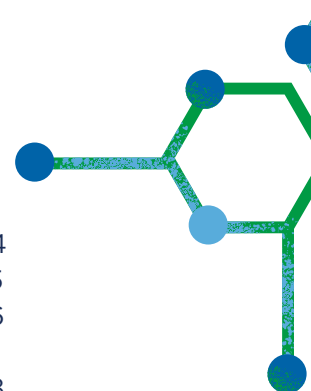




# Youth Volunteering Toolkit for Volunteer Managers



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# Acknowledgements

VolunteeringACT acknowledges the Ngunnawal people as the traditional custodians of the Canberra Region and recognises any other peoples or families with connection to this Country. We acknowledge and respect their vital ongoing contribution to the community and are committed to reconciliation. We will continue to walk alongside First Nations Peoples and embrace the traditions, stories, and wisdoms of the oldest continuing cultures in the world. This document was created on Ngunnawal Country.

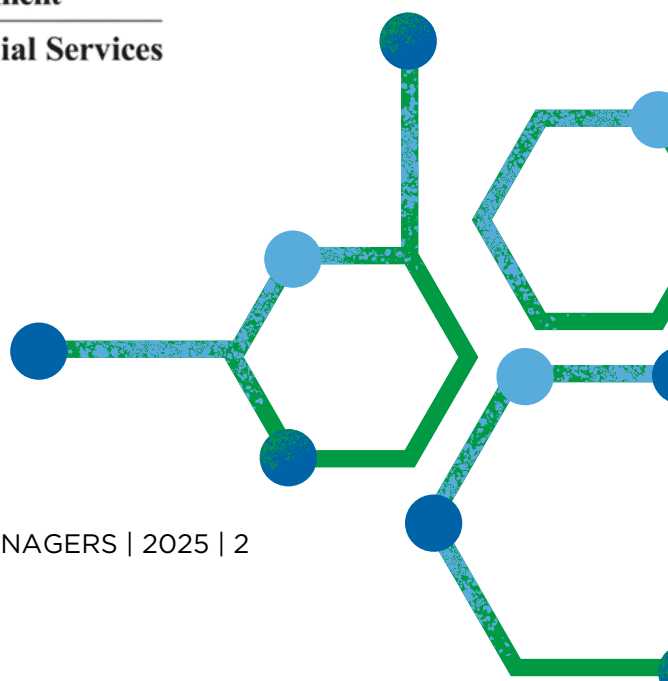
VolunteeringACT also acknowledges people of all abilities, genders, and sexualities, and from all cultures. Their skills, expertise, and time are critical to delivering services and programs, and making Canberra a better place to live. We also acknowledge the contribution of the volunteer involving organisations that contribute to the health and happiness of our community.



This resource was developed by VolunteeringACT with input from many key stakeholders who are listed on page 65 and was funded by the Australian Government Department of Social Services (DSS).



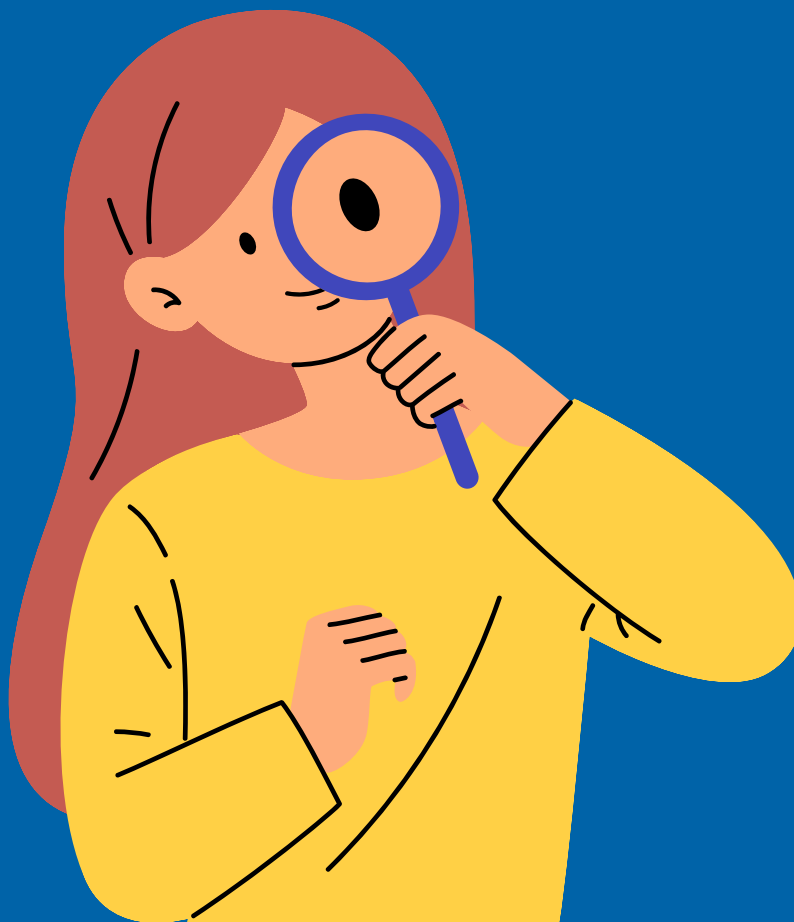
**Australian Government**  
**Department of Social Services**



# Introduction

## What's in this section?

- Youth Volunteering Toolkits overview
- How do we define children and young people?
- Benefits of engaging young volunteers



# Youth Volunteering Toolkits overview

VolunteeringACT has designed three toolkits, all of which aim to support and enhance youth volunteering. In each toolkit you'll find information, links, resources and templates aimed at that audience. The design of these toolkits was supported by VolunteeringACT's Youth Volunteering Working Group. This group is made up of young people, volunteer managers, parents and youth support workers.

## Youth Volunteering Toolkit for Volunteer Managers (this toolkit)

This toolkit is to provide advice, information and resources for volunteer involving organisations and volunteer managers looking to engage young people in volunteering. We know that young people may face additional barriers to engaging in volunteering, and require additional support, coaching, and guidance.

## Youth Volunteering Toolkit for Support People

This toolkit is to provide advice, information and resources for any person who supports young people to volunteer. For example, teachers, school administrators, parents, career advisors, support workers, community groups/clubs, experienced volunteers, sporting groups/clubs, university/school groups/clubs, church and faith-based groups.

## Youth Volunteering Toolkit for Young People

This toolkit is for any young person who is interested in volunteering. It can also be useful for young people who are already engaged in volunteering.

*Image credit: NSW Youth Parliament*



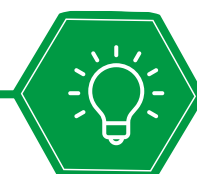
# How do we define children and young people?

Under the Children and Young People (Employment) Standards 2011:

- A 'child' is a person under the age of 12, and
- A 'young person' is a person between the ages of 12-17.

Access Canberra, under the Working With Vulnerable People scheme, the National Principles for Child Safe Organisations and the ACT Child Safe Standards defines a 'child' as **anyone under the age of 18**.

Throughout this toolkit, you will be provided with information about the different supports, engagement methods and work condition requirements for different age groups.



## Strategic Alignment

Throughout this toolkit, look out for this green box, it will let you know how the content relates to core frameworks such as the National Standards for Volunteer Involvement or the ACT Volunteering Strategy.



## Templates and Resources

At the end of this toolkit, there are templates and resources available for you. Look out for this box throughout the toolkit for references to handy templates and resources aligning to each subject.

Click the link, scan the QR code or go to the referenced page number to see the resource.



# Benefits of engaging young volunteers



## **Empowering the next generation**

A strong volunteering sector is dependent on the active participation of its volunteers. As volunteer managers, you have an exciting opportunity to engage and empower the next generation of volunteers to support continued participation into the future.



## **Innovative thinking and new ideas**

Young people bring fresh perspectives and new ways of thinking. Involving young volunteers encourages creativity and innovation in any organisation.



## **Compliance with National Standards for Volunteer Involvement**

Inclusion best practice is outlined in the National Standards for Volunteer Involvement (2024), with Standard 4 focusing on equitable recruitment and the importance of valuing diversity in the volunteer workforce. While you can still be compliant with the National Standards and not engage young people, inclusion is a core pillar of the Standards for you to consider.



## **Bring enthusiasm and energy**

When taking on a new role, especially in an area that they are passionate about, young people often come with strong motivations, dedication and spirit. This energy that young people bring can boost the morale of the team and increase engagement and productivity in your volunteer programs.



## **We need more volunteers!**

Intentionally engaging young people in volunteer programs will help to boost volunteer numbers and enhance sustainability for organisations into the future.

*You can read more about the National Standards for Volunteer Involvement on page 11.*

# Volunteer Management

## What's in this section?

- Volunteer Management
- The ACT Volunteering Strategy 2024-2034
- The State of Volunteering in the ACT Report 2024
- The National Standards for Volunteer Involvement
- The Volunteer Involvement Cycle



# Volunteer Management

Volunteer managers play an important role in directing projects, programs and events. As the volunteer manager, you will be a key contact and support for a young person throughout their volunteering journey.

Volunteer management is an essential role, as they are responsible for recruiting, selecting, onboarding, managing and developing their volunteers.

