and empowerment of children and young people in accordance with the Victorian Child Safe Standards. VU has zero tolerance of child abuse or harm. All reports of child safety concerns are taken very seriously in accordance with University policies and procedures. The prevention of child abuse or harm is the shared and collective responsibility of the VU community, which includes staff, students, visitors and partner organisations.



## Volunteer supervisor checklist

### ◆ Before your activity

Read this [Volunteer Supervisor Handbook](#).

Contact the Vollies who sign up to volunteer for your activity to confirm their shifts and give them your contact information.

Fill in the [Vollies attendance sheet](#).

Print out the Vollies attendance sheet for the event day.

Prepare name tags/badges for the Vollies if necessary.

Send the Vollie's a shift reminder one or two days before their shift.

### ◆ On the day of your activity

Welcome your Vollies!

Mark the Vollie's start time on the Vollies attendance sheet when they arrive for their shift.

Provide an adequate Occupational Health and Safety (OH&S) briefing to all the Vollies at the time they arrive for their shift. In particular, your briefing should outline:

- ◆ health and safety procedures (e.g. instructions for equipment they will be using or security arrangements if they are away from the organisation)
- ◆ emergency procedures, location of emergency exits and where equipment is kept
- ◆ tasks and boundaries of the volunteer's role
- ◆ existing and potential risks that they may face
- ◆ instruction and/or training on safe use of any object, substances, equipment or machinery you require them to use
- ◆ who to talk to if they have any health and safety concerns and how to report any health and safety incidents and hazards
- ◆ locations of amenities (water, rest area, toilets, kitchens and other relevant facilities).

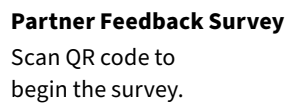
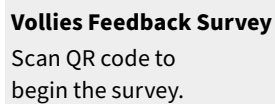
Assign tasks to the Vollies, and provide sufficient instructions and support.

Mark the Vollie's finish time on the Vollies attendance sheet when they finish their shift.

### ◆ After your activity

Send a copy of the marked Vollies attendance sheet to the VU Vollies team ([vollies@vu.edu.au](mailto:vollies@vu.edu.au)) within three days of your activity.

Complete an [Online Feedback Survey](#) to provide feedback to us.



## IMPORTANT

Please mark in the notes column if any of your Vollies do not attend their rostered shift and please note down the date they contacted you to cancel their shift (if applicable).

### Time of activity

[illegible]

## Date processed