WHS DOCUMENTS & TEMPLATES

DOC-VOL-TPL · Volunteer Management Policy and Induction

Product Overview

For: Australian organisations that use volunteers: community and not-for-profit organisations, sport and recreation clubs, schools, events, health and care services

Version 1.0 · 15 November 2026

SAMPLE

A volunteer management policy that treats volunteers' health and safety as seriously as paid workers': the duties, recruitment and screening, induction, supervision, incidents and insurance, with an induction checklist and a volunteer register.

The policy sets out who owes what under the WHS laws (the organisation, volunteers, coordinators and volunteer officers), then recruitment and screening, induction and training, supervision and support, incidents, injuries and insurance, ending a role, and records.

The Volunteer Induction Checklist (Word and PDF) covers the role, health and safety, incidents and emergencies, behaviour and wellbeing, and records, with sign-off by the volunteer. The Volunteer Register (Excel) records each volunteer's details, checks, induction and training, with expired checks and overdue refreshers flagged red.

Written once for Australia, to the model WHS laws, in plain terms that also work in Victoria. The guide's state and territory notes show where the law differs, including the regulator to contact. Made by Orana Skills Centre.

What is included

Item	File
Excel volunteer register: contact and emergency details, checks and expiry, induction, training, refreshers flagged	02_TEMPLATE/Volunteer Register.xlsx
Volunteer management policy: duties, recruitment and screening, induction, supervision, incidents and insurance, records	02_TEMPLATE/Volunteer Management Policy.docx and .pdf
Volunteer induction checklist: the role, health and safety, emergencies, behaviour and records, with sign-off	02_TEMPLATE/Volunteer Induction Checklist.docx and .pdf
How to Use This Template: how to complete and adapt it, the law in brief, state and territory notes, records and every placeholder	01_START_HERE/How to Use This Template.pdf
Read Me First, Product Overview, Permitted Use Terms and Version Information	01_START_HERE/ (PDF)

Who it is for

- Not-for-profit and community organisations with volunteers alongside paid staff
- Volunteer coordinators who recruit, induct and roster volunteers
- Boards and committees that want to know their volunteers are safe

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How to Use This Template

How to complete, adapt and keep the volunteer management policy and induction

1 What this template is for

Volunteers do real work, often the same work as paid staff, and they face the same hazards. This policy makes sure they are recruited into roles that suit them, inducted and trained before they start, supervised, and looked after when something goes wrong, and that the organisation knows who its volunteers are and how to reach their emergency contacts.

2 How to use it

Step	What to do
1	Name your volunteer coordinator, and fill in the placeholders, including your volunteer insurance.
2	Write a role description for each volunteer role, including its hazards and controls, and the checks and training it needs.
3	Adapt the induction checklist to your sites and roles, and induct every volunteer before they start, including those already volunteering.
4	Enter every volunteer in the register, with their checks, induction and training.
5	Have the owner, chief executive or board approve and sign the policy, and tell volunteers about it.
6	Check the register each month for expired checks and refreshers, and include volunteers in consultation and in incident reporting.
7	Review the policy each year, after an incident involving a volunteer, and when your programs change.

3 Who does what

Who	What they do
Board or chief executive	Approves the policy, exercises due diligence, and receives reports on volunteer safety
Volunteer coordinator	Recruits, screens, inducts and keeps the register; arranges insurance claims
Supervisors	Train and supervise volunteers, and act on what they report
Volunteers	Take reasonable care, follow instructions, and report hazards and incidents

4 The law, in brief

Under the model WHS laws, a volunteer is a worker: a business or undertaking owes its volunteers the same health and safety duties as its paid workers, and volunteers have the same duties as other workers to take reasonable care and follow reasonable instructions. A volunteer association, where volunteers work together for a community purpose and none of them, alone or together, employs anyone, is not a business or undertaking under these laws. An unpaid volunteer officer, such as a board member, has the officer's due diligence duty but generally cannot be prosecuted for failing it.

Volunteers are usually not covered by workers' compensation, so organisations insure them separately. Checks such as working with children checks are set by each state and territory's own laws, not the WHS laws.

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Volunteer Management Policy

How we recruit, induct, supervise and look after our volunteers, and the health and safety duties we share

1 Our commitment

Volunteers are part of **[Company name]**'s team. We value their time and skills, and we owe them the same care for their health and safety as our paid workers: safe work, the information, training and supervision to do it, and support when something goes wrong.

2 Scope

This policy applies to everyone who does unpaid work for **[Company name]**, other than as a student on a formal placement, which has its own arrangements: volunteers in our programs, events and services, board or committee members who volunteer, and people volunteering through another organisation. **[Volunteer coordinator]** is responsible for this policy day to day.

3 Health and safety duties

The rest of this page, and the rest of this document, are in the full product.

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Volunteer Management Policy and Induction

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. A volunteer management policy that treats volunteers' health and safety as seriously as paid workers': the duties, recruitment and screening, induction, supervision, incidents and insurance, with an induction checklist and a volunteer register.

What the full product contains

- **Excel volunteer register: contact and emergency details, checks and expiry, induction, training, refreshers flagged**
  02_TEMPLATE/Volunteer Register.xlsx
- **Volunteer management policy: duties, recruitment and screening, induction, supervision, incidents and insurance, records**
  02_TEMPLATE/Volunteer Management Policy.docx and .pdf
- **Volunteer induction checklist: the role, health and safety, emergencies, behaviour and records, with sign-off**
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  01_START_HERE/ (PDF)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas (no macros)
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

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