

THE ALETHEIA PROJECT

Health. Voice. Empowerment.

○ Australia · 2026



welcome to the team!



your guide to how we work

Volunteer *Handbook*



For volunteers with The Aletheia Project in Australia. Who we are, what we stand for, how we work, and how we keep each other safe.

Designed for youth, by youth.

thealetheiaproject.org · @aletheia.au
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what's inside

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This handbook is for Aletheia Australia. It applies only to volunteers with The Aletheia Project in Australia (Aletheia AU), run from our Melbourne headquarters, and follows Australian and Victorian law. Aletheia's international chapters have their own arrangements. If you volunteer with a chapter outside Australia, ask your chapter lead which guidelines apply to you.

01 *section one* Welcome to Aletheia

Welcome. By joining The Aletheia Project, you're now part of a youth-led movement helping young people understand their health, speak up and be believed.

Aletheia started in 2019 with a few hand-drawn posters explaining the things nobody was explaining to us. Since then, our work has reached more than 100,000 people across 10 countries and 4 continents. None of that happened because of one person. It happened because young people like you decided that health shouldn't be a secret, a source of shame, or something you have to fight to be believed about.

This handbook is your guide to how Aletheia works: who we are, what we stand for, how we make things, how we keep people safe, and what you can expect from us in return. Please read it all the way through before you start, and come back to it whenever you're unsure. If something here doesn't answer your question, ask. There are no silly questions at Aletheia.

Thank you for giving your time, your ideas and your voice. We're so glad you're here.

Warmly,

Mackenzie Li

Founder & Executive Director, The Aletheia Project

ACKNOWLEDGEMENT OF COUNTRY

The Aletheia Project acknowledges the Traditional Owners of the lands on which we live, learn and work, including the Wurundjeri Woi-wurrung people of the Kulin Nation, where Aletheia was founded. We pay our respects to Elders past and present, and recognise that sovereignty was never ceded.

02 *who we are* About The Aletheia Project

The Aletheia Project is a youth-led not-for-profit focused on health advocacy and education. Our tagline is **Health. Voice. Empowerment.** and everything we make is *designed for youth, by youth.*

Our name

Aletheia (ἀλήθεια) is the Ancient Greek word for truth. So much of young people's health is shaped by what goes unsaid: taboos, silence and symptoms that get brushed off. Telling the truth about health, and being believed when you do, is where change starts.

In writing, use **The Aletheia Project** the first time, then **Aletheia** after that.

Our mission

To empower young people to understand, navigate, advocate for and take ownership of their health through accessible education, inclusive resources, youth voice and systems advocacy.

Who we're for

All young people, with a particular focus on those most likely to go unheard:

- ✦ girls and female-identifying young people
- ✦ LGBTQIA+ young people
- ✦ culturally and linguistically diverse (CALD) communities

What we stand against

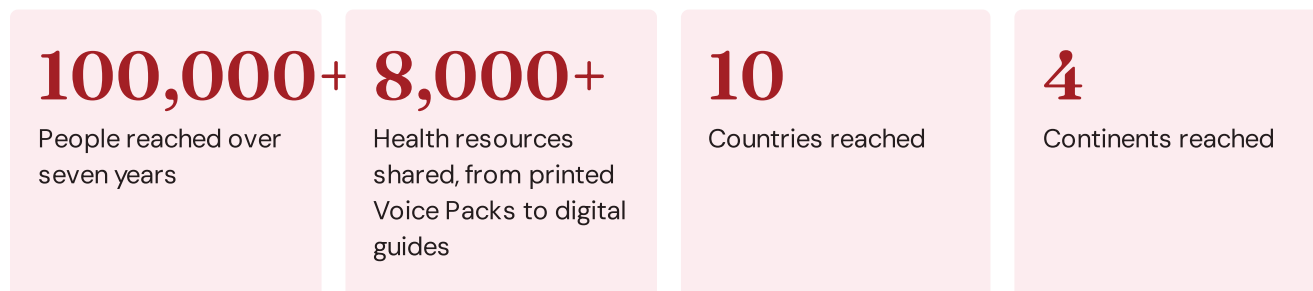
Cultural silence, medical dismissal and the quiet fear of not being believed. We replace confusion with clarity and shame with confidence.

Our story

Aletheia didn't begin as an organisation. It began in 2019 with young people drawing and decorating health posters to teach their peers, especially about female health. Our founder, Mackenzie Li, grew up between Asia and Australia in a culturally diverse,

immigrant family, and saw how often health went unspoken. Over the years, the posters grew into workshops, youth health roundtables, community events and a growing range of projects, resources and launches. In June 2025, that grassroots work became The Aletheia Project: a structured, youth-led not-for-profit.

Our impact so far



Our impact counts every year since 2019, including the years before we were formally structured.

Our status and partners

Aletheia is a youth-led not-for-profit initiative headquartered in Melbourne, Australia. We are **not currently incorporated**, and we are **auspiced by the City of Melbourne and PROJECT ROCKIT**. An auspice is an established organisation that supports and vouches for a smaller one.

We are proud to have formal partnerships with City of Boroondara, VicSRC, YACVic, PROJECT ROCKIT, City of Melbourne, Bright Future (The Ardonagh Group), Envest, Zonta International, Zonta Club of Melbourne on Yarra and the Victorian Government.

Our programs have also been funded by EdStart and Pride Foundation Australia. Aletheia was a 2025 EdStart Community Service national finalist.

Our founder

Mackenzie Li is Aletheia's Founder & Executive Director and a Melbourne-based youth advocate working across health literacy, health equity, education and youth voice. She founded Aletheia after years of watching peers, particularly CALD and queer young people, feel dismissed, misunderstood or unsure where to turn.

