

YouX Crew Rewards

Frequently Asked Questions (FAQ's)

How do I join the Reward & Recognition Program?

If you are a current University of Adelaide student and an approved YouX Crew volunteer, you are automatically enrolled in the program.

How can I track my points balance?

Your points will be updated monthly but are unfortunately not visible to Active Volunteers on the YouX MyImpact Page. If you wish to be updated on your current points balance, please email youxvolunteer@adelaide.edu.au. You will be notified once you have reached the milestone.

How will I know I've reached a milestone?

Once you've reached the point's milestone, you will be contacted by the YouX Volunteer Coordinator via email.

How do I receive my voucher once I've reached the point's milestone?

You will receive your e-gift voucher from a third party supplier, and a congratulatory email from the YouX Volunteering email address (youxvolunteer@adelaide.edu.au). Please ensure your email address, connected to your MyImpact profile is current and correct.

What happens to my points when I've reached the milestone and have redeemed my prize?

Your points will continue accumulating throughout the calendar year. We will use this data to bring you more rewards next year.

Can volunteering hours outside of the YouX Crew go towards this award?

No, only shifts completed and logged within the YouX Crew MyImpact Page are eligible for points.

When do my points expire?

The program runs within a calendar year (1st January – 31st December). All points accumulated during this calendar year will reset to zero as of the 1st of January. They will not carry forward to the following year.



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When will the program officially launch?

The program will officially launch 22nd July 2024.

I have completed shifts before the launch day, will my volunteering hours be rewarded?

Yes, all shifts completed from January 1st 2024 will automatically be counted towards your reward. Any YouX Crew shifts completed prior to this date are not eligible for points.

What should I do if I have more questions about the program?

Please email your enquiry to youxvolunteer@adelaide.edu.au or call 08 8313 2512.

