

## Volunteer Policy

Policy Type	Governance Policy	Version:	3.0
Responsible Officer	Manager Customer & Community Services	Date Approved:	15/04/2026
Review Officer:	Coordinator Customer & Community Services	Review Due:	15/03/2030
Author:	Manager Customer & Community Services	Commencement:	15/04/2026

### 1. PURPOSE

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To establish a consistent approach to the engagement and management of volunteers and outline the commitment, obligations, and expectations of Council.

### 2. SCOPE

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This Policy applies to Council staff responsible for recruiting and managing volunteers who participate in a Council volunteer program and to members of the community who perform voluntary work for Council.

Currently volunteers operate within a number of areas across council, including but not limited to:

- Advisory Committees
- Arts and culture
- Libraries
- Community services
- Disaster recovery and resilience
- Events
- Sports and recreation

This Policy does not apply to:

- Volunteers who undertake voluntary activities on or in Council property who are part of a recognised community group or other organisation which has its own insurance policy, and who are authorised by Council to undertake these activities.
- Council trainees, work experience personnel or any arrangements where a person is engaged in an activity that is primarily aimed at skills development.

### 3. POLICY STATEMENT

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Mareeba Shire Council acknowledges and values the significant contribution that volunteers make to our community and recognises that the work they undertake contributes to improving the quality of life and the environment throughout the Mareeba shire.

Council is committed to resourcing and supporting the volunteer program through well trained and appropriately skilled supervisory staff and promoting volunteering across Council.

Volunteers will not be engaged to replace paid staff members.

Volunteer workers may withdraw their services, or a relevant Manager may terminate a volunteer worker's services at any time by notifying the other party of their intentions.

Volunteers will be:

- Recruited in a fair, equitable manner, ensuring that volunteers comply with Blue Card, police check, or similar requirements.
- Provided with a job description, induction, orientation, and support to carry out their duties.
- Expected to only undertake work they have agreed to.
- Provided with appropriate training and evaluation.
- Acknowledged for their contributions and informed of their positive impact on the organisation and community.
- Provided with a safe work environment.
- Under the direction of a paid officer and/or appointed coordinator.
- Required to comply with all relevant Council policies and procedures, including but not limited to, the *Employee Code of Conduct* and Work Health and Safety requirements.
- Covered by appropriate insurance.
- Provided with access to Council's grievance procedures.

#### 4. REPORTING

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No additional reporting is required.

#### 5. DEFINITIONS

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**Advisory Committee** - A group of suitably experienced people appointed to give considered advice, recommendations, or counsel in connection with a business, corporate or other organisational purpose.

**Blue Card** – a card issued to adults confirming suitability to working with children. This card must be held by volunteer workers and/or supervisors where specified in a position description or otherwise directed or required by law.

**Volunteer** - Person providing their time and labour at no cost.

**Volunteering** - Is the time willingly given for the common good and without financial gain.

#### 6. RELATED DOCUMENTS AND REFERENCES

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*Anti-Discrimination Act 1991* (Qld)

*Employee Code of Conduct* (MSC)

*Fitness for Work Policy* (MSC)

*Handbook for Advisory Committees* (MSC)

*Information Privacy Act 2009* (Qld)

*Local Government Act 2009* (Qld)

*Public Sector Ethics Act 1994* (Qld)

Australian Library and Information Association, Statement on voluntary work in library and information services (2017) <<https://www.alia.org.au/Web/Web/Research-and-Publications/Policies/Statement-on-voluntary-work-in-library-and-information-services.aspx>>.

*Volunteer Handbook* (MSC)

*Work Health and Safety Act 2011* (Qld)

**7. REVIEW**

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It is the responsibility of the Manager Customer & Community Services to monitor the adequacy of this policy and implement and approve appropriate changes. This policy will be formally reviewed every four (4) years or as required by Council.