- ♦ **Awards and recognition:** 2026 Bright Future Prize (global winner); 2026 Zonta International Young Women in Leadership Award; 7NEWS Victorian Young Achiever Awards finalist (Saward Dawson Community Service and Social Impact Award); Deakin Rising Star Youth Achievement recognition; King Edward VII Memorial Scholarship.

- ♦ **Youth leadership:** member of the PROJECT ROCKIT National Youth Collective; Student Advisory Board member, Australian Council for Student Voice; Consent Labs Youth Ambassador.

03 *what guides us* Our values and Five Pillars

Four values guide how we behave, and Five Pillars guide what we make. Every resource, post, workshop and research project should connect to at least one pillar and live up to all four values.

Our values

Youth-led

Young people design, lead and shape everything we do.

Your ideas count. Speak up in meetings, suggest projects, and ask young people what they need before building anything.

Inclusive

Built for every young person, centring those most often excluded.

Check who might be left out of what you're making: by language, culture, gender, sexuality, disability, age or location.

Education-first

Clear, practical information over jargon and judgement.

Write in plain language, explain any health term you use, and never lecture or moralise.

Safe to speak

Spaces where health can be discussed without shame.

Respond to every question with respect. Never mock, dismiss or gossip about what someone shares.

Each card: the value, what it means, and what it looks like in your work.

The Five Pillars

The pillars are the five areas young people told us matter most. They move young people from **understanding**, to **speaking up**, to **leading change**. Each pillar has a short name and a longer program name; both are fine to use.

understand →

1. Health Literacy

Health Literacy 101

Understanding your body, health language, your rights and where to find support.

2. Medical Dismissal

Understanding Medical Dismissal

Recognising when you're not being heard, and finding the words to raise it respectfully.

speak →

3. Taboo Uplift

Replacing stigma, myths and cultural silence with clear, safe information.

4. Diverse Voices

Diverse Voice Advocacy

Centring CALD, LGBTQIA+ and underrepresented young people in health education.

lead

5. Youth-Led Action

Young people leading, co-designing and advocating for change in the services and policies that affect them.

What the pillars build in young people

- ✦ **Language:** words to describe what they're feeling and what they need.
- ✦ **Confidence:** trusting their experience and speaking up for it.
- ✦ **Community:** knowing they're not the only one.
- ✦ **Change:** shaping the systems that affect them.

Lines that capture what we believe

"Grey doesn't mean imaginary. It means not yet understood."

"Every young person deserves to be seen, heard and taken seriously."

"Health is something we should be able to talk about without shame."

04 *our work* What we do

Aletheia's work combines resources young people can keep and come back to, research by young people, youth voice in decisions, and live workshops and events. As a volunteer, you'll contribute to one or more of these.

Our programs and resources

PROGRAM	WHAT IT IS
Voice Packs	Our flagship resource: plain-language fact sheets, myth-busting activities and discussion prompts that help young people find the words for what they're experiencing. Shared in print and digitally through schools, councils and youth organisations.
Empower Packs	Our newest project, the Empower Girls' Health Project. 600 Empower Packs for girls in culturally diverse and lower-socioeconomic communities across Greater Melbourne, each pairing period care, skincare and body-care essentials donated by our partners with an Aletheia Voice Pack, a Health Navigator guide and self-advocacy prompts.
Self-Advocacy Journal and Health Navigator	New tools that help young people track how they feel, prepare for appointments and find the right support.
Digital health education	Plain-language articles, blog posts and social content on health literacy, self-advocacy, stigma and medical dismissal.
Multilingual resources	Resources in development in English, Mandarin, Vietnamese, Arabic and Hindi, so language is never the barrier.
Youth workshops and roundtables	Interactive sessions, built around our Five Pillars, where young people learn, ask questions, practise speaking up and shape our work.
Aletheia Voices podcast	Our youth-led podcast exploring health, systems and advocacy through honest conversation, between our team and with guests working across health, education, policy and community. Now in planning.

PROGRAM	WHAT IT IS
Youth Research	Young people investigate a health issue they care about, and we publish their work, credited in full to them. See section 15.
Youth Executive Council	Our youth leadership body. Members advise on our direction, co-design resources and represent youth perspectives.
Youth consultation	We ask young people what they need, then build it with them, not for them.

Coming up

- ★ **Youth research journal:** our next project, now in planning. It will be a new home for youth-led research, with an editor, peer reviewers and research mentors.
- ★ **More blog articles,** following *The Grey Zone*, *Body Literacy Through Generations* and *The Invisible Patients: Girls in Sport*.

How we work: from listening to lasting change

Every project follows the same four steps.

<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>
Listen	Co-design	Create	Share
We start with what young people tell us, through consultation, research and conversations.	Young people shape every resource, from the first idea to the final wording.	We make it clear, inclusive and culturally relevant, and check it before it goes out (section 10).	We get it to young people through schools, councils, partners and online.

 What we learn from sharing feeds back into listening, so the cycle keeps going.

05 *who does what* How Aletheia is organised

Aletheia has three layers: the Founder & Executive Director, the Youth Executive Council (the exec team), and volunteer teams. Each volunteer belongs to a team and has one team lead they go to first.

The three layers

Founder & Executive Director

Mackenzie Li

Sets Aletheia's direction, approves public content with the exec team, manages partnerships and funding, and is the final contact for any safety concern.

Youth Executive Council (exec team)

Young leaders, each responsible for one area

Advise on direction, co-design resources, represent youth perspectives, approve work in their area, and lead the team in that area.

Volunteer teams

Volunteers

Do the hands-on work in one area (see section 6), guided by their team lead.

A compartmentalised council

The Youth Executive Council is deliberately compartmentalised. Each council member focuses on the area that fits their strengths, such as research, design or social media, rather than being across everything. This keeps the workload realistic for students and lets each person go deep in what they care about. Council members can join discussions outside their area, but they aren't expected to.

