

mOnsu
peninsula



VOLUNTEER HANDBOOK

2026

We acknowledge the Traditional Owners and Custodians of the land, the Bunurong People of the Kulin Nation, on which we work and operate our volunteer program.

We recognise their continued connection to the land and waters, and thank them for its protection since time immemorial.

Aboriginal and Torres Strait Islander sovereignty was never ceded, this continent always was and always will be Aboriginal land.

MONSU Peninsula would like to pay our respects to Indigenous Elders past, present and emerging.

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YOUR JOURNEY STARTS HERE

Welcome to MONSU Peninsula.
We are so excited you have decided to join us and
become a volunteer.

Making time to volunteer displays attributes of
motivation, resourcefulness, and leadership to
prospective employees. It also provides you with the
opportunity to develop valuable skills, whilst
facilitating professional networks.

 **But at the heart of our program,
we are about community.** 

Supporting and celebrating our Monash
Peninsula community, as well as
developing and creating our own as a
team is our core value.





START

Welcome to MONSU Peninsula's volunteer community!



Volunteering with us is not only an amazing way to learn some new skills, it is also a wonderful opportunity to make connections with other students. You will be involved in making a meaningful difference to the student experience on campus too!

This handbook breaks down the opportunities available at MONSU Peninsula as a volunteer. It provides you with an outline of different volunteer opportunities, as well as general information and benefits regarding our program.



Your **MONSU Crew**

MONSU Peninsula VOLUNTEER & LEADERSHIP Opportunities 2026

Within the **MONSU Peninsula Volunteer & Leadership program**, there are a number of different streams. These highlight the skills and experiences you can gain from our program. You are not limited by these streams, and can put your hand up to get involved at anytime.



Events Team

Join the **MONSU Peninsula Events Team** and help bring campus events to life!

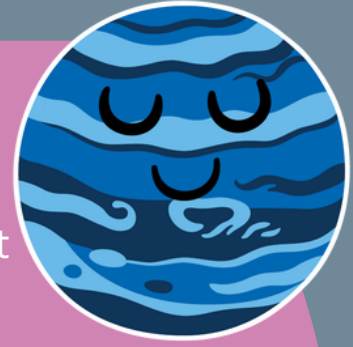
This volunteer role involves supporting the roll-out of **MONSU's social events** and programs throughout the year, contributing to a vibrant and engaging campus atmosphere.

Volunteers will assist with **event coordination, food and beverage service, and activity facilitation**, with opportunities for leadership development as an **Event Lead**.

Volunteering with the events team also provides you with the opportunity to get involved with the MONSU Peninsula Social Committee. Join the 2026 MONSU Social Officer to share ideas and create new programs for the Peninsula campus.



Welfare Crew



Join the **MONSU Peninsula Welfare Crew** and play a vital role in delivering initiatives that **support student well-being on campus.**

This volunteer role involves assisting with the roll-out of **MONSU Peninsula's Welfare Program**, which includes services like the **Breakfast Bar, Fresh Food Market** and more. Volunteers will help run welfare events, provide essential resources, and raise awareness about available support services.

As a member of the Welfare Crew, you will also be invited to join the MONSU Peninsula Welfare Committee. Interested volunteers will work with the 2026 MONSU Welfare Officer to discuss and develop ideas that will have a meaningful impact on the life of students on this campus.

This is a rewarding opportunity to make a tangible impact on campus life while gaining valuable **experience in leadership**, event coordination, and community engagement.



Community Garden Collective

Become a part of the MONSU Peninsula Community Garden Collective and contribute to a **thriving green space on campus!**

This volunteer role involves **working collaboratively** with other members of the collective to maintain and cultivate the **community garden located behind Building B**. Volunteers will help ensure the garden remains a **vibrant, sustainable, and welcoming space** for all to enjoy.

Media Clique

If you have an interest in **marketing, photography, graphic design**, or **social media**, this is the stream for you. Assist our Marketing Coordinator and improve your skills by documenting all the action at our events, create reels, work on Canva, take photos, create BTS content to share on social media, and help maintain other MONSU accounts if required.

This is a brand-new volunteering stream, so we encourage interested applicants to contribute to the development of this role.



Kitchen Crew

Do you **love food**? Are you **passionate about cooking**? Or would you like to **improve on your skills in the kitchen**? The MONSU Peninsula Kitchen Crew might be the opportunity you've been looking for.

Volunteers in this stream have the opportunity to cook up a storm at events, such as **Winter Warmers** and **Grill & Chill**. You will reach legendary status serving up free lunch for your friends and fellow students on campus.

Serious cooks can take on more responsibilities as leaders in this stream, opting in for our **Head Chef** role.

