



Toukley Neighbourhood Centre

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TNC is the heartbeat of a connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-bayn (come back) and join us in delivering our vision.

POLICY - VOLUNTEERS

1. Policy Information

Title:	Volunteers
Effective Date:	14-Aug-2026
Policy Owner:	Executive Officer
Oversight:	All volunteers, and staff who recruit, supervise or support volunteers
Next Review Date:	Aug-2027

1.1. Definitions

This policy uses the terms defined in the *TNC Master Definitions Table*, available on the Toukley Neighbourhood Centre website (www.tnc.org.au/policies).

Policy-specific definitions are listed below (if required).

Term	Explanation

1.2. Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the *TNC Policy Framework* and support the delivery of safe, effective and accountable community services.

TNC policies are developed to:

- Assist TNC to meet its organisational objectives and manage risks effectively
- Support staff and volunteers in performing their duties
- Demonstrate how TNC meets its governance, compliance and quality expectations
- Provide clarity, transparency and consistency across all areas of TNC operations.

TNC is bound by the *Australian Charities and Not-for-profits Commission Act 2012 (Cth)* and regulated by the *ACNC*.

1.3. Related Documents

- People Management Policy
- Code of Conduct
- Work, Health and Safety Policy
- Child Safe Policy
- Volunteer Management Plan (VMP)



1.4. Change Control

Effective Date	Author	Approver	Comments
12-Feb-2024	Bronwyn Evans	BoM	Initial document
14-Apr-2025	Bronwyn Evans	BoM	Update to new template; remove measurement criteria
14-Aug-2026	Bronwyn Evans	Draft for R&CC	Rebuilt on current Policy.dotx structure. Expanded from a single principle into a full policy covering recruitment/screening, duty of care and WHS, supervision and support, and offboarding, in response to gaps identified against the WHS risk register (this policy is a listed control for Failure to provide appropriate duty of care).

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2. Policy Overview

2.1. Purpose

This policy sets out TNC's approach to volunteers and volunteering with TNC — how volunteers are recruited, supported, kept safe, and recognised, and how their contribution is protected as a core part of how TNC serves the community.

2.2. Overview

TNC could not support our community without the significant contribution made by our volunteers. This policy, together with the Volunteer Management Plan (VMP), sets the framework for managing that contribution safely and fairly. Volunteers are covered by TNC's duty of care in the same way as paid staff, and are expected to meet the same standards of conduct and safety practice.

2.3. Scope

This policy applies to all TNC volunteers, and to all staff involved in recruiting, supervising or supporting volunteers, across all TNC programs, services and locations.

3. Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

Principle 1: TNC actively manages our volunteers so their contribution is mutually beneficial

TNC acknowledges the significant contribution made by volunteers and commits to providing opportunities for that contribution to be rewarding. TNC has a published VMP that provides a framework for how volunteers are managed, including:

- Commitment to Volunteer Rights
- Procedures for recruitment, selection and appointment of volunteers
- TNC's approach to engaging with volunteers.

As specified in the VMP, volunteers are managed in accordance with the principles set out in the TNC People Management Policy.

Principle 2: Volunteers are recruited, screened and inducted safely

Volunteer recruitment follows a fair, transparent process consistent with the People Management Policy's equal-opportunity and anti-discrimination principles. Before commencing, volunteers complete screening appropriate to the role, including a Working with Children Check (WWCC) where the role involves working with children or young people, and a NSW Police check required by the role or by TNC's funding or insurance obligations.

All volunteers receive a formal induction before commencing unsupervised duties, covering:

- TNC's mission, structure and Code of Conduct
- Work, Health and Safety requirements relevant to their role
- Child Safe requirements, where the role involves contact with children or young people
- Reporting pathways for hazards, incidents, concerns and complaints.

Principle 3: Volunteers are covered by TNC's duty of care and WHS obligations

TNC owes the same duty of care to volunteers as it does to staff. Volunteers must be given the information, training and supervision needed to carry out their role safely, and must have the same access as staff to hazard reporting, incident reporting and WHS training relevant to their role, consistent with the Work, Health and Safety Policy. Volunteers are not expected to manage risks or situations beyond their training or role — where a task requires skills or authority a volunteer doesn't have, it is escalated to a staff member.