Council applications are open on a rolling basis and are assessed on quality, Aletheia's current needs and team fit.

Who you go to

FOR	GO TO
Day-to-day tasks, deadlines and questions about your work	Your team lead
Needing a break, changing teams, or a problem you can't solve with your team lead	The exec team or Mackenzie
Any concern about someone's safety or wellbeing	The exec team and Mackenzie, the same day (section 13)
Media, partner or sponsor enquiries	The exec team or Mackenzie (section 12)
Anything else	contact@thealetheiaproject.org

06 *find your place* Volunteer teams and roles

Volunteers join one of six teams. You chose an area when you applied, and you can try another later by asking your team lead. No experience is needed for any role; tell us what you're interested in and we'll help you learn.

Social media team

The social media team runs Aletheia's Instagram, [@aletheia.au](https://www.instagram.com/aletheia.au), and helps young people find us.

ROLE	WHAT YOU DO	GOOD FIT FOR
Reels and video creator	Film and edit short Reels and TikToks	People who already make content for fun
Caption and copywriter	Write captions, carousel text and story copy	Strong writers, English or media students
Community manager	Reply to comments and DMs, reshare, and track what works	Organised, friendly people who are online a lot anyway
Content planner	Keep the content calendar and posting schedule	People who like systems and spreadsheets

Every post is approved by the exec team before it goes up. Community managers follow the DM guidance in section 13.

Design team

The design team makes Aletheia look like Aletheia. You'll design Voice Pack pages, social posts, posters, reports and presentations in our visual style (section 11). Designers attend an introductory session on the Aletheia aesthetic before starting.

Research team

The research team supports youth-led research on health literacy, stigma, cultural barriers and other issues linked to our pillars. Tasks can include literature reviews, summarising evidence for resources, fact-checking health content,

and supporting the youth research journal as an editor, peer reviewer or research mentor.

Resource development team

This team writes and fact-checks plain-language health resources, including Voice Packs, fact sheets, myth-busting activities and discussion prompts. It works closely with research (for accuracy) and design (for layout).

Events and youth engagement team

This team helps run workshops, youth consultations, roundtables and community events, online and in person. Tasks include planning run sheets, setting up, facilitating activities, and collecting feedback.

Outreach and partnerships team

Outreach connects Aletheia with schools, councils, youth services and community and health organisations. You might research contacts, draft emails for approval, coordinate resource deliveries, and help track partnerships.

07 *getting started*

Joining and onboarding

You become an Aletheia volunteer once you've signed and returned your Volunteer Agreement. Most people are fully set up within their first two weeks.

From application to first task

- 1 Apply** through the [volunteer form](#) or the [Youth Executive Council form](#).
- 2 Hear back.** We aim to reply to every application within two weeks, and we'll have a short chat with you about next steps.
- 3 Receive your welcome email** with this handbook and your Volunteer Agreement attached.
- 4 Sign your agreement.** Read the handbook and agreement carefully, ask about anything unclear, then sign and email your agreement to contact@thealetheiaproject.org.
- 5 Join your team.** We'll add you to your team's WhatsApp group chat and introduce you to your team lead.
- 6 Attend your welcome session.** An online meeting to meet your team, learn how your team works, and go through the Aletheia style.
- 7 Start your first task.** It will be small, so you can learn how things work.

About your Volunteer Agreement

Every volunteer signs their own Volunteer Agreement. It confirms your role and team, what you and Aletheia can expect of each other, and how confidentiality, credit and safety work. Your specific tasks, requirements and deadlines are given to you clearly as each project comes up. Some roles, such as design, may also have a short role-specific agreement. If this handbook and your agreement ever say different things, your agreement applies.

Your first month

- ☐ Read this handbook in full
- ☐ Sign and return your Volunteer Agreement
- ☐ Join your team's WhatsApp group chat
- ☐ Attend your welcome session
- ☐ Finish your first small task in week one
- ☐ Check in with your team lead in week two
- ☐ Complete any safety requirements that apply to you, such as a Working with Children Check (section 13)

Intakes

We welcome new volunteers in named intakes, such as our Spring Intake, so new members start together as one cohort with a shared welcome session. Volunteer applications are also open all year round.

08 Commitment and expectations

Most volunteers give 2 to 3 hours a week, online, at times that suit them. We ask for reliability and honest communication, not perfection.

What we ask of you

- ♦ **Reply within 2 to 3 days** to messages from your team, even if it's just "can't this week".
- ♦ **Meet the deadlines you agree to**, or tell your team lead as early as possible if you can't. An early heads-up is always fine; silence isn't.
- ♦ **Come to meetings you've said yes to**, or let the organiser know beforehand.
- ♦ **Follow the approval process** (section 9). Nothing goes public under Aletheia's name without approval.
- ♦ **Keep to the standards in this handbook**, especially health information (section 10), child safety (section 13) and privacy (section 14).
- ♦ **Treat everyone with respect**, and keep team chats kind and inclusive.

What you can expect from us

- ♦ Clear tasks, with what's needed and when, explained before you start.
- ♦ A team lead who checks in and answers your questions.
- ♦ Credit for your work (section 15).
- ♦ Respect for your time, your studies and your wellbeing.
- ♦ Honest, kind feedback that helps you grow.
- ♦ A reply from the right person when you raise a concern.

Exams, holidays and busy weeks

School and uni come first. Tell your team lead when exams or busy weeks are coming, and we'll plan around them. We'd much rather you take a break than burn out.

If something isn't working

If a task is too big, the role isn't what you expected, or you're struggling to keep up, talk to your team lead. We can shrink a task, move a deadline, or find you a better-fitting role.

staying in touch

09 How we communicate and get work approved

Aletheia works almost entirely online. Use the right channel for each kind of message, and send anything public through the approval process first.