Kitchen Crew will also have the unique opportunity to make a meaningful contribution to MONSU Peninsula's **Food Co-op Café program**. Volunteers will be involved in the development, preparation and execution of our weekly menu, using sustainable kitchen practices and addressing food insecurity on campus.



OT PEP Volunteer Program

First year Occupational Therapy students enrolled in unit **OCC1042** on the Peninsula Campus are eligible to complete their **45 hours of community-based volunteering** with MONSU Peninsula through this program.

Students who wish to complete their hours with us will be required to apply for this stream, as well as attend an interview at the end of semester one for their chance to secure one of these limited places. The successful OT students will have the **opportunity to engage in a number of events that meet the requirements stipulated within OCC1042.**

While this program runs through semester two, we encourage interested first years to volunteer in semester one as well. This allows you to make connections with other volunteers, as well as train before semester two starts.

For more information regarding this program, please see the MONSU Peninsula x OT PEP First Years Volunteering Program FAQ on our website.



Have questions?

Don't hesitate to reach out to us!
hello@monsupeninsula.org.au

GETTING STARTED

So how does it all work?

1 Apply!



The first step is to complete the Application Registration Form. This form provides us with your **contact details** and **student ID number**. It also provides you an opportunity to let us know why you are interested in volunteering with MONSU Peninsula, so we can assist in ensuring you get the most out of your volunteering experience.

2 A formal welcome

Shortly after you have completed the Application Registration Form, we will welcome you to the team. It won't be completely official yet, however. There is still the matter of a couple of documents you will need to provide.

- ✿ A Working with Children Check (WWCC)
- ✿ Food Safety Certification

If you have an accredited Food Safety Certification, this is always preferred. The minimum requirement is the completion of the state government's Do Food Safely certification. This is a free short course available on their website.





3 First Day

Once you have completed the paper work, we will start notifying you of the volunteering opportunities week-to-week. Whether that is an event or other opportunity, we will roster you for that day.

Make sure you come in a little early on your first day so we can provide you with your **volunteer pack**. This pack includes your uniform, as well as some other goodies to welcome you to the crew.



4

Logging hours & rewards

From your first day as a MONSU Volunteer, you will start earning **rewards**! From that essential free coffee every shift, to gift vouchers, cool gear, and memorable events, there is so much to get out of your experience as a MONSU Volunteer!

Every hour you volunteer counts, so be sure to log then after every shift. We have an easy **online form** for you to complete so we can keep track, so make sure you save the link.



MONSU Peninsula

VOLUNTEER PACK



After you sign up for your first shift, you will become an active member of the team. To celebrate, you will receive your own exclusive MONSU Volunteer Pack.

The pack includes

- ◆ A MONSU Volunteer T-Shirt
- ◆ Your name badge
- ◆ Volunteering badges
- ◆ T-shirt care instructions
- ◆ Volunteer Handbook



These items will make up your uniform. Please take care of them as you will be required to wear them during each volunteer opportunity.

We also recommend that you wear comfortable shoes (not crocs or open toe) and clothing as some events may require you to work a lot on your feet, prepare and handle food or carry heavy items.

You are responsible for making sure your shirt is clean at the start of every shift. If there are any issues regarding this expectation, we are more than happy to discuss it with you.



UPSKILLING + SETTING GOALS

We know when you are finished on your journey with us, you want to be able to showcase all the awesome skills and experience you've gained to your potential employers!

This is why we want to help you in not only setting those goals, but providing you with the support you need to achieve them.

The skills you can achieve are outlined in the position descriptions for each stream.



While these skills are already outlined in our roles, if you have specific goals you would like to achieve from volunteering, we are always happy to sit down with you to discuss them.

We are always available to find time to discuss the unique aspirations you have for your volunteering experience.

REQUIREMENTS + RESPONSIBILITIES

As stated in our 'Getting Started' section, as well as completing the application form, volunteers must also provide the following;



- ✿ Evidence of your enrollment at Monash Peninsula (student ID)
- ✿ A Working with Children Check (volunteer or employee)
- ✿ Food Safety Certification (accredited Food Handlers is preferred, and required for Kitchen Crew. Minimum requirement is the unaccredited Do Food Safely)

Please note, while Monash University recommend a Volunteer Module, 'Monash Foundations of Volunteering' for students interested, it is not a prerequisite for volunteering with MONSU Peninsula unless you are enrolled in OCC1042.

If you require any assistance in organising your documentation, please don't hesitate to contact our service desk

hello@monsupeninsula.org.au



We, as an organisation have a responsibility and duty of care regarding our volunteers and community here at MONSU Peninsula.

While we love creating fun opportunities for our volunteers, or serving up a free event and feed for students on campus, we need to ensure all of this is done in a safe and healthy way.