Principle 4: Volunteers have access to support, supervision and a clear grievance pathway

Every volunteer has a named point of contact for day-to-day supervision and support. Consistent with TNC's Code of Conduct, volunteer-specific matters are directed to the Volunteer Coordinator, with escalation to the Community Support Manager for matters affecting safety, conduct or serious concerns. Volunteers are protected from retaliation for raising a concern in good faith.

Principle 5: Volunteer contribution is recognised, and volunteering is ended respectfully

TNC recognises volunteer contributions appropriately and reviews volunteering arrangements periodically to ensure they remain a good fit for both the volunteer and TNC. Where a volunteering arrangement ends — whether by choice, mutual agreement, or where conduct or safety concerns require it — TNC follows a clear, respectful process, including return of any TNC property, keys or system access.

4. Roles and Responsibilities

4.1. Overview

Clear roles and responsibilities ensure that TNC policies are implemented effectively, monitored appropriately and aligned with governance expectations. The Community Support Manager is accountable for the Volunteers Policy and the VMP; the Volunteer Coordinator carries day-to-day responsibility for recruitment, induction, supervision and support of volunteers, reporting through to the Community Support Manager.

4.2. RACI

This RACI identifies who is **Responsible (R)**, **Accountable (A)**, **Consulted (C)** and **Informed (I)** for the activities required under this policy.

Activity	BoM	Oversighting Committee	Community Support Manager	Program / Volunteer Coordinators	Staff and Volunteers
Generic Policy Activities					
Understand and comply with the policy	I	I	C	R	R
Implement policy requirements in daily operations	I	I	A	R	R
Maintain procedures and records required by the policy	I	I	A	R	R
Monitor compliance and identify issues	I	A	R	R	R
Report incidents, risks or non-compliance	I	C	A	R	R
Review policy effectiveness and recommend improvements	I	A	A	C	I
Approve policy revisions	A	C	R	I	I
Policy Specific Activities					
Screen and induct new volunteers (incl. WWCC where required)	I	I	A	R	I
Maintain and apply the Volunteer Management Plan (VMP)	I	I	A	R	C
Provide day-to-day supervision and support	I	I	C	R	I
Provide WHS induction and training to volunteers	I	I	C	R	R
Manage volunteer concerns, grievances and offboarding	I	I	A	R	I

5. Policy Guidelines

The policy guidelines outline the rules, expectations and minimum requirements that must be followed under this policy. These guidelines apply to all individuals covered in the Scope section and support consistent, safe and compliant delivery of TNC operations. Policy-specific guidelines are listed below.

- No volunteer commences unsupervised duties without completing induction and any role-required screening (including WWCC and NSW Police check where applicable).
- Volunteers must be provided with WHS information and training relevant to their role, and must have access to the same hazard and incident reporting pathways as staff.
- Volunteer-specific concerns are directed to the Volunteer Coordinator in the first instance; safety, conduct or serious concerns are escalated to the Community Support Manager.
- Volunteer records (screening, induction, training, and any performance or conduct matters) must be kept in accordance with TNC's records management requirements.
- Where a volunteering arrangement ends, TNC follows a documented offboarding process, including return of property and revocation of system access.

6. Processes

The processes describe how the requirements of this policy are applied in practice. They outline the key steps, actions and records needed to implement the policy effectively. Detailed procedures or work instructions, where required, are maintained separately and referenced from this section.

6.1. Recruitment and Screening

- Advertise and select volunteers consistent with the People Management Policy's equal-opportunity principles.
- Complete role-appropriate screening, including WWCC where the role involves children or young people.
- Record screening outcomes and renewal dates.

6.2. Induction and Training

- Provide formal induction before a volunteer commences unsupervised duties, covering Code of Conduct, WHS and (where relevant) Child Safe requirements.
- Provide ongoing role-specific training as required.

6.3. Supervision and Support

- Assign each volunteer a named supervisor or Volunteer Coordinator contact.
- Check in regularly, particularly in the first months of a new volunteering arrangement.

6.4. Concerns, Incidents and Offboarding

- Report hazards, incidents and concerns through the same channels available to staff.
- Direct volunteer-specific matters to the Volunteer Coordinator; escalate safety or conduct matters to the Community Support Manager.
- Where volunteering ends, complete an offboarding checklist covering return of property, access revocation, and — where appropriate — an exit conversation.

6.5. Recordkeeping Requirements

Records created under this policy must be stored in accordance with TNC's records management requirements. This includes ensuring records are complete, accurate, accessible to authorised personnel, and retained for the required period.

Records may include:

- Security Risk Assessments