Channels

CHANNEL	USE IT FOR
Your team's WhatsApp group chat	Day-to-day questions, updates and quick check-ins with your team
Email (contact@thealetheiaproject.org)	Your agreement, formal matters, and anything involving partners or outside organisations
Online meetings (Google Meet)	Welcome sessions, team meetings and project kick-offs

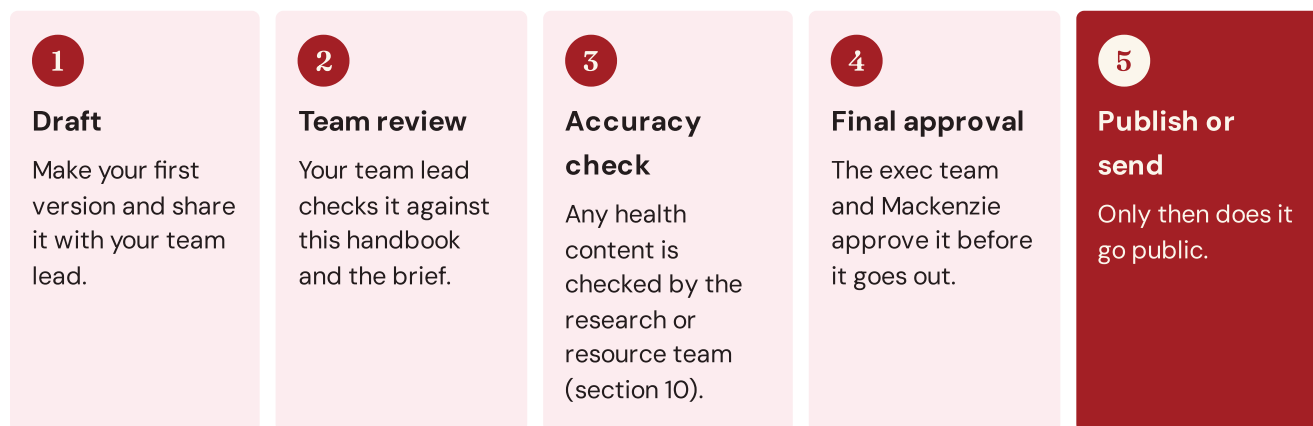
Meeting times are given in Melbourne time (AEST or AEDT). Check the time zone if you live elsewhere.

Good habits

- ✦ Keep messages clear and specific: what you need, from whom, and by when.
- ✦ Save your work where your team lead asks you to, not only on your own device, so the team can find it.
- ✦ Name files clearly, with the project, topic, version and date, for example `VoicePack_Periods_Draft2_Oct2026`.
- ✦ Don't use Aletheia's email or social accounts unless it's part of your role and you've been given access.
- ✦ Respect people's time: avoid messages late at night unless it's urgent.

The approval process

Nothing is published, sent to a partner, or posted under Aletheia's name until it's approved.



For social media, check the approval turnaround with the social media team manager in advance. It's usually the same day, so posts can go up on schedule.

getting it right

10

Health information standards

Aletheia provides health education, never medical advice. Every piece of health content must be accurate, sourced, plain-language and free of shame before it goes out.

Education, not advice

Our resources are well-researched health information for education only. They are not medical advice, diagnosis or treatment, and they don't replace care from a qualified health professional.

YOU CAN

- ✦ Share general, evidence-based information
- ✦ Explain health words and how health services work
- ✦ Encourage someone to see a doctor, nurse, pharmacist or counsellor
- ✦ Point people to trusted services (section 20)

YOU MUST NOT

- ✦ Tell someone what their symptoms mean or what condition they have
- ✦ Recommend a specific medication, dose, supplement or treatment for a person
- ✦ Tell someone they don't need to see a professional
- ✦ Present yourself as a health professional, unless you are one and it's part of your approved role

If someone asks you a personal health question, say something like:

"I'm not able to give medical advice, but a GP or a service like headspace can help. Would it help if I shared some options?"

Accuracy and sources

- ✦ Use trusted sources: government health sites (such as healthdirect Australia and the Better Health Channel), peer-reviewed research, and established health organisations.
- ✦ Avoid social media, forums, influencer content and product websites as sources.
- ✦ Record your sources in the draft, so reviewers can check them.
- ✦ Check that information is current and applies in Australia (for example, services, laws and phone numbers).
- ✦ Every health resource is checked by a second person before approval.
- ✦ If you're unsure, leave it out and ask. It's better to say less and be right.

Plain language

- ✦ Write for a young person who's never heard the term before.
- ✦ Use short sentences and everyday words. Explain any medical term the first time you use it.
- ✦ Lead with what the reader needs to know or do.
- ✦ Make it practical: what to notice, what to ask, and where to go.

Language that includes, not shames

- ✦ **No shame or blame.** Talk about bodies, periods, sexual health and mental health matter-of-factly.
- ✦ **Person-first and respectful.** Say "a person with diabetes", not "a diabetic", unless the community prefers otherwise.
- ✦ **Gender-inclusive.** Use inclusive language where it's accurate, and be specific where the biology matters (for example, "people who menstruate" alongside "girls and women").
- ✦ **Culturally safe.** Don't stereotype any culture, family or faith. Acknowledge that health conversations happen differently across cultures, without judging them.
- ✦ **Myth-busting with care.** State the fact first, then address the myth, so the myth isn't what people remember.
- ✦ **Mental health and suicide.** Never describe methods, and always include support options. Follow the [Mindframe guidelines](#) for safe communication.

- ♦ **Believe people.** Our work exists because young people are dismissed. Never suggest someone is exaggerating or imagining their symptoms.