Volunteer managers can support their volunteers in many ways including:

- Asking what supports the volunteer may need when they onboard
- Helping the volunteer find the right role in the organisation
- Providing regular check ins
- Listening to feedback
- Answering questions and providing clear information

Engaging volunteers who experience additional barriers may sometimes add additional workload but will also enhance program outcomes. Many studies have shown that age diversity in a team can enhance team performance, increase innovation and build a more inclusive workplace culture. According to the OECD, workplaces that have more age diversity have lower turnover, increased productivity and improved skill development. \*

*\*OECD: The Organisation for Economic Co-Operation and Development, 2024*

*Image credit: National Multicultural Festival*



# The ACT Volunteering Strategy 2024-2034

VolunteeringACT and the ACT Government co-designed the ACT Volunteering Strategy 2024-2034 and ACT Volunteering Strategy Action Plan 2024-2027. These documents were informed by community expertise and insights from the State of Volunteering in the ACT Report 2024 and were released in August 2024.

The ACT Strategy builds on the **National Strategy for Volunteering (2023-2033)** which was released in early 2023. The National Strategy provides a strategic framework to enable safe, supported and sustainable volunteering in Australia over the next 10 years. All state and territory governments are developing a local response for progression of national recommendations and actions.\*

The ACT Volunteering Strategy provides this local response and a clear roadmap for our region to achieve National Strategy objectives in line with ACT priorities, and foster an inclusive, ethical and sustainable ACT volunteering ecosystem.

The ACT Volunteering Strategy has three key focus areas:

- Individual potential and volunteer experience
- Community and social impact
- Conditions for volunteering to thrive

The ACT Volunteering Strategy First Action Plan (2024-2027) describes the focus areas to improve the volunteering landscape in the ACT. VolunteeringACT shares responsibilities for implementation with the ACT Government. One of the actions under this Action Plan is to gain a better understanding of what young people want to get from volunteering, what they need to help them and what is stopping them.

*\*National Strategy for Volunteering (2023-2033)*



## Resources

Scan the QR code to view the ACT Volunteering Strategy and Action Plan.  
If you'd like more information, please reach out to us via [policy@volunteeringact.org.au](mailto:policy@volunteeringact.org.au)





# The State of Volunteering in the ACT Report 2024

The State of Volunteering in the ACT Report 2024 offers a comprehensive overview of volunteering in the ACT.

The report shows that 279,000 ACT residents contributed over 63 million hours of their time to volunteering in 2023, generating \$14.1 billion of value for the Canberra Region.

Some key findings include:

- The cost of replacing volunteer labour in the ACT is estimated to be **\$3.3 billion**.
- If volunteering was recognised as an industry, it would be the **largest industry** by employment in the ACT.
- In 2023, ACT volunteers contributed **63.7 million hours**, averaging 19 hours per month.
- The **top three barriers** to ACT volunteers to volunteer more hours are:
  - No time
  - Costs
  - Burnout
- **69.6%** of volunteer managers include volunteers under the age of 25, although volunteer managers also reported the number of young people volunteering has decreased.

This Report highlights the significant, vital and diverse contribution that volunteers in the ACT make to the community and provides a clear justification for ongoing investment to support organisations that involve volunteers.



## Resources

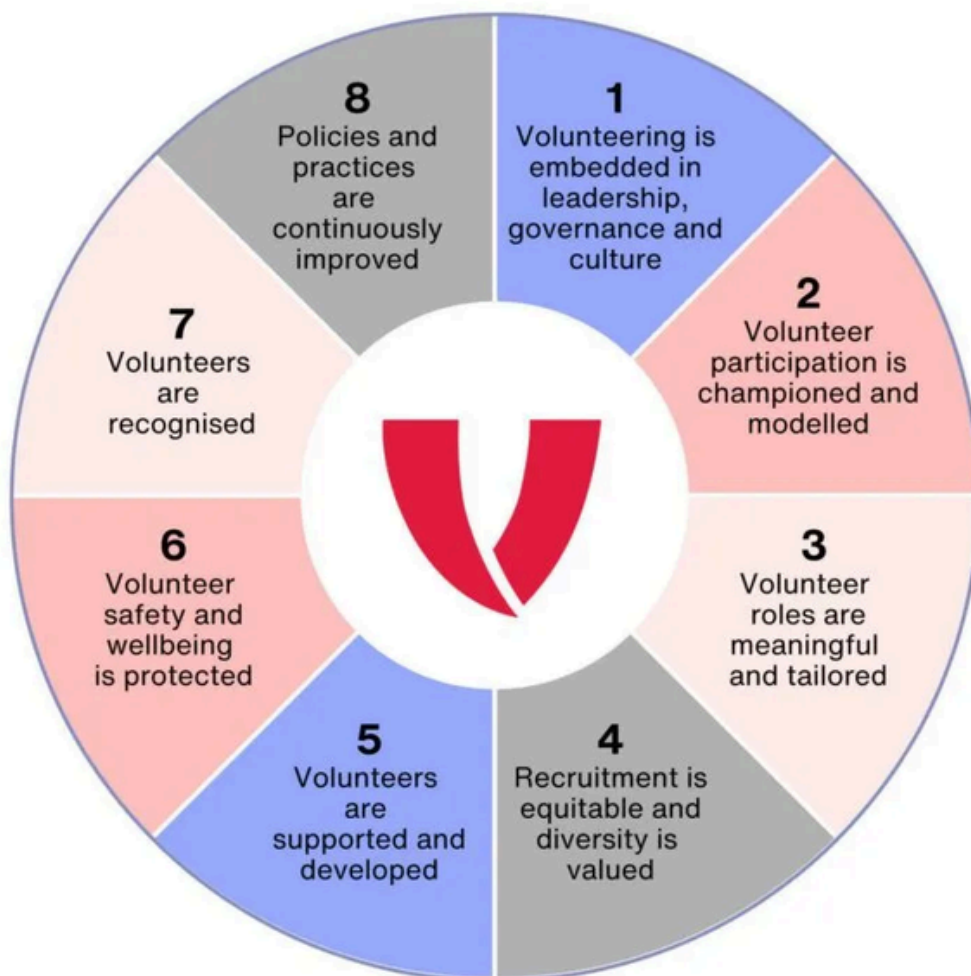
Scan the QR code to view the State of Volunteering in the ACT Report 2024.



# The National Standards for Volunteer Involvement

The National Standards for Volunteer Involvement provide guidance for volunteering in Australia. They form a best practice framework, to help organisations engage volunteers.

As you engage young people in volunteering, consider each of the National Standards and how they might apply.



## Resources



Scan the QR code to access more information on the National Standards for Volunteer Involvement including translated versions, promotion material, gap assessment templates and an accreditation guide.

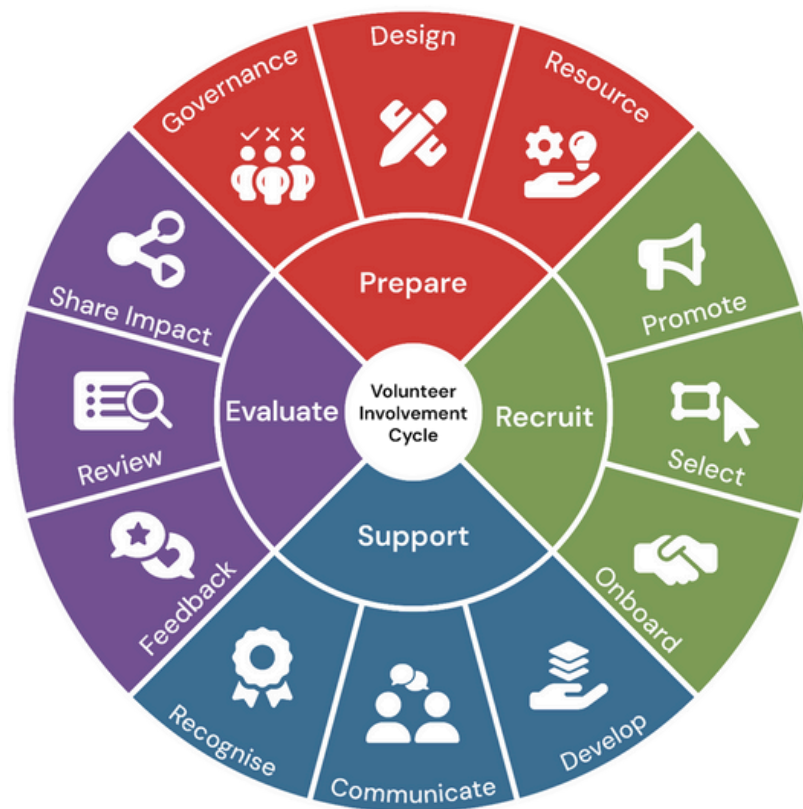


# The Volunteer Involvement Cycle

The Volunteer Involvement Cycle\* is a tool that aims to equip volunteer managers with the knowledge, skills and resources to enhance the volunteer experience. The Cycle provides a structure for volunteer managers to understand volunteer involvement at every stage.

There are four stages to volunteer involvement - Prepare, Recruit, Support, Evaluate, all of which align with the National Standards for Volunteer Involvement (page 12). Each stage of the cycle may be happening simultaneously, as people who lead and manage volunteers are often juggling many priorities.

