

# Volunteer Policy

<b>Policy No:</b>	GOV-009
<b>Adopted By:</b>	043/26
<b>Date Adopted:</b>	17 February 2026
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<b>Version No:</b>	3.0
<b>Responsible Officer:</b>	Director Corporate Services

## 1 Purpose

Council acknowledges that volunteers make significant contributions to the social, economic, environmental and cultural well-being of the Murweh Shire community through strengthening community cohesion, extending Council's service delivery capacity, and supporting community engagement with Council programs and facilities.

The purpose of this policy is to establish clear guidelines for volunteer participation in Council organised activities, defining the rights, responsibilities and processes that enable effective volunteering while ensuring compliance with Council's legal obligations for worker health and safety, insurance, and duty of care.

## 2 Scope

### 2.1 Application

This policy applies to:

- All volunteers engaged in activities organised or coordinated by Murweh Shire Council
- Council employees who volunteer to participate in activities external to their normal workplace duties
- Designated Staff Members responsible for supervising volunteers

This policy does not form part of any employee's contract of employment.

### 2.2 Exclusions

This policy does not apply to:

- Community groups conducting independent activities on Council land (refer to Community Facility Use Policy)
- Contractors engaged through formal procurement processes (refer to Procurement Policy)
- Work experience students or trainees under formal education programs
- Emergency service volunteers (SES, RFS) operating under their own organisational frameworks
- Volunteers engaged directly by external organisations using Council facilities

## 3 Principles

Council's volunteer program is guided by the following principles:

- **Mutual benefit** — Volunteering provides value to both the community and the volunteer
- **Safety and wellbeing** — Volunteers are entitled to a safe working environment equivalent to that provided to employees
- **Good faith participation** — Volunteers engage freely without coercion and for purposes aligned with Council's community service objectives

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- **Appropriate role design** — Volunteer roles complement but do not replace paid employment positions
- **Recognition and support** — Volunteers receive adequate induction, training, supervision and acknowledgement of their contribution

## 4 Volunteer Role Definition

The relevant Designated Staff Member must develop a role statement for each volunteer position that clearly outlines:

- The volunteer role title and reporting relationship
- Key tasks and responsibilities
- Expected time commitment and schedule
- Required skills, qualifications or checks
- Training and support to be provided
- Performance expectations

For short-term or single-event volunteering (such as community planting days), the role statement may be incorporated into the registration form. Ongoing or complex roles require a standalone role statement document.

## 5 Recruitment and Selection

Council does not conduct regular recruitment campaigns for volunteers. Individuals interested in volunteering with Council may:

- Submit expressions of interest to the relevant Council department
- Respond to advertised volunteer opportunities for specific programs or events
- Contact the relevant Designated Staff Member to discuss available roles

Prospective volunteers must:

- Complete a Volunteer Application Form (Appendix A)
- Meet with the relevant Designated Staff Member
- Undergo an interview for ongoing or complex volunteer roles
- Undertake Working with Children checks or police checks where the role requires contact with vulnerable persons or access to sensitive information

The Designated Staff Member will assess applicants against the selection criteria for the role. Applicants who do not meet the criteria will be advised of the outcome. Council reserves the right to decline volunteer applications where the applicant's skills, availability or suitability do not match available roles.

## 6 Appointment and Approval

Before commencing any volunteer work, the appointment must be approved by:

- The Chief Executive Officer; or
- A Director with delegated authority

Upon approval, the Designated Staff Member will:

- Provide the volunteer with a copy of this policy
- Provide the volunteer with a copy of Council's Code of Conduct
- Arrange completion of the Volunteer Agreement Form (Appendix B)

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- Schedule the volunteer's induction
- Create a personnel file containing all volunteer documentation

## 7 Induction

Council will provide all volunteers with an induction covering:

- Completion of required paperwork and emergency contact details
- Introduction to Council's structure and the work area
- Overview of the Code of Conduct and relevant Council policies
- Work health and safety responsibilities and site-specific hazards
- Emergency procedures and incident reporting
- Workplace facilities and resources available to volunteers
- Introduction to supervisory staff and key contacts
- Role-specific training for the tasks to be undertaken

The Murweh Shire Council Volunteer Induction Declaration (Appendix E) must be completed and signed by both the volunteer and supervisor upon completion of induction.