Translations

The exec team coordinates all translations. If you speak another language and would like to help, tell your team lead.

Disclaimer to include

Every resource should carry a short disclaimer:

"Health education, not medical advice. If you're worried about your health, speak to a doctor or health professional. In an emergency, call 000."

looking like us

11

Brand, voice and visual identity

Everything Aletheia makes should look and sound unmistakably like us: warm, honest, hand-made and youth-led. Our official templates and assets are a great place to start, and there's room for your own creativity too.

How we sound

WE ARE	WE ARE NOT
Warm and encouraging	Preachy, clinical or cold
Clear and direct	Full of jargon or vague
Honest, including about what's hard	Alarmist or sensational
Youth-led: written by young people, for young people	Trying too hard to sound young, or talking down
Confident and hopeful	Shaming, blaming or fearful

Writing style

- ✦ Australian English spelling (organisation, colour, program).
- ✦ Short sentences and plain words (section 10).
- ✦ Speak to the reader as "you" and to ourselves as "we".
- ✦ Our tagline is written exactly as **Health. Voice. Empowerment.**
- ✦ Our secondary line is **Designed for youth, by youth.**
- ✦ Write **The Aletheia Project** in full the first time, then **Aletheia**. Never "TAP" or "the Aletheia".
- ✦ Partner names are written their way, for example **PROJECT ROCKIT** in capitals.

How we look

Aletheia's visual style grew out of the hand-drawn posters it started with. It feels tactile, personal and made by real people.

These are guidelines, not rules. The colours, fonts and styles below are Aletheia's official brand assets, and you're welcome to use them. They're soft guides: as long as a design fits within Aletheia's aesthetic, anything goes.

- ✦ **Materials and textures:** layered and torn paper, kraft paper, tape, paper tags and collage.
- ✦ **Hand-made touches:** hand-lettering, hand-drawn doodles (like our magnifying glass) and handwritten notes.
- ✦ **Our logo:** the Aletheia cherub. Use the approved logo files from the design team, and don't stretch, recolour, crop or redraw it.
- ✦ **Photos:** real young people and real resources, used only with permission and consent (section 14). Avoid generic stock images of doctors or hospitals.

Our official colours and fonts

Use these as a starting point. Other colours and fonts are fine if they sit well with the Aletheia feel.



Aletheia Red

#A31F25

Headings, buttons,
key accents



Bright Red

#C1272D

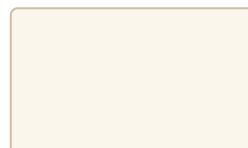
Highlights and hover
states



Ink

#231C1D

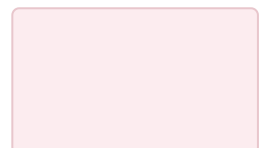
Body text



Cream

#FBF6EC

Page backgrounds



Blush

#FCECEF

Soft panels and call-
out boxes

Fraunces

Headings · free on Google Fonts

DM Sans

Body text · free on Google Fonts

Making your own designs

Anyone can create designs for Aletheia, not just the design team. If you make your own, run it past the design team before it's used, so they can check it fits the Aletheia look. It then goes through the usual approval process (section 9). Designers go through the full visual direction at their welcome session.

Using logos

- ✦ Only use partner logos we have permission to use. Ask the exec team first.
- ✦ Never use Aletheia's logo or name on something that hasn't been approved (section 9).
- ✦ Never suggest a partner endorses something unless they've agreed to it.

12 *out in the world* Representing Aletheia

When you volunteer with Aletheia, what you say in public can reflect on us. Only Mackenzie, the exec team, or someone the exec team nominates speaks on Aletheia's behalf.

Social media

- ♦ **Please share** our posts, resources and recruitment calls on your own accounts. It's one of the most helpful things you can do.
- ♦ **You can say** you volunteer with The Aletheia Project and describe your role, for example on LinkedIn or your resume.
- ♦ **Don't post** unpublished work, internal discussions, or anything from team chats.
- ♦ **Don't post** photos of other volunteers, workshop participants or young people without their permission (section 14).
- ♦ **Don't reply** as Aletheia to comments or DMs on your personal account. Pass them to the social media team or the exec team.
- ♦ **Keep your personal posts respectful.** Content that is hateful, discriminatory or harassing, even on a personal account, may affect your role.

Media, partners and sponsors

If a journalist, school, organisation, sponsor or company contacts you about Aletheia, thank them and pass their details to the exec team or Mackenzie at contact@thealetheiaproject.org. Don't agree to interviews, partnerships, sponsorships or resource requests yourself.

Speaking at events

If you represent Aletheia at a workshop, event or meeting, check key messages with your team lead or the exec team beforehand. When in doubt, use the lines in sections 2 and 3, and it's always fine to say "I'll find out and get back to you".

Money and gifts

Aletheia doesn't currently run a donations program. Don't ask for or accept money, donations or gifts on Aletheia's behalf. If someone offers, don't turn them away: thank them and refer them to the exec team.

everyone's job

13

Child safety, safeguarding and disclosures

Aletheia works with young people, many of them under 18, so keeping children and young people safe is everyone's job. If you are ever worried about someone's safety, **tell the exec team and Mackenzie the same day**. In an emergency, **call 000 first**.

Our commitment

Aletheia is committed to the safety, wellbeing and inclusion of all children and young people, and to Victoria's Child Safe Standards. We have zero tolerance for abuse, and we take every concern seriously. We pay particular attention to the safety of Aboriginal and Torres Strait Islander young people, CALD young people, LGBTQIA+ young people and young people with disability.

This section summarises what child safety means for volunteers. Our full [Child Safety and Wellbeing Policy](#) sets out our commitments in detail, including how we meet Victoria's 11 Child Safe Standards and your legal reporting obligations. Every volunteer must read it before starting. You can find it at thealetheiaproject.org/disclaimer-privacy.