For the next section of this toolkit, we will explore the four stages of volunteer involvement, and how they relate to young volunteers.



*\*Volunteer Involvement Cycle*



## Resource

A poster version of the Volunteer Involvement Cycle can be found in the 'Templates and Resources' section. You can use this to promote the Cycle in your organisation (page 61).



# Prepare

## What's in this section?

- Young people and volunteering
- Insurance
- Background checks
- The ACT Child Safe Standards
- What do safe volunteer organisations look like?
- Duty of care, parental consent and supervision
- Involving young people in role and program design





# Young people and volunteering

Many young volunteers and young people not yet volunteering have identified lack of information, lack of transport, lack of support and school/work obligations as key reasons they have not yet started volunteering or are not volunteering more.\*

## Inclusive and accessible volunteering - top tips

### Providing clear information

Providing the young person with accurate and clear information is an important part of the process. Make sure to use plain language and promote your opportunities in spaces where young people are, such as through schools.



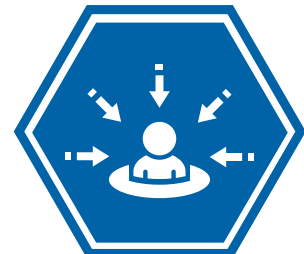
### Time management

Realistically identify how much spare time the young person has available to volunteer. Ask them about their other commitments such as work and school, during the selection and onboarding process.



### Creating appealing roles

Every individual is different. When engaging a young person in volunteering, workshop the role together and ensure they have as much autonomy and choice as possible. This includes considering their other school or work obligations.



### Managing travel

Ask the young person about how they plan to get to their volunteering activity. Consider if the role can be done remotely, and provide them with public transport information.



*\*These key reasons were identified through VolunteeringACT's consultation with over 200 young people in 2024 and 2025.*

# Insurance

Even if your organisation puts measures in place to avoid or minimise risk to young people, there may be potential risks that can't be avoided. Your organisation should consider what insurance options are available to protect against those risks. When considering insurance needs, it's always best to seek professional advice to determine the type of cover you require.\*

Volunteer Personal Accident Insurance, covers volunteers for certain out-of-pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation. Your organisation should be aware of what is and isn't covered in insurance policies. Some insurance policies have age limitations, with minimum and maximum age of volunteers that are covered under the policy. Before engaging young volunteers, check with your insurer to determine what age restrictions may be in place, and if these can be changed.

When reviewing your policy you should consider:

- Does the policy have age limits?
- Are young volunteers' actions covered?
- Are all injuries sustained by young volunteers covered?
- Are you required to inform the insurer about the age of your volunteers?\*

*\* Engaging and Working with Youth Volunteers Guide, Justice Connect, 2024.*

**Please note:** This tool and any resources developed by VolunteeringACT do not constitute legal advice. Please contact your insurer regarding your own needs and policies.



## Resources

Scan the QR Code to view Justice Connect's guide to engaging and working with youth volunteers, which contains sections on insurance, work conditions, duty of care, background checks, and mandatory reporting.



# Background Checks

Background checks are an important part of keeping staff, volunteers and clients safe. However, it's important for organisations to determine which programs and roles require them, and which do not.

Background checks can be a barrier to involvement for some volunteers, especially young people.

## Working With Vulnerable People Cards

The Working with Vulnerable People (WWVP) scheme\* aims to reduce the risk of harm or neglect to vulnerable people in the ACT. Under the scheme, a vulnerable person is a child, or adult who is disadvantaged and is accessing a regulated activity in relation to the disadvantage. A regulated activity is an activity or service for children or vulnerable people.\*

WWVP cards are free for volunteers. Volunteers under the age of 16 are not required to hold a WWVP card under the scheme, but there is no age limit for applying for one.\*

If you or your volunteers have regular contact with vulnerable people while working or volunteering in a regulated activity, you will need to do this background check. Once approved, this card will last for 5 years and can be used across multiple organisations and volunteering roles.

A Working with Vulnerable People check is required if a person engages in paid or unpaid work with children. Any adults working with young volunteers unsupervised should hold a WWVP card.

**Employers are required** to identify roles within the organisation that may require a WWVP card, and ensure all staff and volunteers have a valid registration.

**Volunteers are required** to report any changes or convictions after being given a WWVP card, within 10 days of being charged.

*\*Working With Vulnerable People (Background Checking) Act 2011.*

## National Police Checks

A national police check is a background check of an individual's criminal history across all States and Territories in Australia. Many jobs in healthcare, education and financial services industries may require a national police check as part of the application process, especially if the role involves:

- Financial responsibilities.
- Driving.
- Engaging with vulnerable populations such as the elderly, children or those with disabilities.

In the ACT, if an organisation requires a national police check of a volunteer under the age of 18, they require parent or guardian consent.

For more information on background checks, please see VolunteeringACT's resource '[Navigating Background Checks](#)'.



### Resources

Scan the QR code to access VolunteeringACT's guide to help you navigate background checks to support your compliance, and understand inter-jurisdictional differences.



*Image credit: National Multicultural Festival*





# The ACT Child Safe Standards

The ACT Child Safe Standards are part of the ACT Government's ongoing commitment to improving the safety and wellbeing of all children and young people, and increase their protection from harm and abuse. The ACT Child Safe Standards align with the National Principles for Child Safe Organisations.

There are **ten Standards**, that are all equally important for organisations to be aware of, consider and begin implementing before engaging young volunteers. Organisations must apply the Child Safe Standards in a way that is culturally safe and inclusive for all children and young people, including by respecting and valuing diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people.

## The ten ACT Child Safe Standards are:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Children and young people are informed about their rights, participate in decisions affecting them, and are taken seriously.
- Families and communities are informed and involved in promoting child safety and wellbeing.
- Equity is upheld and diverse needs are respected in policy and practice.
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Processes to respond to complaints and concerns are child focused.
- Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training.
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- An organisation's implementation of the Child Safe Standards is regularly reviewed and improved.
- An organisation's policies and procedures document how the organisation is safe for children and young people.



## Resources

Scan the QR code to access resources on implementing the Child Safe Standards. These resources include self-assessment tools, checklists, information sheets, promotional products and training.



# What do safe volunteer organisations look like?

Before bringing on a young volunteer, the organisation needs to consider the ability to provide suitable duties, supervision and meet the duty of care to provide a safe space for a young person.

This should involve:

- Having clear policies regarding the need to protect children (and other vulnerable groups).
- Providing clear induction, training and supervision processes for young volunteers.
- Conducting a risk assessment of your organisation, in relation to young volunteers, and creating a risk management plan for identified risks.
- Providing an induction for those working with Children and Young People so they know their responsibilities for keeping children and young people safe.

Volunteers have the right to a healthy and safe volunteering environment, just like any paid employee. Some questions to consider, before engaging young people in your volunteer program include:

- Why does your organisation want to engage young volunteers?
- Is your organisation aware of the ten Child Safe Standards AND do your policies and procedures reflect this?
- Does your organisation offer buddying or mentoring for new volunteers?
- Has your organisation considered and prepared for risks associated with young volunteers, including appropriate supervision?
- Do young people have a voice in your organisation?



## Resource

In the Templates and Resources section, you'll find a youth volunteering risk matrix (page 58). This resource provides a starting point for you to conduct your own risk mitigation and management.



# Duty of Care, Parental Consent and Supervision

In designing roles for young volunteers, consider what your organisation needs to provide:\*

- Appropriate supervision given age, experience and any special needs.
- Adjusting the time of day or duration of volunteering, including avoiding hours before 6am or after 10pm.
- Adapting around school or education commitments.
- Appropriate working conditions, including ensuring volunteer managers have arrangements in place for safe travel to and from the activity.

Where possible, securing consent from a parent or guardian for potential young volunteers is good practice. Volunteers under the age of 15 must receive written consent from their parent or guardian.

When engaging with parents or guardians, it's important to ensure they understand:

- The scope of the volunteering role, and responsibilities.
- Who will be supervising the young volunteer.

Parents and guardians should also be provided with the contact details of a person at the organisation that they can contact if they have questions and be notified of any changes to the young volunteer's role.\*\*

\*The Children and Young People (Employment) Standards 2011.

\*\* Engaging and Working with Youth Volunteers Guide, Justice Connect, 2024.



## Resource



You'll find a template parental consent form in the templates and resources section (page 57).

# Involving young people in role and program design

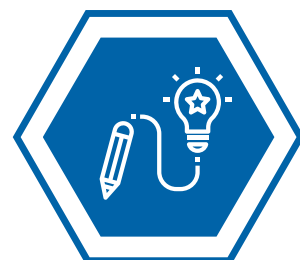
## Program co-design

Engaging young people in your overall program design can be a very effective way to ensure your strategies, approach, systems and structures are accessible and welcoming to children and young people. This might be through an official youth advisory group, a workshop planning day or another engagement method.



## Designing meaningful roles and opportunities

All volunteer roles should contribute to the organisation's purpose and meet volunteer needs, interests and goals. Providing meaningful volunteer opportunities increases engagement and therefore boosts volunteer retention.