Volunteers working on Council construction sites must hold a current General Construction Induction Card (white card) issued under a nationally recognised construction induction training course.

## 8 Volunteer Rights

Volunteers engaged by Council have the right to:

- Work in a healthy and safe environment with appropriate insurance coverage
- Be selected and engaged in accordance with equal opportunity and anti-discrimination legislation
- Receive accurate information about Council relevant to their volunteering role
- Have personal and confidential information handled in accordance with the *Information Privacy Act 2009*
- Be reimbursed for reasonable out-of-pocket expenses where agreed in advance with their supervisor
- Receive a copy of this policy and other relevant Council policies and procedures
- Not fill a position previously held or intended to be held by a paid employee
- Not be required to perform the work of paid employees during industrial disputes
- Have a clear role statement and agreed working hours
- Access a grievance procedure through their Designated Staff Member or Human Resources
- Receive sufficient training and resources to perform their role
- Have their performance reviewed on a fair and regular basis

## 9 Volunteer Responsibilities

Volunteers must:

- Maintain the same standards of confidentiality, courtesy and professional conduct as Council employees
- Comply with Council's Code of Conduct and relevant policies including Work Health and Safety requirements
- Advise their supervisor if unable to attend scheduled volunteer shifts, providing as much notice as possible

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- Take reasonable care for their own health and safety and that of others in accordance with sections 28 and 29 of the *Work Health and Safety Act 2011*
- Cooperate with supervisors on health, safety and welfare matters
- Report unsafe acts, conditions or incidents to their supervisor
- Maintain confidentiality of any Council information accessed during volunteering
- Act within the scope of activities authorised by Council
- Follow instructions provided by their Designated Staff Member
- Not represent themselves to media as Council spokespersons

Any breach of confidentiality obligations may result in termination of the volunteer's services in accordance with the *Local Government Act 2009*.

Engagement as a volunteer does not create any right to, or preference for, future paid employment with Council.

## 10 Probationary Period

Volunteers may be subject to a probationary period of up to three (3) months depending on the role. The Designated Staff Member will advise the volunteer of any probationary requirements at induction.

During the probationary period, the volunteer's performance will be reviewed at approximately one month and at the end of three months. If either party determines the arrangement is not working satisfactorily, the volunteering opportunity may be terminated.

## 11 Performance Management

Volunteers can expect regular performance feedback from their Designated Staff Member throughout their engagement with Council. Formal performance reviews will occur:

- At the end of any probationary period
- Annually for ongoing volunteers
- As required if performance concerns arise

## 12 Work Health and Safety

Council has duties under the *Work Health and Safety Act 2011* to ensure, so far as is reasonably practicable, the health and safety of all workers, including volunteers.

Before commencing work, volunteers must:

- Participate in work health and safety induction covering site-specific hazards and control measures
- Be provided with appropriate personal protective equipment where required
- Receive instruction in safe work procedures for their tasks
- Be made aware of emergency procedures and incident reporting requirements

Volunteers are considered "workers" for the purposes of the *Work Health and Safety Act 2011* and must:

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect others
- Comply with reasonable instructions and policies relating to health and safety
- Use personal protective equipment as directed
- Report hazards, incidents and injuries immediately to their supervisor

Volunteers are not personally liable for workplace health and safety offences except for failures to comply with their duties under sections 28 and 29 of the *Work Health and Safety Act 2011* (section 34).

## 13 Insurance and Liability

Volunteers are covered by Council's insurance policies, including:

- Public liability insurance
- Personal accident insurance
- Professional indemnity (where applicable to the role)

Volunteers have protections from personal civil liability under section 39 of the *Civil Liability Act 2003* when performing community work in good faith within the scope of their authorised duties. These protections do not apply if the volunteer:

- Was engaged in conduct constituting a criminal offence
- Was intoxicated and failed to exercise due care and skill
- Knew or ought reasonably to have known they were acting outside the scope of authorised activities or contrary to Council instructions

## 14 Media Protocols

Only authorised Council officers may provide comments to media on behalf of Council. All media enquiries must be directed to the Chief Executive Officer or their delegate.