MONSU Peninsula's responsibilities include

- Ensuring safety management systems are developed, implemented and continuously reviewed for effectiveness across our program/s.
- Resources, including safe equipment and training is provided to manage safety.
- Risks are eliminated wherever possible.
- Consultation is undertaken with management, volunteers, and employees on the development, implementation and refinement of our OH&S systems and programs.
- Creating and maintaining a safe work environment for staff, volunteers, contractors and visitors.
- Policies and procedures are implemented effectively.
- Investigate and report on all incidents, including near misses.
- Monitor our team's OH&S performance and strive for continuous improvement.

As a MONSU Volunteer, you will become an identifiable presence on campus as a representative of our community.

Whether you are seeking a leadership role, or if you are wanting to help create a fun, inclusive campus through our programs, your role will come with certain responsibilities you need to be aware of.

MONSU Peninsula Volunteer's Responsibilities include

- Ensure you only perform the duties you are assigned on the day. Some equipment requires authorised use, supervision, or number of volunteers to operate safely. It is important that you follow these kinds of instructions to ensure yours and your team's safety.
- Participate in OH&S training, consultation and initiatives to improve health and safety when required.
- If you witness a potential hazard, please notify a staff member or team leader immediately. MONSU Peninsula is responsible for the safety of events, its participants and volunteers.

TIP
If you are uncertain if something is a problem or not, it is always best to say something.

-  Be respectful to other staff, volunteers, students and external stakeholders when volunteering.
-  Issues regarding behaviour that is not deemed acceptable or appropriate by University or our organisations standards, you must report this to MONSU Peninsula immediately.
-  Have an understanding of ours and industry standards when it comes to the expectations and roll-out of programs and events.
-  Do not perform any illegal acts (generally speaking, don't do it. But for the purpose of this document, we also don't want you to do it during your volunteering).
-  If you have your circumstances change and you need to discuss changes to your shifts or role, please advise the Student Experience Coordinator at the earliest opportunity.
-  If you are unwell, you must notify the Student Experience Coordinator prior to your shift at the earliest convenience. Notifying a MONSU student representative or other volunteer is not appropriate.
-  If something occurs that makes it difficult or uncomfortable for you to continue within your role or volunteer stream, please inform the Student Experience Coordinator at the earliest opportunity.

If you have any questions regarding the following, please contact the Student Experience Coordinator.

hailey.ruhland-phelps@monsupeninsula.org.au

REWARDS + RECOGNITION

MONSU Peninsula's Volunteer and Leadership program is about celebrating you and our community.

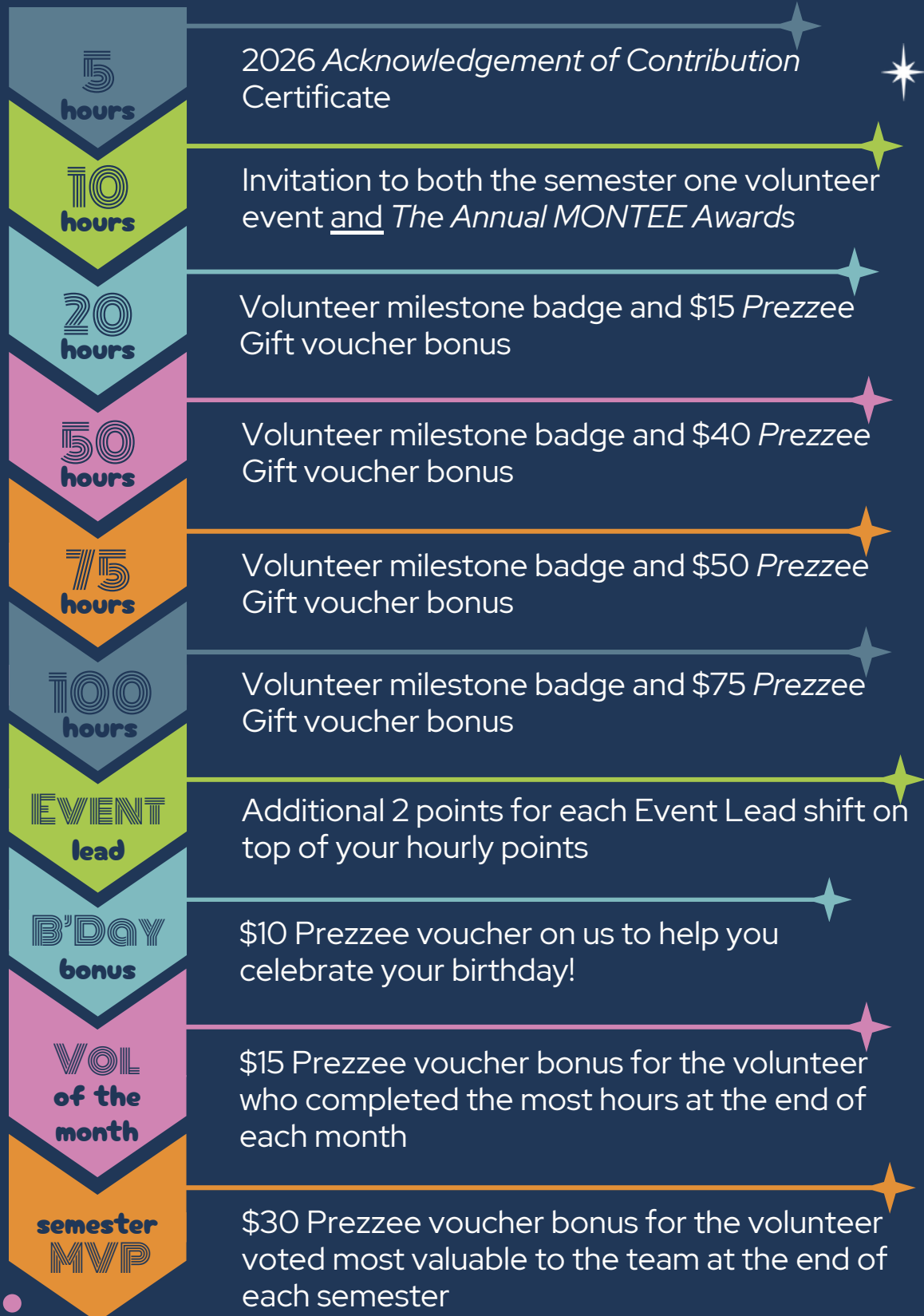
So much of what we create and do is not possible without our volunteers, and we want you to know it!