The first step to making a role meaningful for a young volunteer is to work directly with them and allow them to be a part of the design of their role and engagement. Ask them what they want to get out of their volunteering experience and how they want to engage.

## Autonomy and leadership

A key factor in engaging young people effectively is sharing power and allowing them to have a voice. Provide ample opportunities for input and feedback, and allow some freedom to work independently, where appropriate.

Volunteering can be a great avenue for young people to develop leadership skills, so it is important they feel ownership over their role, and work autonomously in an age-appropriate way.



### Strategic Alignment

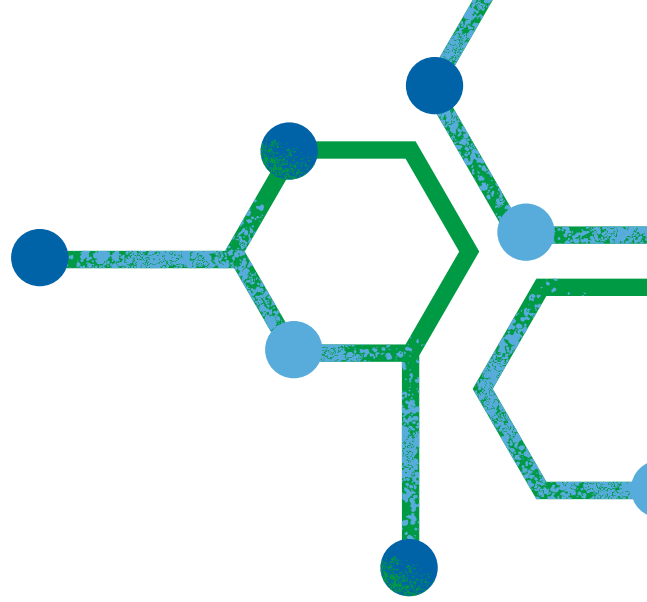
Volunteer role and program design align with National Standard 1 and 3,  
and  
Strategic Outcome 3:1 of the ACT Volunteering Strategy







*St Vincent De Paul Society  
(Canberra/ Goulburn)*



*National Multicultural Festival 2025*



*Mental Illness Education ACT*



*Roundabout Canberra*

# Recruit

## What's in this section?

- Safe communication and engagement
- What do young people look for in organisations
- Tips for writing engaging advertisements
- Finding and engaging young volunteers





## Safe communication and engagement

Volunteers of any age deserve respect and should be communicated to in a safe way. Safe communication ensures that young volunteers feel respected, supported and protected while interacting with their supervisors, peers and community members.

When engaging young people in volunteering, ensure all your communication uses plain language, avoiding acronyms and organisation specific language that external audiences won't understand.

### **Make sure your message and intent is clear.**

Where possible, make your processes inclusive, fun, friendly and rewarding to get involved in!

Consider mentoring or coaching schemes that allocate more time at the beginning of supervision, and for follow up tasks that start small and build up as confidence and skills develop. Allowing volunteers to make mistakes and see this as a learning experience rather than a failure is important.

Young people may be sensitive to being 'talked at' or 'talked down to', so aim to promote healthy relationships with young people. They will expect meaningful duties and activities, rather than ad-hoc tasks that nobody else wants to do.

**Listen respectfully to young people's voices and opinions**, give their ideas consideration and actively involve them in decision making where possible.

### **Strategic Alignment**

Volunteer recruitment and engagement align with National Standard 4.



# What do young people look for in organisations

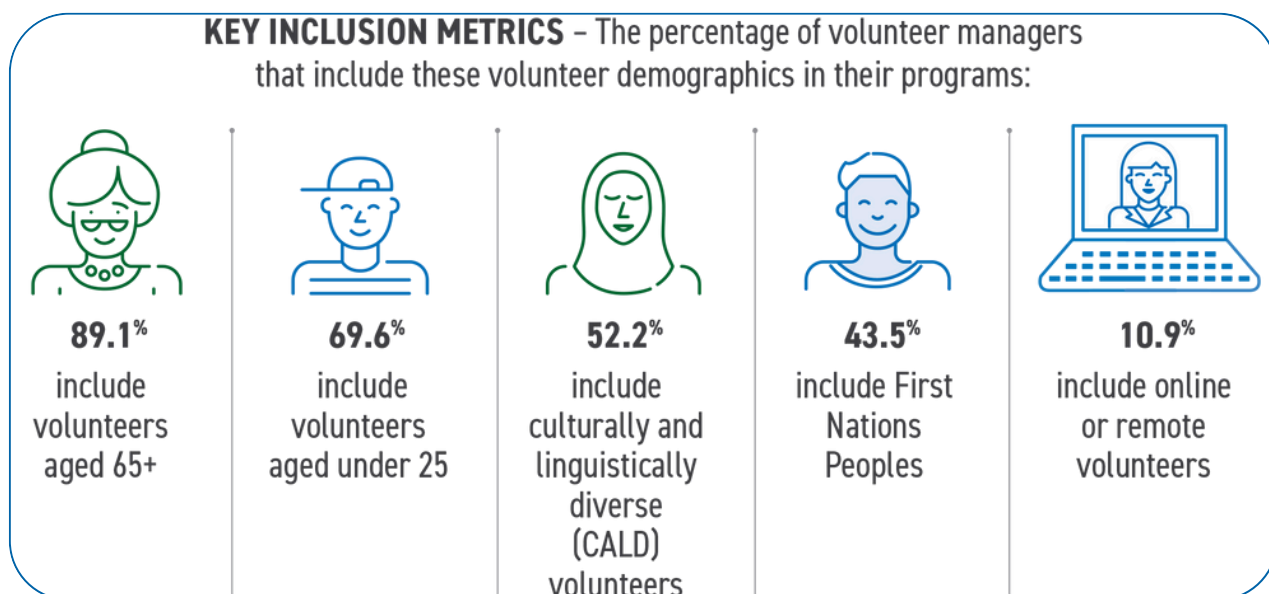
VolunteeringACT's consultations and engagements with young people identified their top motivations to volunteer as:

- To make new friends and meet new people.
- To help the community.
- To get experience.
- To learn new things and develop new skills.

Your organisation can engage more young people by designing meaningful volunteering roles and promoting your opportunities as ones that support young people to gain experience, make a difference, learn new skills and meet new people.

According to the State of Volunteering in the ACT Report 2024, nearly 70% of volunteer managers engage volunteers under the age of 25.

This is great news, and we hope to see this number continue to increase.



*Source: The State of Volunteering in the ACT Report 2024*

# Tips for writing engaging volunteer advertisements



## Do:

- Promote the benefits of engaging with your organisation, and the role. What does the young person get out of volunteering with you?
- Explicitly state that you engage and welcome young volunteers.



## Don't:

- Use language or terminology that only people familiar with your organisation will know.
- Use acronyms without explaining them.
- Make your advertisement too wordy or lengthy, only give the information that is necessary for the individual to determine if they are interested and eligible for the role.

Consider options such as trial or practice activities for young volunteers, to give them and the organisation a chance to see if it will be a good fit, before beginning the official onboarding process.

Where possible, streamline your onboarding and induction process. Lengthy applications and onboarding processes that are not accessible online may discourage young volunteers from engaging with your organisation.

*Image credit: Canberra Spring Out Festival*



# Finding and engaging young volunteers

There are many ways to engage young people as volunteers in your organisation, including but not limited to:

- Talk to young volunteers currently engaged in your program and tap into their networks.
- Attend career expos at universities, colleges and high schools.
- Promote the achievements of young people already engaged in your organisation through social media.
- Encourage volunteering with friends, family or small groups.
- Emphasise the element of personal and professional development available to young people through your volunteer program.

*Image credit: VolunteeringACT, Volunteering Expo*



## Resources



In the templates and resources section, you'll find a Volunteering step-by-step guide poster, which may be useful for you to display at expos or events when engaging young people in volunteering (page 50).

## Days and weeks of significance

Celebrating days of significance, such as the ones listed below, can be a great way to acknowledge your current volunteers, and engage new ones.



- **National Youth Week** - April
- **National Volunteer Week** - May
- **National Student Volunteer Week** - August
- **Children's Week** - October
- **International Volunteer Day** - December 5

# Support

## What's in this section?

- Supporting young volunteers
- Young people and intersectionality
- Induction and training young volunteers
- Work conditions for young volunteers
- Support available through VolunteeringACT



# Supporting young volunteers

## Buddy system

Some organisations find that implementing an optional buddy system can support young volunteers without over-burdening the volunteer manager. In this system, you would match a more experienced volunteer with a young volunteer to provide moral support and gentle guidance as needed. This kind of informal support can also feel more approachable to a young person.



## Flexibility and making adjustments

Consider how you can adjust the hours, frequency and duties associated with the role to make it more accessible to young volunteers. Providing flexibility in these areas will allow young people to engage in a way that works for them, increasing the likelihood of retention.



## Realistic expectations

It is common for young people to be inexperienced in volunteering or workplace settings. Thus, it is important to set clear, fair and realistic expectations from the outset to ensure all parties are set up for success.



Talk openly with them about their role description, rights and responsibilities, and any relevant policies and procedures that will affect their work.