Working with Children Check

In Victoria, volunteers aged 18 or over who do child-related work generally need a Working with Children Check (WWCC), which is free for volunteers. If you're 18 or over and your role involves direct contact with young people, such as events, workshops or replying to DMs, you'll need a valid WWCC before starting those tasks, and you'll give us your card number. Volunteers under 18 don't need one.

Code of conduct with young people

ALWAYS

- ✦ Treat every young person with respect, whatever their background, identity or ability.
- ✦ Keep contact with young participants in Aletheia channels: official accounts, group chats, group meetings and events.
- ✦ Work in view of others. Where possible, have two team members present at sessions with young people.
- ✦ Get consent before taking or sharing photos, stories or quotes (section 14).
- ✦ Listen to and believe young people who raise concerns.

NEVER

- ✦ Contact a young participant privately through your personal accounts, or add them on personal social media.
- ✦ Arrange to meet a young participant alone or outside Aletheia activities.
- ✦ Give gifts, money or favours to individual young people.
- ✦ Use language, jokes or content that is sexual, violent, discriminatory or humiliating.
- ✦ Ask young people to keep secrets with you.
- ✦ Supply or use alcohol, vapes or drugs at any Aletheia activity.

If someone tells you something worrying

A young person may tell you they're being harmed, that they're at risk, or that they're thinking of harming themselves. This is called a disclosure. It can come in person, in a DM to our Instagram, in a form or in a comment.

- 1 Stay calm and listen.** Let them talk. Don't push for details.
- 2 Believe them and thank them.** Say something like "Thank you for telling me. It's not your fault."
- 3 Don't promise to keep it secret.** Explain that you need to tell someone who can help keep them safe.
- 4 Don't investigate, confront anyone, or give advice.** That isn't your role.
- 5 If they're in immediate danger, call 000.** Share crisis supports (section 20) with them.
- 6 Write down** what they said, in their words, with the date and time, as soon as you can.

- 7 Tell the exec team and Mackenzie the same day.** Mackenzie will decide on next steps, which may include reporting to Child Protection or police.
- 8 Keep it confidential.** Don't discuss it with anyone else, including your team.

Messages to our social media accounts

Community managers may receive messages from young people who are struggling. Reply kindly, don't give medical advice, share crisis supports (Kids Helpline 1800 55 1800, Lifeline 13 11 14, 000 in an emergency), and flag the message to the exec team and Mackenzie straight away. Never ignore it.

Concerns about an adult or volunteer

If you're worried about how any adult or volunteer at Aletheia is behaving towards a young person, tell Mackenzie directly and privately.

handle with care

14

Privacy, confidentiality and consent

People trust Aletheia with their names, stories and sometimes their health experiences. Only collect what you need, keep it in Aletheia's systems, and never share it without permission.

What Aletheia collects and why

Our [Privacy Policy](#) explains what we collect, why, and how we protect it under Australian privacy law. In short, we collect names, emails and messages through our contact form, and the information people choose to give in our volunteer and Council application forms. We use it only to reply, process applications, or share opportunities people asked about. We never sell it or share it for marketing. Only team members who need the information can access it, and we delete application details once they're no longer needed. Our website summary is on the [Disclaimer & Privacy page](#).

Your responsibilities

- ♦ **Access only what your role needs.** Don't open applications, inboxes or files you don't need.
- ♦ **Keep information in Aletheia's systems** (Google Forms and Sheets, the Aletheia inbox and team files). Don't download personal information to your own devices or forward it to personal accounts.
- ♦ **Never share** anyone's name, contact details, age, school, story or health information outside the team that needs it.
- ♦ **Don't collect health details** you don't need. Our forms aren't a support service.
- ♦ **Keep internal matters internal**, including unpublished work, partner discussions and team conversations.
- ♦ **Report mistakes quickly.** If personal information is sent to the wrong person or shared by accident, tell Mackenzie straight away so it can be fixed.

Consent for photos, stories and quotes

Before you photograph, film, quote or share anyone's story:

- 1 Explain** what it's for and where it will appear.
- 2 Get written consent.** Our submission forms for stories, photos and quotes include a consent section. For under-18s, a parent or guardian must also consent.
- 3 Offer anonymity.** Let people choose to be named, use a first name only, or stay anonymous.
- 4 Let them approve** any edits to their words before publishing.
- 5 Respect a change of mind.** People can withdraw consent, and we'll remove their content where we can.

Confidentiality after you leave

Your duty to keep personal and internal information private continues after you stop volunteering.

your name on it

15 Credit, ownership and youth research

You'll always be credited for what you make at Aletheia. Work made for Aletheia is published under Aletheia's name, while youth research stays the property of the young person who wrote it.

Work you make for Aletheia

Resources, posts, designs and other work you create as part of your role are published under The Aletheia Project, with your name credited. Aletheia may keep using, adapting and sharing that work as part of its programs, including after you leave. You're welcome to include it in your portfolio once it has been published, or earlier if Aletheia agrees.

Youth research

Aletheia's Youth Research program invites young people to investigate a health issue connected to our causes, then shares what they find.

- 1 Young people lead.** A young researcher chooses a question linked to Aletheia's causes, from health literacy to stigma to cultural barriers, and investigates it.
- 2 We showcase it.** We publish the finished work on our website, credited in full to its author. The work stays theirs. Because it is part of an Aletheia program, Aletheia keeps the right to publish, share and draw on it.
- 3 It shapes what we do.** Findings feed into our youth consultation and the resources we create, which spark the next round of questions.

Health Information for Young People (May 2026) by Ernest Lin is a 13-page literature review drawing on around 40 academic sources about the barriers young people face in finding accurate health information. [Read it on our website](#). It's a good example of the standard we aim for.