Volunteers must not:

- Respond to media enquiries about Council matters
- Represent themselves as speaking on behalf of Council
- Provide comments or opinions to media about Council operations, decisions or activities

## 15 Cessation of Volunteer Service

Either party may terminate the volunteer arrangement by providing one week's written notice, or by mutual agreement.

Immediate termination may occur if the volunteer:

- Breaches the Code of Conduct or this policy
- Breaches confidentiality obligations
- Acts outside the scope of authorised activities
- Fails to maintain required qualifications or checks
- Engages in conduct that exposes Council to liability or reputational damage

Upon cessation, volunteers must return all Council property including:

- Identification badges and uniforms
- Keys and access cards
- Documents, files and electronic materials
- Equipment and resources

Council welcomes feedback from departing volunteers to support continuous improvement of the volunteer program. Exit discussions with the Designated Staff Member are encouraged.

## 16 Recognition of Service

A Statement of Volunteer Service will be provided upon request after completion of three (3) months of volunteer service. The statement will include:

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- Commencement date
- Length of service
- Key duties and responsibilities
- Signature of the Designated Staff Member

Council does not provide formal written references. Individual departments may provide informal recognition of volunteer contributions where appropriate.

## 17 Responsibilities

### **Council is responsible for:**

- Developing role statements for volunteer positions
- Recruiting, selecting and appointing volunteers in accordance with this policy
- Providing induction and ongoing training to volunteers
- Ensuring volunteers work in a safe environment with appropriate supervision
- Maintaining insurance coverage for volunteers
- Providing volunteers with relevant policies and procedures
- Maintaining personnel records for all volunteers
- Ensuring volunteers have access to necessary resources and equipment
- Conducting regular performance reviews
- Recognising volunteer contributions
- Managing grievances and terminations fairly and professionally

### **Designated Staff Members are responsible for:**

- Developing role descriptions for volunteer positions within their area
- Conducting selection interviews and recommending appointments
- Providing day-to-day supervision and support to volunteers
- Conducting volunteer inductions and ensuring completion of all required documentation
- Providing role-specific training
- Allocating tasks and coordinating volunteer work
- Conducting probationary and ongoing performance reviews
- Monitoring volunteer health and safety
- Addressing performance or conduct issues
- Maintaining regular communication with volunteers

### **Volunteers are responsible for:**

- Attending induction and training sessions
- Complying with Council policies and procedures
- Maintaining appropriate standards of conduct and confidentiality
- Taking reasonable care for health and safety
- Notifying their supervisor of absences
- Performing assigned duties reliably and accountably
- Seeking guidance when needed
- Providing reasonable notice when ceasing volunteer service
- Returning Council property upon cessation

## 18 Relevant Legislation

- *Work Health and Safety Act 2011*
- *Civil Liability Act 2003*
- *Information Privacy Act 2009*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Anti-Discrimination Act 1991*

## 19 Related Policies and Documents

### Council policies:

- Code of Conduct
- Work Health and Safety Policy
- Community Facility Use Policy
- Procurement Policy
- Equal Employment Opportunity Policy

### Other documents:

- Volunteer Application Form (Appendix A)
- Volunteer Agreement Form (Appendix B)
- Volunteer Checklist (Appendix C)
- Volunteer Role Statement Template (Appendix D)
- Volunteer Induction Declaration (Appendix E)

## 20 Definitions

Term	Definition
<b>Community work</b>	Volunteer work organised by Council for charitable, benevolent, philanthropic, sporting, recreational, political, educational or cultural purposes as defined in section 39 of the <i>Civil Liability Act 2003</i>
<b>Designated Staff Member</b>	A Council manager, supervisor or other staff member appointed to supervise volunteers. This role forms part of the staff member's normal duties and includes developing role descriptions, conducting inductions, providing supervision and support, and reviewing volunteer performance
<b>Volunteer</b>	A person who performs work for Council of their own free will, without coercion, without financial payment, and in a position not designated as paid employment
<b>Volunteering</b>	An activity that is: (a) of benefit to the community and the volunteer; (b) undertaken of the volunteer's own free will without coercion; (c) for no financial payment; and (d) in a position not designated as paid
<b>Worker</b>	Defined in section 7 of the <i>Work Health and Safety Act 2011</i> to include volunteers performing work for a person conducting a business or undertaking