## Resources



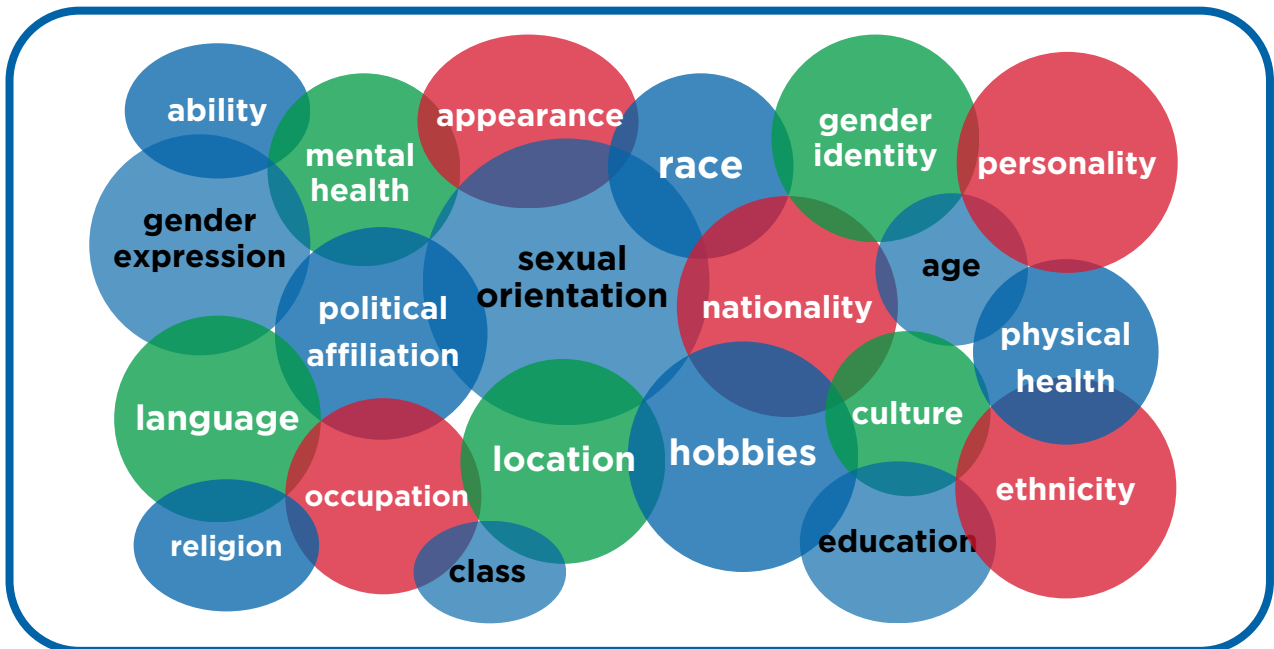
In the templates and resources section, you'll find scripts for managing difficult conversations (page 47).





# Young people and intersectionality

Intersectionality refers to different but overlapping aspects of a person's identity. These aspects contribute to each person's unique strengths and life experiences but may also expose them to overlapping forms of discrimination or marginalisation.



An individual's age, sexuality, gender identity, ethnicity, language, religion, ability and background can all play a role in the types of volunteer roles they prefer. These aspects of their identity may affect their interests, passions, life experiences and relationships.

They may wish to connect with people who have similar identity traits through volunteering, or to support people who have faced similar forms of discrimination.

Young people may also experience barriers when accessing volunteering, and it is important to acknowledge how intersectionality can affect this. While it is not the individual's responsibility to overcome these barriers on their own, understanding their identity and how this interacts with society more broadly can empower them to advocate for themselves. It is useful to talk with the individual about their identity and intersectionality as they prepare to volunteer, noting of course that volunteers have the right not to share their personal and private information with the organisation they are volunteering for. Sharing information about their identity should always be the volunteers choice and not a requirement or obligation.

# Induction and training young volunteers

During the induction and training of young volunteers, make sure the young volunteer fully understands:

- What your organisation does, and how their role forms a part of that.
- What their role and responsibilities will be.
- Any relevant organisation policies or procedures.
- Any paperwork they sign (for example; code of conduct).
- The importance of a safe workplace.
- The reporting lines and process for dealing with complaints and concerns.

Make sure to **obtain each volunteer's consent (and parent or guardian if relevant)** before collecting any personal information, including consent to photograph or film them. If photos are taken of them, make sure they understand how the photos will be used.

Throughout the induction and training process, and throughout their time with you, **foster a culture of open communication** with both the young person and their parent/guardians. It's important that the volunteer feels safe to express any concerns or ask any questions. Review your onboarding paperwork to determine what could be streamlined, where more plain language could be used and what documents might require further explanation for a young person.

Make note of any **study requirements** the young volunteer may have, including term dates, to make sure that volunteering does not interfere with their study.\* Tailor your induction and training to the age group. This includes the appropriateness of content, form of delivery and design of paperwork. It might be necessary for you to adapt your existing program, as required.

*\*The Children and Young People (Employment) Standards 2011.*



## Strategic Alignment

Volunteer induction and training aligns with National Standard 5, and Strategic Outcome 1:3 of the ACT Volunteering Strategy.

# Work conditions for young volunteers

Each state and territory has legislation that sets out specific legal obligations that apply to the working conditions of children and young people. Many of these apply to youth employment (as opposed to volunteering). However, it is best practice for your organisation to use these legal obligations as a guide for engagement with young volunteers as well as young employees.\*

Under the Children and Young People (Employment) Standards 2011, A 'child' is a person under the age of 12, and a 'young person' is a person between the ages of 12-17.\*\*

## Maximum volunteering hours per age group

Volunteers under 15 years old can undertake light work for up to 10 hours per week, this should be suitable for the physical, emotional and developmental competency of the child or young person.

It's important to note, as well as weekly hour limits, some age groups also have daily hour limits.

- Ages 0-3, maximum of 3 hours per day.
- Ages 4-12, maximum of 4 hours per day.
- Ages 12-15, maximum of 6 hours per day.

A child or young person may not volunteer for more than one shift per day, with a 12 hour gap between shifts.

Volunteers aged 15-17 do not have any weekly or daily limits on hours, but volunteering cannot disrupt school arrangements. Volunteers of any age should not be contributing more than 16 hours per week at any one organisation, and must be provided with adequate breaks.\*

*\*Engaging and Working with Youth Volunteers Guide, Justice Connect, 2024.*

*\*\*The Children and Young People (Employment) Standards 2011.*

## Strategic Alignment

Volunteer safety aligns with National Standard 6 and Strategic Outcome 1:3 of the ACT Volunteering Strategy.



## Resources



In the templates and resources section, you'll find a useful volunteer hour tracking template, which will help you to keep track of volunteer hours and ensure they remain in line with compliance requirements (page 49).



# Support available from VolunteeringACT



## Advice and Support

If you need advice or support in engaging young people in your volunteer program, feel free to reach out to us via [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)

We are available to share information, brainstorm ideas, and refer you to additional services and supports.

VolunteeringACT can also support you by reviewing volunteer program documentation such as volunteer policies, through fee-for-service consulting.



## Training

VolunteeringACT provides training on inclusive volunteering, volunteer management best practices, the National Standards for Volunteering and much more.

VolunteeringACT is also available to run bespoke sessions for your organisation on how to engage young people in volunteering, and facilitate youth volunteering activities.



## Membership

Membership with VolunteeringACT grants you a range of benefits including:

- Discounts on training and events
- Access to our online recruitment platform VIKTOR
- Pro Bono Legal Advice through our legal partners
- Access to the Centre for Volunteering's Continuous Development Program
- Space in our monthly events volunteering newsletters to promote your events
- Voting rights in our Annual General Meeting (AGM)
- A certain amount of free consulting each year
- Discounts on fee for service consulting

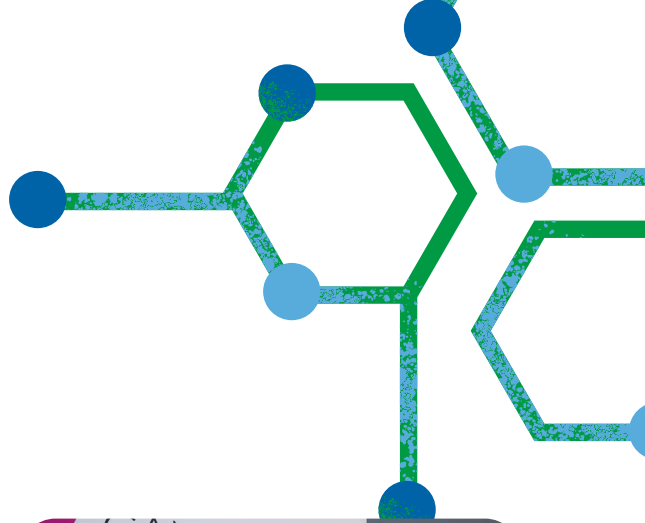


## Resources

Scan the QR code to see upcoming training sessions by VolunteeringACT







*Floriade 2024, EventsACT*



*Canberra City Care*



*HelpingACT*



*National Multicultural Festival 2025*



*Vinnies Roadhouse*

# Evaluate

## What's in this section?

- Involving young people in program evaluation
- Feedback





# Involving young people in program evaluation

Program evaluation and review is an important part of the Volunteer Involvement Cycle. Regularly reviewing your volunteer program will ensure it is achieving its objectives, and that volunteers feel engaged and satisfied in their roles.