Research standards

- ✦ Use credible, citable sources and reference them consistently.
- ✦ Summarise and paraphrase in your own words; quote sparingly and always cite.
- ✦ Never copy others' work. If you use AI tools at any stage, say so and credit how you used them. Never present AI-generated text as your own original research.
- ✦ If your research involves surveys or interviews with young people, get approval from the exec team first, and follow the consent rules in section 14.
- ✦ Include a suggested citation, for example: *Lin, E. (2026). Health Information for Young People: barriers young people face in accessing accurate health information. Published by The Aletheia Project.*

Using other people's work

Only use images, fonts, music and text that we have the right to use. Credit sources, don't copy others' resources, and ask the design team if you're unsure about an image.

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Code of conduct, inclusion and raising concerns

Aletheia is a safe, respectful and inclusive space for everyone in it. We don't tolerate bullying, harassment or discrimination of any kind, online or in person.

We expect every volunteer to

- ♦ Treat team members, young people, partners and the public with respect and kindness.
- ♦ Welcome people of every gender, sexuality, culture, faith, age, ability and background.
- ♦ Use people's correct names and pronouns.
- ♦ Disagree respectfully: challenge ideas, not people.
- ♦ Be honest, including about mistakes. Owning a mistake early is always better than hiding it.
- ♦ Act in Aletheia's interests, and declare any conflict of interest (for example, a personal link to a partner or sponsor).
- ♦ Follow the law, this handbook and your Volunteer Agreement.

Not acceptable

- ♦ Bullying, harassment, intimidation or exclusion, including in group chats and on social media.
- ♦ Discriminatory, racist, sexist, homophobic, transphobic or ableist comments or jokes.
- ♦ Sexual comments, advances or content.
- ♦ Sharing private information or content without permission.
- ♦ Misrepresenting Aletheia, or using its name, contacts or resources for personal gain.

Raising a concern or complaint

If something at Aletheia doesn't feel right, you can raise it.

1

Talk to your team lead if you feel comfortable, and it isn't about them.

Contact the exec team or Mackenzie directly, or email contact@thealetheiaproject.org.

We'll listen, keep it as confidential as we can, and let you know what happens next. No one will be treated badly for raising a concern in good faith. Safety concerns about young people always follow section 13.

If the code of conduct isn't followed

Most issues are resolved with an honest conversation. Serious or repeated breaches may lead to a formal warning, a change of role, or ending your time with Aletheia. Anything involving risk to a young person may be reported to the appropriate authorities.

17 *look after yourself*

Your wellbeing

The topics we work on, like medical dismissal, stigma and mental health, can be personal and sometimes heavy. Looking after yourself is part of doing this work well.

Know your limits.

You can say no to a task or topic that feels too close to home. Just tell your team lead; you don't need to explain why.

Take breaks.

Step away from screens and switch off Aletheia notifications outside the times you've set aside.

Debrief.

After a hard conversation or a disclosure, talk to Mackenzie. You don't have to carry it alone.

Don't become someone's counsellor.

Supporting a young person means connecting them with the right help, not fixing everything yourself.

Notice burnout early.

Feeling tired, anxious or dreading tasks is a sign to slow down. Tell your team lead, and we'll adjust.

Reach out.

If you're struggling, talk to someone you trust, or contact one of the support services in section 20. They're for you too.

grow with us

18

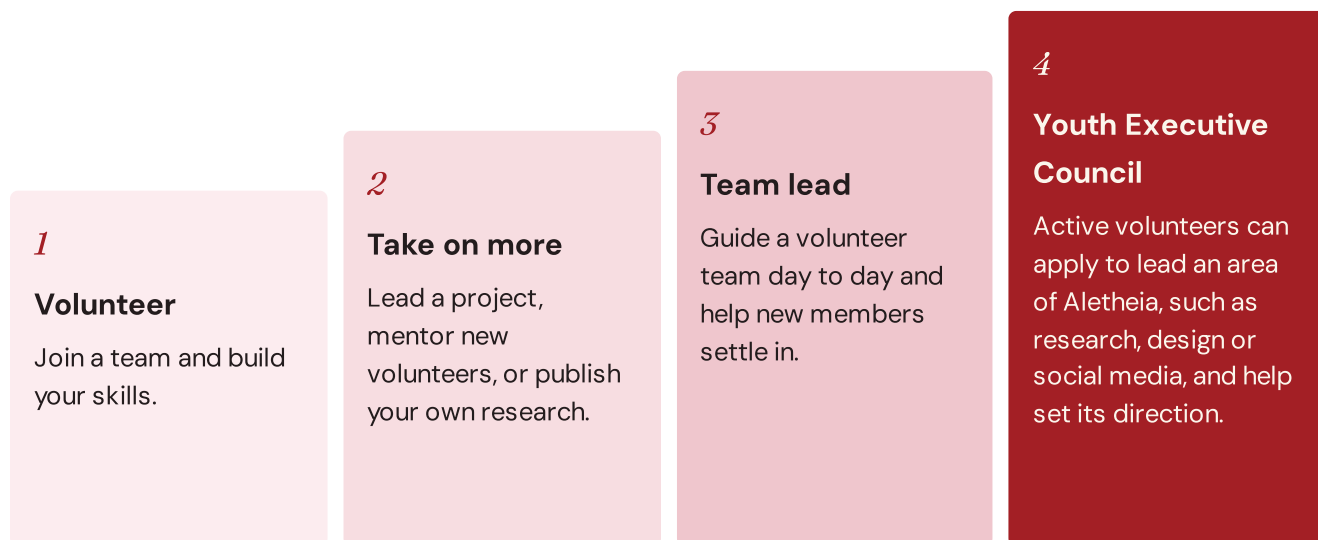
Recognition, growth and pathways

Volunteering with Aletheia should help you grow, not just help us. Here's what you can gain and where it can lead.