## 21 Appendix A — Volunteer Application Form

### Volunteer Application Form

<b>Name</b>	
<b>Phone</b>	
<b>Address</b>	
<b>Email</b>	
<b>Why do you want to work as a volunteer for the Murweh Shire Council?</b>	
<b>Skills, interests or work experience</b>	
<b>Days &amp; Times Available</b>	
<b>What volunteer positions are you interested in?</b>	
<b>Do you have any medical or other health conditions?</b>  Yes / No  If yes, specify:	
<b>Emergency contact</b>  Name:  Telephone:  Relationship to	
<b>Referee</b>  Name:  Telephone:	
<b>I declare this information to be true and correct to the best of my knowledge.</b>	
.....  Signature of Volunteer	.....  Date



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## 22 Appendix B — Volunteer Agreement Form

### Volunteer Agreement Form

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I, (volunteer's name) \_\_\_\_\_ agrees that:

- I understand volunteer rights & responsibilities
- I understand referees may be contacted by the Murweh Shire Council HR Manager
- I will carry out volunteer duties as directed
- I will be reliable and accountable
- I understand probity checks will be contacted where necessary
- I will read and comply with Council's Code of Conduct and Works Health and Safety policies
- I will undertake any training provided by Murweh Shire Council
- I will undertake the induction program provided by Murweh Shire Council
- I will respect confidentiality and privacy
- I will ask for help and support when needed
- I will give reasonable notice when I no longer wish to volunteer

***Murweh Shire Council may terminate my volunteering service if I do not comply with this agreement***

Signature of Volunteer: \_\_\_\_\_

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

Note: if applicant is under the age of 18 a parent or guardian must co-sign this application and the volunteer must be supervised at all times by a responsible adult.

Name of Parent/guardian (print) \_\_\_\_\_

Signature of Parent/guardian: \_\_\_\_\_

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



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## 23 Appendix C — Volunteer Checklist

### Checklist for Volunteer Positions

Please circle as appropriate

- Role Statement for position completed Yes/No
- Registration Form received Yes/No
- Agreement Form received Yes/No
- Designated staff member appointed Yes/No  
(name of staff member)
- Designated Staff member has reviewed requirements of this policy and for their specific role: Yes/No
- Interview conducted Yes/No
- Date(s) of interviews: \_\_\_\_/\_\_\_\_/\_\_\_\_, \_\_\_\_/\_\_\_\_/\_\_\_\_
- Police check and/or Working with Children check undertaken (if applicable) Yes/No
- Code of Conduct provided to volunteer Yes/No
- Induction program organised Yes/No

The induction will cover the following broad areas:

- Completion of relevant paperwork
- Introduction to Council
- Information about the group/work area
- Code of Conduct and other relevant policies
- Training
- Work, Health and Safety
- Work Site Introduction

Volunteer Name

Volunteer Signature

.....

.....

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

Murweh Shire Council Supervisor Name

Murweh Shire Council Supervisor Signature

.....

.....

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



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## 24 Appendix D – Volunteer Role Statement Template

### Volunteer Mission Statement

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Position Title: \_\_\_\_\_

Section/Unit: \_\_\_\_\_

Staff member responsible: \_\_\_\_\_

**OUR MISSION:**

*To provide in a friendly and welcoming manner, quality information and other services to any person that may inquire*

\_\_\_\_\_  
Volunteer Name

\_\_\_\_\_  
Volunteer Signature

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

\_\_\_\_\_  
Name – Murweh Shire Council Supervisor

\_\_\_\_\_  
Signature – Murweh Shire Council Supervisor

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

## 25 Appendix E – Volunteer Induction Declaration

### Declaration of Volunteer – Induction Program

I \_\_\_\_\_ acknowledge I have attended the induction program at Murweh Shire Council.