This does not need to occur independently and can be part of broader organisation or program evaluation. Formal reviews will highlight the strengths and weaknesses of your program. It's important to consult with a range of stakeholders to get a comprehensive view into your program.

Young volunteers can be a great resource in program evaluation and review, either through a feedback or Co-design format. Asking young people to review or help design the questions for your annual volunteer satisfaction survey, for example, is a great way to ensure the questions are youth friendly and accessible.

## Feedback

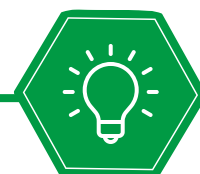
Volunteers should be provided with opportunities to provide feedback in a variety of ways, including anonymously.

Consider:

- Do your volunteers know how, why and when they can provide feedback, including complaints?
- Does your organisation complete exit interviews or capture data as to why volunteers leave?
- What is done with the information collected through volunteer feedback?
- Do we 'close the feedback loop' and tell volunteers what has or has not been actioned based on their feedback?

In order to collect meaningful feedback from young volunteers, it's important we create an environment where it's safe for them to be open and honest. This might involve getting support from a parent or guardian, providing additional support to explain questions, or even redesigning feedback mechanisms to make them more youth friendly.

Remember, consulting with young people on the design of your feedback mechanisms is a great way to enhance their accessibility.



### Strategic Alignment

Volunteer feedback is a core element of each of the National Standards for Volunteer Involvement and aligns with Strategic Outcome 2:1 and 2:2 of the ACT Volunteering Strategy.

# Success Stories

## What's in this section?

- Success Story: St Vincent De Paul Society
- Success Story: TEDxCanberra





# SUCCESS STORY: VINNIES



St Vincent De Paul Society (Vinnies) Canberra Goulburn engage over 90 volunteers under the age of 18. Volunteers are engaged in retail stores, in-school initiatives and various youth programs.

Vinnies views engaging young volunteers as part of their responsibility in building a strong volunteer workforce.





“


*Youth are the next generation of volunteers. Getting them involved now, helps build a strong volunteer workforce for the future. We are investing in a strong, sustainable volunteer base that will continue to carry our mission forward.*

***Britt, Volunteer Services Manager***






Engaging young volunteers benefits Vinnies by enhancing innovative thinking, sparking creative solutions and helping to challenge existing approaches. This ensures Vinnies stays relevant and responsive to the needs of today's community.




*"There is a lot of synergy between the mission and vision of Vinnies and the passion and values of young people. Whether it be advocacy around social issues or reducing societal inequalities in tangible ways, Vinnies enables young people the opportunity to create the change they wish to see in the world with a community of diverse, yet like-minded individuals,"* said Travis, Youth Programs Manager.

Vinnies recognises the impact volunteering can have on young people's development, careers and confidence. As part of their volunteer engagement, they seek to ensure volunteer roles align with young people's motivations and goals.


Britt, Volunteer Services Manager believes, *"volunteering offers young people the chance to develop valuable skills such as teamwork, communication and problem solving. These skills enhance their employability and provide references for future employment, giving them a strong foundation as they pursue their careers."*



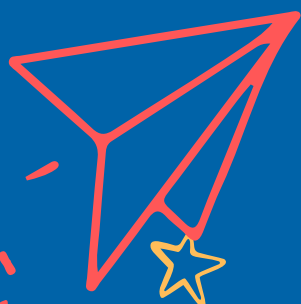
Vinnies views engaging a diverse volunteer base as an essential element to a strong organisation's culture. At Vinnies they believe that through leadership opportunities and mentorship, they can empower young people to actively shape the direction of the Society.



*"A unique aspect of youth volunteering in Vinnies is the role of the Youth Representative, a dedicated role on our Board and Territory Council specifically required by our Constitution. This role ensures that young volunteers' voices are heard in the decision-making process, and links youth perspectives with both local and national strategies, fostering innovation and ensuring youth remain central to the Society's mission of social justice and community service,"* added Michael, Director of People and Culture.



By engaging young people in meaningful volunteering roles, Vinnies has been able to learn from diverse perspectives and enhance their volunteer bases long-term sustainability by empowering the next generation.







## SUCCESS STORY: **TEDxCanberra**



TEDxCanberra Youth is an annual event designed and staged by youth, for youth. There is a core organising team of eight committed young people who support the planning and preparation of the event, and as many as 50 extra volunteers on show day.

“

We are committed to empowering young people and their voices, and the best way to do this is to give young people the resources and the platform to create the change they want to see.

We simply wouldn't be able to stage this event without young volunteers. They challenge us to stay nimble and contemporary.

**Olivia, TEDxCanberra Licensee**





TEDxCanberra events showcase the latest trends and innovations in our communities. Having a diverse, rich mix of volunteers, including young voices, helps the organisation stay connected with what's going on around them, which ensures their programming continues to best serve the Canberra community.

*"We launched the youth program because successive groups of young people wanted to take on the challenge of organising a space just for youth ideas and youth voices," said Olivia, TEDxCanberra Licensee.*



# Recognition

## What's in this section?

- Recognising young volunteers
- Volunteering Awards, Canberra Region
- Volunteer Manager of the Year Awards, Canberra Region



# Recognising young volunteers

Volunteer recognition should be an integral part of your volunteer program.

## Celebrate

Take every opportunity to celebrate the big things and the small things. Occasions like National Volunteer Week and National Student Volunteer Week are a great chance to acknowledge the hard work of your volunteers and spotlight your volunteer program. It's important to celebrate your volunteers year-round, and not just during special weeks of recognition.

## Align recognition with motivation

Ideally, recognition should be personal and align with your volunteers' motivations and goals. Many young people volunteer to gain experience, skills and confidence.

If you ask your volunteer what they want to get out of their volunteering experience with you when you onboard them, you can use this information to ensure their volunteer recognition is meaningful to them.

## Strategic Alignment

Volunteer recognition aligns with National Standard 7 and aligns with Strategic Outcome 2:1 and 2:2 of the ACT Volunteering Strategy.



*Image credit: 2024 Volunteering Awards, Young Volunteer of the Year*





## Volunteering Awards, Canberra Region

Volunteering Awards, Canberra Region are the premier recognition event for volunteers in the region. This event makes stories of spirit, kindness, innovation, inclusion, and resilience visible to our whole community. The Awards are organised by VolunteeringACT and are held in recognition of International Volunteer Day, celebrated on 5 December annually.

*Photo description: 2024 Volunteering Awards, Canberra Region winners and highly commended*



## Volunteer Manager of the Year Awards, Canberra Region

The Volunteer Manager of the Year Awards recognise leaders in the volunteering sector who are implementing inclusive best practices.

Volunteer Managers and Volunteer Involving Organisations that engage cohorts experiencing additional barriers, such as young people, have the opportunity to be featured and promoted by VolunteeringACT through the Awards recognition.

*Photo description: 2024 Volunteer Manager of the Year Award winners and nominees.*





# **Templates and Resources**

## Scripts for managing difficult conversations

### When they're bored

"Can you tell me more about your interests? Let's make this role work for you!"

### When they're struggling

"Thanks so much for the work you've been putting in, I can see how hard you're trying. You're doing a great job with \_\_\_\_ and with your help we have achieved \_\_\_\_! Are there any areas you'd like some extra support?"

### When they're ghosting you

"It seems like this role might not be working out for you. That's all good! Just remember it's important to let me know if your situation changes so we can keep the program running smoothly. Are there any supports we can offer or changes we can make to help you? If I don't hear back from you by the date of \_\_\_\_\_, we will remove you from the roster. You can feel free to reapply at any time."

### When they're saying no

"I hear you. We're never going to make you do anything you don't want to do. Let's have a chat about your role and see if it's still a good fit. \_\_\_\_ is a key part of your role, but if this isn't something you're comfortable doing, perhaps the \_\_\_\_ role might be better for you?"

### When they want to leave

"Thanks for letting me know, it really helps me to know where you're at. Can you tell me more about why you want to leave? We might be able to make some changes so that this can work for you, if that's what you want. Otherwise, thank you so much for your time, and all that you've contributed to this organisation so far. We wish you the best of luck in the future."





## Frequently asked questions

Below are some questions that VolunteeringACT is frequently asked by organisations about engaging young people in volunteering.



### **Is there a minimum age to start volunteering?**

There is no minimum age to start volunteering. Some organisations have age limits over 16+ or 18+, and some organisations allow volunteers of all ages. If an organisation engages volunteers under the age of 15, they must ensure it does not interfere with the volunteer's education. These age restrictions are usually due to age limits on insurance policies, or the level of risk involved in the volunteering activity.



### **Do young volunteers need to have restrictions on the number of hours they volunteer?**

Volunteers under 15 years old can undertake light work for up to 10 hours per week; this should be suitable for the physical, emotional and developmental competency of the child or young person. Volunteers aged 15-17 do not have any limits on hours, but volunteering cannot disrupt school arrangements. Volunteers of any age should not be contributing more than 16 hours per week at any one organisation, and must be provided with adequate breaks.