What you get

- ✦ **Real experience** in health advocacy, communications, research, design or community work.
- ✦ **Credit for your work**, with your name on what you make, for your portfolio.
- ✦ **A chance to be seen**: take part in Aletheia campaigns, public-facing work, youth consultations and events.
- ✦ **A reference letter** for jobs, uni applications and scholarships after 3 months of active volunteering, written personally by your team lead and Mackenzie.
- ✦ **Volunteer hours** you can count toward school, award or scholarship requirements. Ask your team lead or Mackenzie to sign off your hours.
- ✦ **A title** to use on your resume or LinkedIn, such as "Design Volunteer, The Aletheia Project".
- ✦ **A community** of young people who care about health and fairness.
- ✦ **Training and skills**, from plain-language writing to research methods and design.

Where it can lead



We celebrate our volunteers publicly where they're happy for us to, for example in member spotlights on Instagram and on our website.

19 *stepping back*

Taking a break or leaving

You can step back or leave at any time. We just ask for as much notice as you can give, so your work can be handed over.

Taking a break

Let your team lead know how long you expect to be away. We'll pause your tasks and keep your place, and you can come back when you're ready.

Leaving Aletheia

- 1 **Tell your team lead and Mackenzie**, ideally 2 weeks ahead.
- 2 **Hand over your work.** Send your team lead your latest files and a short note on where each task is up to.
- 3 **Return access.** We'll remove you from group chats, shared files and any Aletheia accounts.
- 4 **Delete Aletheia information** from your own devices.
- 5 **Keep things confidential** (section 14).

You'll still be credited for work you made, and you can ask for a reference or confirmation of your volunteer hours. *Former volunteers are always welcome back.*

20 *keep this handy* Quick reference

Contacts and links

WHAT	WHERE
Email	contact@thealetheiaproject.org
Website	thealetheiaproject.org
Instagram	@aletheia.au
Volunteer form	forms.gle/mURc7WA3g4uDn6Uu6
Youth Executive Council form	forms.gle/rE1PtzpjrymVdKaq6
Youth Research	thealetheiaproject.org/our-work/research
Privacy Policy	Aletheia Privacy Policy (PDF)
Disclaimer & Privacy	thealetheiaproject.org/disclaimer-privacy
Team group chat	WhatsApp: you'll be added once your agreement is signed

Support services (Australia)

SERVICE	CONTACT	FOR
Emergency	000	Anyone in immediate danger
Kids Helpline	1800 55 1800	Ages 5 to 25, any time
Lifeline	13 11 14	Crisis support, any time
headspace	headspace.org.au	Ages 12 to 25, mental health and wellbeing
QLife	1800 184 527	LGBTQIA+ peer support

SERVICE	CONTACT	FOR
13YARN	13 92 76	Aboriginal and Torres Strait Islander crisis support
healthdirect	1800 022 222	Health advice from a registered nurse

Glossary

TERM	MEANING
Auspice	An established organisation that supports and vouches for a smaller one. Aletheia is auspiced by the City of Melbourne and PROJECT ROCKIT.
CALD	Culturally and linguistically diverse.
Co-design	Making something with the people it's for, not just for them.
Disclosure	When someone tells you they're being harmed, at risk, or thinking of harming themselves.
Exec team	The Youth Executive Council, Aletheia's youth leadership body.
Health literacy	Being able to find, understand and use health information to make decisions.
LGBTQIA+	Lesbian, gay, bisexual, trans, queer or questioning, intersex, asexual, and other diverse genders and sexualities.
Medical dismissal	When a person's symptoms or concerns are brushed off, not believed or not properly investigated.
Taboo uplift	Replacing silence, shame and myths around a topic with open, accurate information.
Voice Pack	Aletheia's flagship resource of fact sheets, myth-busting activities and discussion prompts.
WWCC	Working with Children Check (section 13).

Frequently asked questions

Do I need experience? No. Tell us what you're interested in and we'll help you learn.

Do I need to be in Melbourne? No. Almost everything happens online.

How old do I need to be? 14 or older.

How much time does it take? Usually 2 to 3 hours a week, at times that suit you.

Can I change teams? Yes. Ask your team lead.

Can I put Aletheia on my resume? Yes, with your role title (section 18).

What if someone asks me for medical advice? Don't give it. Point them to a health professional or support service (section 10).

What if I'm worried about someone? Tell the exec team and Mackenzie the same day. In an emergency, call 000 (section 13).

What if I get busy? Tell your team lead early. You can take a break and come back (section 19).

21 *one last thing* Your Volunteer Agreement

This handbook explains how Aletheia works; your Volunteer Agreement is the document you sign.

Each volunteer signs their own agreement when they join, and by signing it you confirm that you've read and understood this handbook and will follow it, including the standards on health information, child safety, privacy and conduct.

If anything in this handbook is unclear, ask your team lead, the exec team or Mackenzie before you sign.



Health education, not medical advice. In an emergency, call 000.

The Aletheia Project · Health. Voice. Empowerment. · Volunteer Handbook (Australia) version 7.0, 28 September 2026

thank you for being here



*Health is something we
should be able to talk about
without shame.*



THE ALETHEIA PROJECT · AUSTRALIA

contact@thealetheiaproject.org

thealetheiaproject.org

[@aletheia.au](https://www.instagram.com/aletheia.au)

Health. Voice. Empowerment.

Health education, not medical advice. In an emergency, call 000. Kids Helpline 1800 55 1800 · Lifeline 13 11 14.

We acknowledge the Wurundjeri Woi-wurrung people of the Kulin Nation, where Aletheia was founded.
Sovereignty was never ceded.

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