Name: \_\_\_\_\_ Commencement Date: \_\_\_\_\_

Tick off each item and enter the date and initial of person being inducted as a record of completion	Date & Initial
<p><b>1. Volunteer Induction</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Privacy information</li> <li><input type="checkbox"/> Volunteer Application Form has been completed</li> </ul>	
<p><b>2. Workplace Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provided Safety Handbook</li> <li><input type="checkbox"/> Manual Handling</li> <li><input type="checkbox"/> Emergency Procedures</li> <li><input type="checkbox"/> First Aid Kit</li> <li><input type="checkbox"/> Incident Report Forms</li> <li><input type="checkbox"/> Murweh Shire Council Workplace Health &amp; Safety Policy has been read and understood</li> </ul>	
<p><b>3. Visitor Information Centre Tour</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Toilets – public and staff</li> <li><input type="checkbox"/> Kitchen facilities – fridge, tea, coffee, milk</li> <li><input type="checkbox"/> Photocopier / Fax</li> <li><input type="checkbox"/> Public Internet Access</li> <li><input type="checkbox"/> Phone System</li> <li><input type="checkbox"/> Storage rooms</li> <li><input type="checkbox"/> Back gate to Railway platform</li> <li><input type="checkbox"/> Fire extinguisher &amp; First Aid Kit locations</li> <li><input type="checkbox"/> Bore water tap for tourists</li> </ul>	

<p><b>4. Operational Procedures</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteer Attendance Book</li> <li><input type="checkbox"/> Volunteers Communication Book</li> <li><input type="checkbox"/> Volunteers monthly roster</li> <li><input type="checkbox"/> Point of Sales System</li> <li><input type="checkbox"/> Bookeasy System</li> <li><input type="checkbox"/> Eftpos system</li> <li><input type="checkbox"/> Visitor statistics tally</li> <li><input type="checkbox"/> Public Internet access and printing</li> <li><input type="checkbox"/> Phone &amp; tally counter</li> <li><input type="checkbox"/> Souvenirs &amp; craft pricing</li> <li><input type="checkbox"/> Fact sheets</li> <li><input type="checkbox"/> Brochures</li> <li><input type="checkbox"/> Opening/Closing procedures if applicable</li> <li><input type="checkbox"/> Driver Reviver</li> </ul>	
<p><b>5. Tourism knowledge</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Shire tourism brochure</li> <li><input type="checkbox"/> Regional Tourism Organisations Guides</li> <li><input type="checkbox"/> Attractions throughout Shire</li> <li><input type="checkbox"/> Free camping areas</li> <li><input type="checkbox"/> Fishing locations</li> <li><input type="checkbox"/> Water for caravans</li> <li><input type="checkbox"/> Dump point for caravans</li> <li><input type="checkbox"/> Recommendations</li> <li><input type="checkbox"/> REX Airlines</li> <li><input type="checkbox"/> Queensland Rail services</li> <li><input type="checkbox"/> Bus Queensland services</li> <li><input type="checkbox"/> Business Directory</li> <li><input type="checkbox"/> Shower facilities – United</li> <li><input type="checkbox"/> Laundry mat</li> <li><input type="checkbox"/> LPG gas bottle refills –Mitre 10, Home Hardware, Western Rural, M&amp;L Carriers</li> </ul>	

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<input type="checkbox"/> LPG Autogas – United, M&L Carriers	
<b>6. Uniforms</b>  <input type="checkbox"/> Provided with a uniform  <input type="checkbox"/> Provided with a name badge  <input type="checkbox"/> Appropriate footwear	
<b>NOTES:</b>	

Induction sign off	
Volunteer Signature:	Date:
Supervisor Signature:	Date:

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## 26 Version Control

Version No.	Date	Approved	Amendment
1.0	17/02/2026	Council	

## 27 Approval

Chief Executive Officer			
Date:	17/02/2026	Signature:	Bruce Scott