

# YouX Crew Rewards

## Terms & Conditions

Effective 1<sup>st</sup> July 2024

### 1. Introduction

- 1.1 These Terms form the basis of the YouX Crew Rewards program. They are intended to protect both YouX Crew Volunteers and YouX. It is the YouX Crew Volunteers responsibility to read and understand them.
- 1.2 These terms are effective from the date specified above and may be amended by YouX from time to time. The current Terms are those available on the YouX website, and YouX Crew Better Impact Page.

### 2. Definitions

**Effective date:** States active date.

**Active Volunteer:** A YouX Crew Volunteer with a current 'approved' profile in Better Impact.

**Student:** A currently enrolled student at the University of Adelaide.

**Volunteer Coordinator:** A member of YouX staff in charge of managing all facets of the YouX Crew Program, including the YouX Crew Reward program.

**YouX:** YouX (ABN 19 572 381 388).

**YouX Crew:** Active members of YouX Crew, the YouX volunteer program.

**Reward:** Means a good, service or voucher which may be obtained by an Active Volunteer through the YouX Crew Rewards program in accordance with these Terms.

**Better Impact:** The online platform in which Active Volunteers register, track and monitor volunteer hours.

**Shift:** Refers to a completed volunteer opportunity listed and tracked within the YouX Crew Better Impact page.

**Logged Hours:** Refers to shift length entered into the Active Volunteers Better Impact page, and approved by the Volunteer Coordinator.

**Milestone:** The threshold in which an Active Volunteer must reach within the YouX Crew Rewards program dates in order to obtain a reward.

**Points:** The format in which achievements will be measured within the YouX Crew Rewards.

### 3. Entry

- 3.1 The individual is automatically eligible for the YouX Crew Rewards program if they are both:
  - a) A currently enrolled Student at the University of Adelaide.
  - b) A current and approved member of the YouX Crew volunteer program.



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3.2 All participants must act in accordance with the Adelaide University Behaviour and Conduct policy. Any breach of this Policy will result in the volunteers Better Impact profile being terminated.

## 4. Duration of the Program

4.1 The duration of this Program is measured by calendar year (1<sup>st</sup> January 2024 – 31<sup>st</sup> December 2024). All rewards and/or points accumulated during this calendar year will reset to zero as of the 1<sup>st</sup> of January 2025.

4.2 Volunteers who have participated in the YouX Crew volunteer program from the 1<sup>st</sup> of January 2024 – 1<sup>st</sup> of July 2024, will be included in this program regardless of the effective date.

## 5. How it works

5.1 Points are accumulated based on shift length. The rules that apply to each shift type are:

Shift type	Shift Length	Points Associated
Short shift	0-2hrs	15 points
Medium shift	2-5 hrs	30 points
Long shift	5+ hrs	45 points

5.2 At the end of each month, the Active Volunteers points will be accumulated based on approved hours within their Better Impact Profile.

5.3 Once a milestone is reached, the Volunteer Coordinator will make contact with the volunteer with their reward attached.

## 6. Shift entries

6.1 Valid hour entries include logged volunteering hours offered within the YouX Crew Better Impact program. These shifts may be listed under the following Better Impact categories:

- a) YouX Crew
- b) O'Week 2024
- c) UoAC (University of Adelaide College)

6.2 Volunteer hours logged externally, including those completed within the University of Adelaide Volunteer Program, are not included nor eligible within the YouX Crew Rewards program.

6.3 Volunteer hours completed outside of the Program dates listed in clause 4.2 are not eligible within the YouX Crew Rewards Program.

## 7. Rewards

7.1 Active volunteers will be rewarded with a \$40 visa e-gift voucher once 200 points have been accumulated within the calendar year.

7.2 The e-gift voucher will be sent to the email associated with the Active Volunteers Better Impact profile. The voucher will be sent from a third party voucher supplier in



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accompaniment with a congratulatory email from the YouX Volunteer email address (youxvolunteer@adelaide.edu.au). Volunteers are encouraged to check various inboxes including junk, spam once they have been notified the voucher has been sent.

- 7.3 Rewards are non-transferrable or redeemable for cash. Please treat the reward as cash. YouX takes no responsibility for lost or stolen rewards.
- 7.4 Rewards will be distributed as milestones are reached, at the end of each month for the duration of the Program. The rewards will be distributed at the discretion of the YouX Volunteer Coordinator.
- 7.5 All vouchers incur a 3 year expiry date from the date of activation.
- 7.6 For more information the third party voucher supplier, please visit the link below.  
<https://www.prezzee.com.au/store/prezzee-gift-card/>.
- 7.7 All rewards are sent in AUD and are only available to residents of Australia. The voucher cannot be transferred or forwarded to any other recipients.

## 8. Program Status

- 8.1 The Volunteers points' status will updated monthly and are not visible to Active Volunteers. Should the volunteer wish to confirm the status of their points at any given time, they must email [youxvolunteer@adelaide.edu.au](mailto:youxvolunteer@adelaide.edu.au).

## 9. Publicity Materials

- 9.1 Images or examples of reward recipients may be used in future YouX Crew promotion on YouX social media, including but not exclusive to the YouX Volunteer Connect Facebook page, and the YouX Crew Better Impact home page. If the volunteer wishes for their images or name to be excluded from such promotion, it is the responsibility of the volunteer to contact youxvolunteer@adelaide.edu.au.

## 10. Release and Indemnity

- 10.1 To the extent permitted by law, all entrants release from, and indemnify YouX against all liability, cost, loss or expense arising out of acceptance of any prize(s) or participation in the Promotion including (but not limited to) loss of income, loss of opportunity, personal injury and damage to property, whether direct or consequential, foreseeable, due to some negligent act or omission or otherwise.

## 11. Late shift entries

- 11.1 YouX accepts no responsibility for any incorrectly submitted, incomplete or late logged shift hours for any technical malfunction of any network including Better Impact.
- 11.2 Only shifts entered and approved within the Program dates specified in clause 4.2 are eligible toward the YouX Crew Rewards program.

## 12. Name & Address of the Program Facilitator

- 12.1 YouX (ABN 19 572 381 388) of Level 4 Lady Symon Building, University of Adelaide, South Australia 5005, Tel 08 8313 2515 (ext 32515).