Every year, we reassess our rewards and recognition program for our volunteers so the benefits you receive reflect the kinds of things you need and want. We also want our volunteers to know how much we appreciate their hard work, and what an integral role they play on this campus.

Our rewards program includes

- ✿ A **coffee voucher** for every shift completed.
- ✿ A bonus \$15 Prezzye **Volunteer of the Month** voucher.
- ✿ A **point-based reward system**. Earn points for the hours you volunteer. The more you contribute, the more points you can collect and spend!
- ✿ **Bonus points** for volunteer Event Leads.
- ✿ Updates on team achievements.
- ✿ **Birthday bonus voucher** to celebrate you!
- ✿ An **Acknowledgement of Contributions Certificate** every year to add to your resume and show off your hard work.
- ✿ **Fun events** to celebrate with your friends! End of semester one appreciation night and 'The MONTEES' (MONSU's Team Empowerment & Engagement Awards)!

Milestone Rewards



Volunteer Points

Hours are accumulated after every five hour block of volunteering completed.

Every five hours students receive the same points they received after the last block, plus one additional point.

These points volunteers can collect. It is their choice when to spend them on any of our available rewards (listed on page 21).



hours completed	points earned	total points earned
5 hours	1 point	1 point
10 hours	2 points	3 points
15 hours	3 points	6 points
20 hours	4 points	10 points
25 hours	5 point	15 points
30 hours	6 points	21 points
35 hours	7 points	28 points
40 hours	8 points	36 points
45 hours	9 points	45 points
50 hours	10 points	55 points
55 hours	11 point	66 points
60 hours	12 points	78 points
65 hours	13 points	91 points
70 hours	14 points	105 points
75 hours	15 points	120 points
80 hours	16 points	136 points
85 hours	17 points	153 points
90 hours	18 points	171 points
95 hours	19 points	190 points
95 hours	20 points	210 points
And so on...		

Point Rewards

Volunteers have a range of options when it comes to spending their points! Save up for the rewards you want most



VOUCHER REWARDS

3 points	\$10 Upper Deck voucher
6 points	\$25 voucher (Prezzye, Upper Deck or Monash Bookshop)
12 points	\$50 voucher (Prezzye or Monash Bookshop)
24 points	\$100 voucher (Prezzye or Monash Bookshop)



MONASH REWARDS

Monash hoodies (grey or navy)	14 points
Monash tumbler (navy, black or pink)	6 points
Monash Uni beanie	6 points

MONSU REWARDS

8 points	MONSU hoodie (black, navy, or white)
8 points	MONSU crew neck (black, navy, or white)
4 points	Extra MONSU t-shirt



POLICIES

PROCEDURES

A list of our policies and procedures can be found on our website. It is recommended that students familiarise themselves with the requirements outlined by this document, as well as their WWCC, and Food Safety Practices.

- MONSU Peninsula is committed to running safe and respectful events

FEEDBACK



To ensure the continual improvement of this program, your feedback is vital.

We encourage you to reach out to us at any time regarding your experience and ideas relating to this program.

We will also be sending out surveys for our volunteers to complete regarding their time in the program. We hope that you will complete these in order to help us build on this experience for yourselves and future volunteers.





No one person can change the world,
but one and one and one add up.



Sylvie Guillem