
VOLUNTEER POLICY

Volunteer Management Policy

Walk with us. Grow with us. Return.

Version 1.0 - July 2026

Policy owner	Board of Directors, THRIV3 (Indigenous Corporation)
Responsible officer	Chief Executive Officer
Applies to	Volunteers of THRIV3, and the Directors, managers and employees who engage and support them
Effective date	July 2026
Next review	July 2027 (or earlier if legislation or funding conditions change)
Related documents	Recruitment, Screening and Onboarding Policy; Working With Children Check and Police Check Management Policy; Work Health and Safety Policy; Code of Conduct

1. Purpose and Scope

Volunteers are at the heart of THRIV3 (Indigenous Corporation). They bring skills, culture, lived experience and love for community to our programs. This policy sets out how THRIV3 involves, supports and protects volunteers, aligned with Volunteering Australia's National Standards for Volunteer Involvement.

A volunteer is a person who freely gives their time for community benefit through THRIV3 without expectation of payment. Volunteering is not a substitute for paid work: volunteers do not fill positions previously held by paid staff and do not perform the work of paid staff during any industrial dispute.

2. Our Commitments to Volunteers

Every THRIV3 volunteer has the right to:

- a written role description, agreed hours and a named supervisor
- a safe and healthy volunteering environment, with the same WHS protection as paid workers
- induction, orientation and enough training to do the role well
- be engaged in accordance with equal opportunity and anti-discrimination law
- be covered by THRIV3's volunteer personal accident and public liability insurance
- reimbursement of approved out-of-pocket expenses, so no one is out of pocket for helping community
- accurate information about THRIV3, and a copy of this policy and any policy that affects their role
- have personal information handled in line with the Privacy and Workplace Surveillance Policy
- access the Grievance and Complaints Policy
- be recognised, thanked and valued.

3. What THRIV3 Asks of Volunteers

Volunteers agree to follow the Code of Conduct and THRIV3 policies, work safely, follow reasonable instructions, complete required screening, respect confidentiality and cultural protocols, be reliable (and let their supervisor know when unavailable), and represent THRIV3 well in community.

4. Recruitment and Screening of Volunteers

Volunteers are recruited openly and screened in proportion to the trust their role requires, under the Recruitment, Screening and Onboarding Policy:

- all volunteers: identity confirmation and a role suitability conversation
- roles in positions of trust (children, vulnerable people, money, driving): 100-point identification check, referee checks and a National Police Check
- any child-related role: a verified NSW Working With Children Check clearance before the role begins, managed under the Working With Children Check and Police Check Management Policy. Volunteer WWCC applications are free in NSW.

Screening is explained openly to applicants, and a volunteer role is offered only after screening is complete.

5. Induction, Support and Development

Every volunteer receives an induction covering THRIV3's story and values, cultural protocols, WHS and emergency procedures, their role, their supervisor and how to raise concerns. Volunteers receive ongoing supervision and support, are consulted about matters affecting them, and are offered training and development opportunities relevant to their role.

6. Recognition

THRIV3 recognises volunteers through everyday thanks, acknowledgement at community events, references for volunteers seeking work, and celebration of National Volunteer Week. Volunteering with THRIV3 is also a pathway: volunteers are encouraged to apply for paid roles as they arise.

7. Ending a Volunteer Arrangement

A volunteer may step back at any time, and we ask for reasonable notice where possible. THRIV3 may end a volunteer arrangement where a role is no longer needed, or where conduct falls short of the Code of Conduct, after a fair conversation. Serious misconduct (including any child safety breach) results in immediate removal from the role and reporting to authorities where required.

8. Responsibilities and Review

The Board owns this policy and champions volunteering. The CEO ensures volunteers are screened, inducted, insured and supported, and maintains volunteer records. Supervisors of volunteers provide clear direction, safety and recognition. This policy is reviewed annually against the National Standards for Volunteer Involvement.

Board adoption

This policy was adopted by the Board of Directors of THRIV3 (Indigenous Corporation) and takes effect from the date recorded below. It will be reviewed at least every 12 months, and earlier if legislation, ORIC or ACNC requirements, or funding conditions change.

Adopted On: 25/07/2026