### **What supervision do young volunteers need?**

- Children between 0-3 must have direct supervision by a parent/guardian or qualified child development expert at all times.
- Children under 12 must be directly supervised by a parent/guardian, or by a responsible adult approved by a parent/guardian.
- Children aged 12-14 must be supervised by a responsible adult.
- Children under 15 years of age cannot volunteer outdoors at night, unless directly supervised by a parent or guardian.



### **What legislation applies to young volunteers?**

- Children and Young People Act 2008
- Children and Young People Regulation 2009
- ACT Child Safe Standards Scheme 2024
- Working With Vulnerable People Act 2011
- Work Health and Safety Act 2011
- Child Protection Act 1999
- Children and Young People (Employment) Standards 2011

## Volunteer hours tracking template

**NAME:** \_\_\_\_\_

**VOLUNTEER MANAGER CONTACT:** \_\_\_\_\_

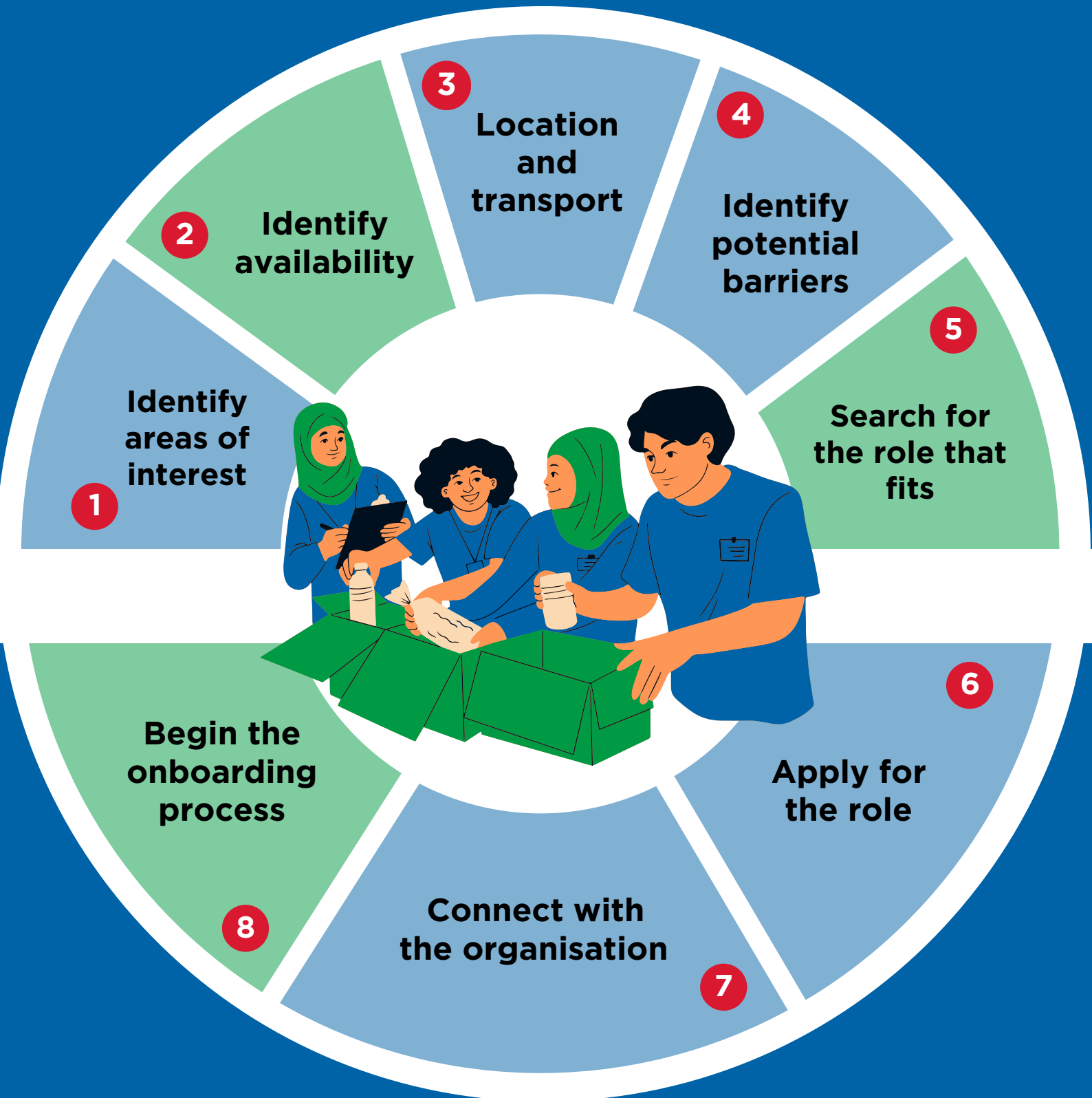
Date	Hours volunteered	Role/description of activity	Supervisor signature

**TOTAL HOURS VOLUNTEERED:** \_\_\_\_\_

### NOTES AND REFLECTIONS

# Volunteering: a step by step guide

This is a step-by-step guide to support young people to find a volunteering role.



# Benefits of volunteering



**Scan the QR code to  
get started today!**

  
**VolunteeringACT**  
an inclusive Canberra 

# Volunteer rights and responsibilities

Unlike paid staff, volunteers are not covered by award or workplace agreements. However, they do have rights protected by legislation.

## As a volunteer you have the right to:

- Work in a healthy and safe environment
- Not be discriminated against
- Be covered by insurance
- Be given accurate information about the organisation
- Be reimbursed for out-of-pocket expenses
- Be given a copy of the organisation's volunteer policy, or any policy that affects your work as a volunteer
- Not fill a position previously held by a paid worker
- Not do the work of paid staff during industrial disputes (such as a strike)
- Have a job description and agreed working hours
- Have access to a grievance or complaints procedure
- Be provided with onboarding or orientation
- Have your personal information dealt with in accordance with the Privacy Act
- Be provided with the necessary training to do a job
- Say no and to leave at any time

## As a volunteer you are responsible to:

- Be punctual and reliable
- Notify the volunteer manager or organisation if you are unable to attend your volunteering shift, if your availability changes, or if you're no longer interested in volunteering
- Notify the organisation of any potential hazards, dangerous situations or incidents
- Follow the organisation's policies and procedures
- Deal with complaints in an appropriate manner
- Respect the rights and privacy of others
- Carry out the duties in your volunteer position description, including training



## Organisation youth readiness checklist

This checklist has been designed to support your organisation in preparing to engage children and young people in volunteering. You may need to consider additional steps, depending on the nature of your activities and environment.

☐

**My organisation has volunteer personal accident insurance that covers the age cohort we wish to engage.**

---

☐

**My organisation is aware of the Child Safe Standards and our policies and procedures reflect this.**

---

☐

**We have conducted a risk assessment and are prepared for any risks associated with young volunteers.**

---

☐

**Young volunteers will have appropriate supervision and support throughout their engagement with us, including parental consent when required.**

---

☐

**Young people have a voice in our organisation, including accessible ways to give feedback and make complaints.**

---

☐

**Staff who engage with young people, as volunteers or clients, have attended the necessary training to engage young people safely and meaningfully.**

---

☐

**My organisation has identified which staff and volunteer roles and programs require background checks, and have systems in place to manage these checks.**

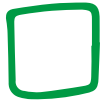
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☐

**My organisation has developed volunteer roles that are appropriate for a young person's competency and capacity, and can make adjustments based on the young person's needs.**

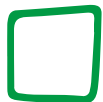


## Young volunteer onboarding checklist



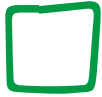
**Send volunteer onboarding paperwork. For example:**

- Position description
  - Volunteer agreement
  - Code of conduct
  - Media consent form
  - Parental consent form
- 



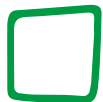
**Introduce volunteer to relevant staff, and ensure the young person knows who to talk to if they're feeling unsafe.**

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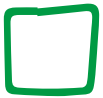
**Take volunteer for an onsite orientation, including work set up, emergency procedures, and incident reporting.**

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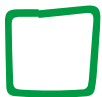
**Provide the volunteer with an overview of the organisation, and the program/area they are volunteering in.**

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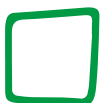
**Confirm volunteer paperwork is complete, ensuring the volunteer understands the paperwork they are signing.**

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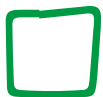
**Ensure volunteer has been provided with all necessary supports and additional requirements, for example: a buddy/mentor.**

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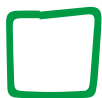
**Provide the volunteer with on the job training, including clear instructions for how to complete tasks.**

---



**Provide the volunteer with a uniform, name badge or any other necessary personal materials.**

---



**Check in with the volunteer within the first 6 weeks, to determine if any adjustments or supports may be needed.**

# Policy template: engaging children and young people

## WHO?

All *\*insert org name\** staff are committed to engaging children and young people safely and meaningfully, including board, management, staff and volunteers.

We define children as individuals under the age of \_\_\_\_ and young people as individuals between the ages of \_\_\_\_.

## WHY?

*\*insert org name\** is committed to engaging children and young people to participate in volunteering with us as valued and productive participants. Involving children and young people benefits our organisation, as it allows us to hear diverse perspectives, gain new insights, continuously improve and empower the next generation of volunteers.

