

Workplace Diversity and Inclusion

WARM WELCOME PROGRAM WELCOMERS INFORMATION

1. ABOUT THE PROGRAM

The UQ Warm Welcome Program (WWP) concept is designed to provide a personal and friendly welcome to the UQ community by current staff, who choose to volunteer for the program. The program works as an adjunct to the current UQ processes of inducting new staff, and importantly also affords family members (especially partners) with an opportunity to meet local people at an early stage of their international move.

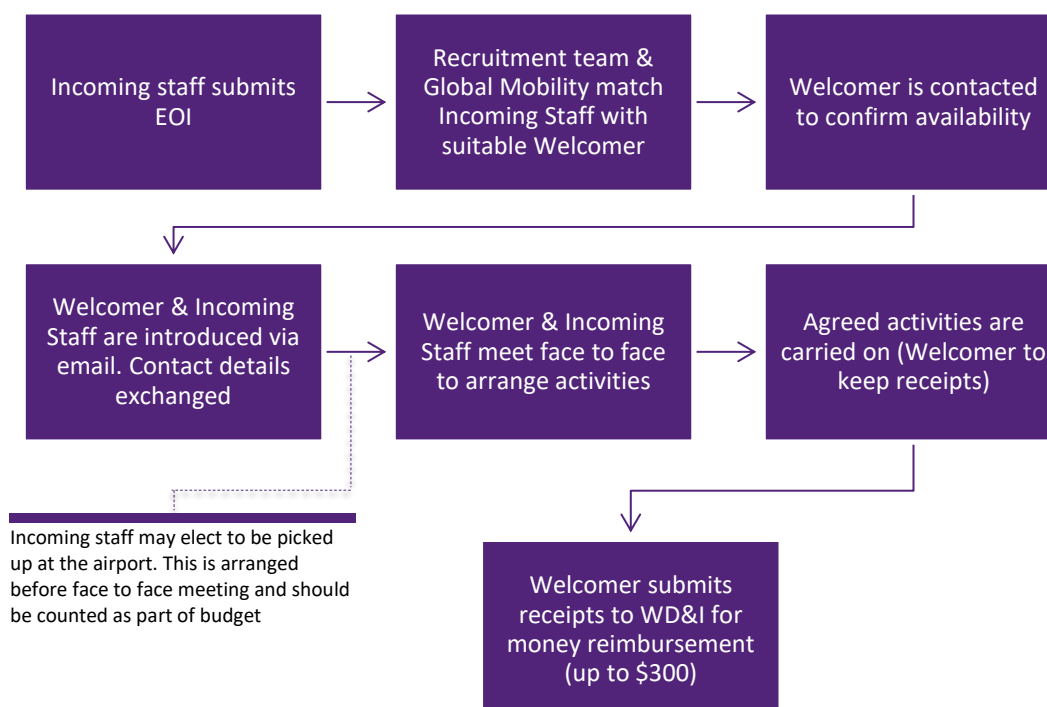
The WWP includes a recruitment package and process for Welcomers, an induction process including cultural awareness training and the development of a webpage that will provide relevant information about the program.

Welcomer and incoming staff will have access to up to \$300 to cover expenses associated with the WWP (pending approval). The provision of funds will be determined on the types of activities undertaken by you welcomer and incoming staff and their families. A receipt will be required for all expenses to ensure they align with the WWP.

You should make use of allocated budget (up to \$300) within 3 months of the new staff member arriving at UQ.

At the end of each welcome, both incoming staff and welcomer will have the opportunity to provide feedback that will serve to promote and constantly improve to the program.

1.1 WWP PROCESS



2. ROLE AND RESPONSIBILITIES

We strive for all incoming staff members to have a personal and friendly welcome to the UQ community, value the significant contribution Welcomers make by volunteering their time, and are committed to supporting and developing you throughout the program.

The role of the Welcomer is to provide the first contact between UQ and the incoming staff and to be the point of contact for information and assistance.

Welcomer and incoming staff will be arranging activities with incoming staff member and/or their families.

These activities may include (but not limited to):

- providing helpful information about incoming staff's nominal campus, such as housing options, schools and the schooling system, relevant cultural/language clubs and networks that may be of interest, Australian cultural norms etc;
- meeting and greeting on arrival at the airport and transporting individuals/families to their accommodation, and getting them settled in;
- assisting families with practical matters, such as gaining a driver's licence, securing accommodation, conducting visits to prospective schools (for children) and other general administration;
- conducting a tour of UQ, the local area and Brisbane;
- sharing a meal, attending a sporting/cultural event and/or engaging in another form of social activity; and/or
- providing ongoing support, if needed, through the transition to Australian and UQ life, which will hopefully grow into an enduring friendship.

2.1 RESPONSIBILITIES

2.1.1 WELCOMER

- attend and complete induction process, which will include cultural awareness training;
- act in accordance with the role, as outlined in induction;
- support incoming staff to transition to their life in Brisbane and to their working experience at UQ by actively participating in creating an inclusive environment for them and their families;
- be familiar with UQ's facilities so as to directions to main buildings, food courts, banks, etc;
- provide information and help incoming staff answering routine questions, pointing out information about UQ and life in Brisbane;
- coordinate social activities that will assist a smooth transition for incoming staff member and their families. You will have a budget of up to \$300 to conduct such activities;
- respect incoming staff confidentiality and keep sensitive organisational information confidential;
- demonstrate positive attitude to creating new relationships with people;
- respect cultural differences and work to provide a warm, safe and inclusive experience for the incoming staff;
- notify WD&I if you are unable to commit to hosting an incoming staff member, or if you need to stop hosting them;
- utilise the funds provided to you in accordance with relevant UQ policies and procedures;
- adhere to all relevant University policies and procedures, including the Code of Conduct;
- inform WD&I if you have any issues or concerns.

Self-Preparation: If you are not from same cultural background as the incoming staff, welcomers should seek to educate yourself on the culture to be able to be culturally aware when communicating with the staff member.

2.1.2 INCOMING STAFF

- assist with the coordination of social activities that will assist your smooth transition to life at UQ and Brisbane;
- respect Welcomer's confidentiality and availability and keep sensitive organisational information confidential;
- demonstrate positive attitude to creating new relationships with people;
- respect cultural differences and work to facilitate a warm, safe and inclusive experience
- utilise the funds provided to you and Welcomer in accordance with relevant UQ policies and procedures;
- adhere to all relevant University policies and procedures, including the Code of Conduct;
- inform WD&I if you have any issues or concerns;

Self-Preparation: You should seek to educate yourself on Australian culture, as well as of your Welcomer's culture if you are not from same cultural background.