

# Procedure: Volunteers in support of Advancement

## Purpose

To outline the procedures for establishment of Advancement volunteer programs, and the activity and conduct of volunteers in support of Advancement.

## Scope

This procedure applies to all ANU volunteers engaged in support of University Advancement activities only. It does not apply to ANU volunteers engaged in activities unrelated to fundraising or alumni engagement.

This procedure does not apply to the ANU Foundation Board or ANU Council.

## Definitions

**Volunteers** are individuals who, without personal financial gain, willingly give their time and expertise to help ANU reach predefined fundraising and engagement goals that enhance the University's vision and mission. Volunteers are expected to be leaders of ANU community.

**Boards** are bodies that provide governance oversight and, where appropriate, support the University's fundraising and engagement activities. They are established under legislation in support of predefined Advancement goals and have a fiduciary duty to ensure donor funds are used appropriately and within purpose. Board members are volunteers and senior stakeholders who provide support, guidance and oversight.

**Committees and Councils** are advisory bodies that ensure delivery of a project, event or campaign. They are established under written terms-of-reference in support of predefined fundraising and/or engagement activities. Committee and Council members are volunteers and senior stakeholders who provide support, guidance and advocacy.

**Networks** are formal and informal volunteer-led groups that facilitate regular opportunities for social, intellectual and/or professional engagement for their target cohorts. Networks are run by volunteers and may have formalised leadership positions.

**Fundraising and engagement goals** are goals set in line with the University's fundraising and engagement forecasts, as reported annually by ANU Advancement to the ANU Foundation Board and ANU Council.

A **Campaign** is an organised, intensive fundraising and engagement effort on the part of an organisation to secure extraordinary gifts and pledges for a specific purpose or purposes (including unrestricted gifts) during a specified period of time.

## Procedure

### Individual volunteers

1. Individual volunteers are people who support the fundraising and engagement goals of ANU and who are committed to working with ANU to see those goals realised.
2. Individual volunteers may support ANU in a one-off or ongoing capacity, as mutually agreed and depending on the University's needs.
3. Individual volunteers are invited by a member of the University Executive Leadership Team, a College Dean, Director, Head of School, or Head of Advancement as appropriate, to work on particular projects or link ANU with their networks to help forward pre-agreed fundraising and engagement goals.
4. All volunteer participation is subject to agreement and consultation with the relevant ANU Advancement Director.

### Membership of Boards, Committees and Councils

5. Membership of Boards, Committees or Councils varies depending on that body's focus:
  - a. Those with a focus on fundraising are composed of eminent volunteers, leaders in their field, and those who have provided significant philanthropic leadership through their own personal giving, who support the fundraising goals of the University and are committed to working with ANU to see those goals realised.
  - b. Those with a focus on engagement are composed of volunteers with close links to ANU, who support the engagement goals of the University and are committed to working with ANU to see those goals realised.
  - c. Those with a focus on governance are composed of volunteers with skills that support the governance of fundraising and engagement activities, who have a fiduciary duty to ensure donor funds are used appropriately and within purpose and are committed to working with ANU to see that duty realised.
6. Membership of each Board, Committee or Council is by invitation of a member of the University Executive Leadership Team, a College Dean, Director, Head of School, or Head of Advancement, as appropriate.

7. Written terms of reference are developed for each Board, Committee and Council, using official Advancement templates.

### **Volunteer expectations**

8. All volunteers in support of Advancement, whether volunteering as individuals or on Boards, Committees, Councils and Networks:

- a. act in alignment with and in support of the University's vision and values outlined in the [ANU Strategic Plan](#) and the ANU Advancement Strategic Plan (available on request);
- b. act as ambassadors for the University, helping wherever possible to raise awareness of the University's work with others in a position to influence the success of ANU;
- c. are contactable between meetings and implement agreed, specific actions on the University's behalf in a timely manner;
- d. avoid and declare conflicts of interest;
- e. exercise discretion and confidentiality in the use of University information and communication of ANU business;
- f. undertake all activities and interactions in line with ANU policies, with particular regard to work health and safety, privacy and the [ANU Code of Conduct](#);
- g. actively participate and complete any required training or background checking relevant to their role;
- h. work collegially and respectfully with other volunteers and ANU staff;
- i. act in the best interests of the University; and
- j. do not speak on behalf of the University.

9. When volunteers participate in fundraising activities they commit to:

- a. make or secure a significant initial financial contribution, in accordance with individual circumstances, in support of the University's fundraising goals;
- b. help expand the University's network of donors, alumni and key volunteers;
- c. undertake to identify and introduce potential donors to ANU, and to become directly involved, when mutually agreed, in the process of developing the University's relationship with potential donors; and
- d. soliciting gifts only where there is a pre-agreed strategy that has been developed and agreed in consultation with ANU Advancement staff.

## ANU responsibilities

10. ANU values the commitment of its volunteers extremely highly and seeks to ensure that the experience is mutually beneficial. In support of this, the University:
  - a. inducts individual volunteers into ANU work health and safety and privacy policies and procedures;
  - b. provides an overview of the organisation and its structure;
  - c. supports individual volunteers and Board, Committee and Council members in their roles, providing bespoke written proposals and other communications collateral, in addition to practical assistance, such as arranging meetings or supplying research briefings on potential donors and alumni, where appropriate;
  - d. provides appropriate support to volunteers at engagement events, such as briefings and speaking notes;
  - e. provides timely meeting agendas, minutes and supplementary materials, as required;
  - f. assists with and co-ordinates the planning of major gift approaches and offers practical support, including workshops on the positive and appropriate solicitation of a major gift;
  - g. provides a staff member to accompany volunteers on visits to potential donors, as appropriate or where requested;
  - h. provides public liability, travel and group personal accident insurance for volunteers in support of Advancement undertaking official activities for ANU;
  - i. ensures volunteers are not performing work in place of paid staff members; and
  - j. regularly thanks and acknowledges volunteers as valued members of our community.
11. The University does not provide volunteers with:
  - a. ANU business cards; or
  - b. an ANU email address, unless they are a current staff member or student. ANU alumni may apply at any time for an [Alumni Email for Life](#).
12. The Vice-President (Advancement) is responsible for:
  - a. the volunteering in support of Advancement framework and the involvement of all volunteers in support of Advancement;
  - b. initiation and termination of all volunteer programs and individual volunteering arrangements, in consultation with volunteer managers, members of the University

Executive Leadership Team, College Deans, Directors, Heads of School, or Heads of Advancement, as appropriate.

## Document information

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