This policy aims to support volunteers to contribute to *\*insert org name\** and ensure that volunteering is open to any age and ability. We follow all regulations and laws for engaging young people and keeping them safe, and regularly review and improve our organisation's implementation of the National Child Safe Principles.

## Policy guiding principles

- National Standards for Volunteer Involvement
- National Principles for Child Safe Organisations
- Child Safe Standards

## HOW?

To engage young volunteers, we will:

- **Provide meaningful opportunities.** We want the young people we work with to have an experience that is useful.
- **Ensure we all benefit.** We want young people and the organisation to benefit from this experience.
- **Support involvement.** We understand that some young people need support. We are active in our approach to inclusion.
- **Be flexible.** We understand that young people may face competing priorities or additional barriers and will do our best to accommodate these.
- **Set clear expectations.** We will give young people clear expectations, just as we expect they will let us know if they need something.
- **Provide feedback.** We will let young people know the ways they can give feedback, and we encourage them to do so. We take their feedback and input seriously and ensure our processes to responding to any complains or concerns are child focused.
- **Provide education.** We will provide all necessary training and information to support young people to be their best.

## SAFETY

*\*insert org name here\** requires all staff who engage with children and young people to be committed to keeping them safe from harm. *\*insert org name here\** embeds child safety and wellbeing into organisational leadership, governance and culture. We require all staff who engage with children and young people to attend training on child safety and have a strong understanding of how to support young people to make a complaint. We require all staff to undertake reporting, meet privacy requirements and respond to children who disclose abuse or neglect.

*\*insert org name here\** will remain alert to child safety and wellbeing concerns, making sure roles and responsibilities within the organisation are understood, and encourage seeking help early from leadership if needed. We have identified the staff who are required to hold a Working With Vulnerable People card and/or undergo a National Police Check, and ensure those checks are obtained and current.

## Template: Parental consent form

**Thank you for supporting your child's volunteering journey!**

### Volunteer details

Volunteer name: \_\_\_\_\_

Volunteer date of birth: \_\_\_\_\_

Parent/Guardian name: \_\_\_\_\_

Relationship to volunteer: \_\_\_\_\_

Parent/Guardian contact number: \_\_\_\_\_

Parent/Guardian email: \_\_\_\_\_

Emergency contact (if different from above): \_\_\_\_\_

Relevant volunteer medical information: \_\_\_\_\_

### Volunteer role details

Organisation name: \_\_\_\_\_

Organisation contact: \_\_\_\_\_

Role: \_\_\_\_\_

Location of volunteering activity: \_\_\_\_\_

Start date: \_\_\_\_\_

End date (if applicable): \_\_\_\_\_

Description of duties and hours:

\_\_\_\_\_

### Parent/Guardian consent

By signing below I provide permission for my child to participate as a volunteer with the above organisation. I understand the nature of the volunteer role and acknowledge the potential risks involved. I agree that my child will follow the organisation's policies, procedures, and code of conduct. I authorise the organisation to seek medical treatment in an emergency if I cannot be contacted.

Parent/Guardian name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Note:** *VolunteeringACT recommends a copy of this document be provided to the parent/guardian and the young person, with the original kept by the organisation.*

## Youth volunteering risk matrix

When conducting a risk assessment for engaging children and young people, it's important to consider all the possible risks, as well as the likelihood of those risks, the impact, and possible mitigations your organisation can take to prevent them.

As an organisation, ensure that you evaluate every environment, location, role (person), and program that engages children and young people.

Consulting with children and young people in the risk assessment may help you pick up on things that adults may not consider.

The next two pages provide **some examples** of common risks, which you can adapt to your situation to reflect on your risks and mitigations.

Risk Ratings	Definition
Low Risk	Low risks mean further mitigation or changes will not be required.
Medium Risk	Medium risks may be acceptable, but redesign or changes should be considered, if practical.
High Risk	A high risk is not acceptable. If you identify a risk to be high, further analysis should be done to understand and mitigate the risk, or changes should be introduced to reduce the criticality.

**Note:** *This tool and any resources developed by VolunteeringACT do not constitute legal advice. This is not a comprehensive list of all the possible risks or considerations for engaging young volunteers, but provides a starting point for organisations to conduct their own risk mitigation and management.*



## Youth volunteering risk matrix

*This tool and any resources developed by VolunteeringACT do not constitute legal advice. This is not a comprehensive list of all the possible risks or considerations for engaging young volunteers, but provides a starting point for organisations to conduct their own risk mitigation and management. Consider each of the risk examples listed, and add additional risks relevant to your organisation.*

Risk	Likelihood	Impact	Risk rating
Inadequate understanding of role responsibilities			
Breach of safety protocols due to inexperience			
Unreliable attendance or commitment			
Transport or travel risks			
Miscommunication or lack of feedback			
Physical or psychological injury during activities			
Child abuse or neglect			

## Youth volunteering risk considerations

Operational considerations	Board/leadership considerations
Clear and accessible <b>training and induction</b> are essential to minimise and prevent WHS related risks.	<b>Ensure policies reflect the needs and protections</b> required for young volunteers.
Maintaining <b>clear communication</b> with young people and their parents/guardians will support volunteer safety and overall engagement.	<b>Review volunteer engagement strategies</b> to ensure alignment with organisation goals.
All staff engaging young volunteers must be aware of <b>confidentiality requirements</b> and data protection standards, including appropriate use of images of children and young people.	<b>Allocate appropriate resources</b> for effective youth engagement (e.g staff, funding, time).
<b>Feedback mechanisms</b> and regular check ins should be provided to enhance engagement and address concerns as they arise.	<b>Foster partnerships with schools, community groups and parents</b> to enhance recruitment and retention.
<b>Design flexible volunteering activities</b> to accommodate varying schedules and interests.	<b>Ensure all volunteer activities comply with legal requirements</b> , including child safety and protection regulations.

**Note:** This tool and any resources developed by VolunteeringACT do not constitute legal advice. This is not a comprehensive list of all the possible risks or considerations for engaging young volunteers, but provides a starting point for organisations to conduct their own risk mitigation and management.

# The Volunteer Involvement Cycle

The Volunteer Involvement Cycle is a tool that equips volunteer managers with knowledge, skills and resources to enhance the volunteer experience. The Cycle provides a structure for volunteer managers to understand volunteer involvement at every stage. There are four stages to volunteer involvement - Prepare, Recruit, Support, Evaluate, all of which align with the National Standards for Volunteer Involvement.



*The seven State and Territory volunteering peak bodies acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present.*

## Additional resources

Below are some additional tools and resources you may find useful in engaging and supporting children and young people.

### Justice Connect

**Resource:**

- [Engaging and working with youth volunteers guide](#)
- [National Volunteering Guide parts 1 to 6](#)



### Youth Engagement Resources Platform (YERP)

**Resources:**

- [How to involve young people](#)
- [Youth participation 101](#)
- [Youth Participation models](#)



### ACT Human Rights Commission

**Resources:**

- [Child Safe Standards](#)
- [ACT Child Safe Standards factsheet - What staff and volunteers need to know](#)



### Australian Human Rights Commission

**Resources:**

- [National Principles for Child Safe Organisations](#)
- [Child Safe Organisations: Example Code of Conduct.](#)



## Additional resources

Below are some additional tools and resources you may find useful in engaging and supporting children and young people.

### WorkSafe ACT

**Resource:**

- [Young Workers Strategy](#)
- [Young Workers Portal](#)



### Youth Coalition of the ACT

**Resource:**

- [ACT Youth Work Code of Ethical Practice](#)



### Oxygen - National Centre of Excellence in Youth Mental Health

**Resource:** [How to partner with young people](#) guide



### Office For Youth

**Resource:**

- [Recruiting Young People](#)
- [Youth Engagement Toolkit](#)
- [Youth Engagement Opportunity Template](#)





## Additional resources

Below are some additional tools and resources you may find useful in engaging and supporting children and young people.

### Berry Street

**Resource:**

- [Principles for trauma-informed practice with infants and young children](#)



### Create Foundation

**Resource:**

- [Children and Young People as Decision-Makers - Best Practice Guide](#)



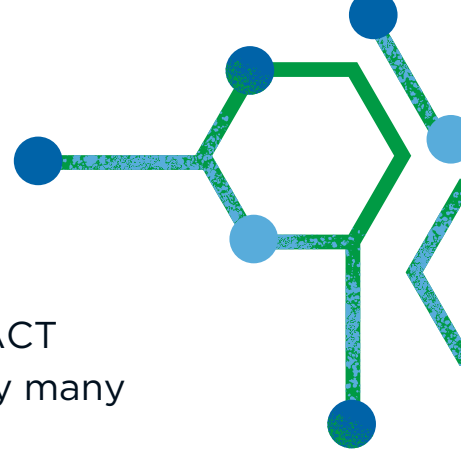
### YoungMinds

**Resource:**

- [Building supportive relationships with young people](#)



# Building this toolkit



This toolkit was co-designed with the VolunteeringACT Youth Volunteering Working Group and reviewed by many amazing and dedicated people and groups.

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**Get in touch!**

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