



Volunteer Policy

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Policy Version Number	1
Department	Community Services
Policy Owner	Director of Communities

PURPOSE

The purpose of this Policy is to acknowledge the importance of volunteering to the delivery of Diamantina Shire Council services and programs, and to establish a consistent approach to the engagement and management of volunteers within Diamantina Shire Council.

COMMENCEMENT OF POLICY

Commencement date will be the date of approval.

SCOPE

This policy applies to any volunteer worker approved by Council to undertake volunteering activities on Council property.

This policy does not apply to persons who may be applying for or undertaking the following forms of unpaid work:

- Work experience placements and employment program placements.
- State Emergency Service duties such as the functions and duties of such persons is specified under the Disaster Management Act 2003.

HUMAN RIGHTS COMMITMENT

Council has considered the human rights protected under the *Human Rights Act 2019* (Qld) (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decision in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

POLICY STATEMENT

Council values the contribution made by community or general members of the public who volunteer their skills and time to support Council's services and programs.

Council recognises that it is important for people to have opportunities to contribute to community life by sharing and developing their expertise and interests in a voluntary capacity. Council also recognises that such volunteer contribution may enhance but not replace the work of paid employees.

Council is committed to providing a supportive and safe working environment, making the volunteer experience enjoyable and rewarding by:

- Recognising and acknowledging the contribution of volunteers.
- Offering volunteer opportunities in a range of relevant programs areas that will provide meaningful and satisfying work, or for specific events or other short-term initiatives.
- Where necessary providing adequate training, resources, and support to allow volunteers to undertake their role in a safe and effective manner.
- Providing appropriate management, supervision, and communication to ensure volunteers are aware of policies, procedures and information relating to their roles.
- Treating volunteers with respect, fairness, and dignity in accordance with the Employee Code of Conduct.

Volunteers are responsible for:

- Taking reasonable care for the health and safety of themselves and others.
- Complying with Council's policies, procedures, and guidelines.
- Maintaining the same standards of confidentiality, courtesy, respect, and organisational discipline as employees in accordance with Council's Employee Code of Conduct.
- Honouring commitments, undertaking their assigned duties responsibly.
- Following all reasonable instructions by Council Management.
- Working in a constructive and cooperative manner with Council employees and the delegated supervisor.

SPECIFIC AND STANDARD

Implementation and Access

Role statement for a volunteer position

The relevant supervisor (or designated staff member as supervisor) will develop a role statement that clearly outlines the volunteer role and the expectations of Council. The role statement confirms the understanding that volunteers are engaged for specific tasks. It ensures that all volunteers are clear about what is expected of them in their role. If the role is very short term, like a tree-planting day for example, the tasks will be listed in the registration form. Longer-term placements and roles that are more complex require a more extensive role statement.

Selection and Appointment

People expressing an interest in a volunteer role with Council will complete a registration form and be given a role statement for the role they are interested in. The role details may be listed on the registration form or within a standalone volunteer role statement. This will depend on the duration and complexity of the role. Prospective volunteers will be required to meet with the relevant supervisor for the position or such other staff member designated to be responsible for volunteers in a department of Council and depending on the duration and complexity of the volunteer engagement, may be required to attend an interview.

At the time of the interview, volunteers will be given information about the role and any associated conditions required for the placement. Applicants who do not meet the selection criteria may not be accepted for the role and will be advised of the outcome. Once selected the supervisor will ensure that all documents are placed in a secure file and recorded in their personnel file and as appropriate also inform Human Resources.

Obligations of Volunteers

Volunteers are expected to maintain the same standards of confidentiality, courtesy, organisational discipline and compliance with Code of Conduct and other relevant policies as are required of paid employees. Volunteers are to be issued with a copy of Council's Code of Conduct.

Engagement and service as a volunteer with Council will not be construed as providing any access to, or right for consideration for, future paid employment with Council.

Volunteers assisting in the provision of Council services have the right:

- To work in a healthy and safe environment
- To be interviewed and engaged in accordance with equal opportunity and Anti-discrimination legislation
- To be adequately covered by insurance and effective workplace health and safety procedures
- To be given accurate and truthful information about Diamantina Shire Council related only to their volunteering role
- To be reimbursed for reasonable out-of-pocket expenses as agreed
- To be given a copy of Diamantina Shire Council's Volunteer Policy and any other relevant policies and procedures
- Not to fill a position previously or intended to be held by a paid worker
- Not to do the work of paid employees during industrial disputes
- To have a role statement and agreed working hours
- To have access to a grievance procedure
- To be provided with an induction to Diamantina Shire Council and the specific service/program for which the volunteer is working
- To have personal and confidential information dealt with in accordance with the *Information Privacy Act 2009*
- To be provided with sufficient training to perform their role
- Be provided with sufficient resources and support to undertake the tasks for which they have

Responsibility

The implementation of this policy is the responsibility of the Diamantina Shire Visitor Information Centre and the use of volunteers. Departments may develop additional procedures which reflect the types of programs and volunteers required for their specific areas of activity and give effect to this policy.

Procedure

Once a volunteer has been offered a placement an induction will be undertaken to ensure the volunteer is provided with all the information necessary to begin meaningful participation with Council.

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 legislation and application
- Work Site Introduction and availability of resources

The Wirrarri Visitor Information Centre will maintain a register of all volunteers, and the original of this form is to be registered in their personnel file.

Application and Approval

Volunteers must complete a Volunteer Application Form and a Volunteer Agreement Form (copies attached). Before volunteers can start work, the Chief Executive Officer (CEO) (or a Director) must approve their appointment. The Designated Staff Member in charge will provide the volunteer with a copy of this policy and a copy of Council's Code of Conduct.

Recruitment

Diamantina Shire Council does not regularly conduct recruitment programs for volunteers. Volunteers are welcome to apply to an approved Council organised activity in line with this policy.

Working with Children and Police Checks

Council will require the volunteer to undergo the working with children check or relevant police checks for certain activities as appropriate.

Procedure and Outline of Duties

Volunteers are to be provided with the activity-specific procedures including risk assessment, hazard identification and control measures for the duties being undertaken.

Workplace Accident Cover

Volunteers are covered by relevant insurances including Personal Accident Insurance. Under the *Workplace Health and Safety Act 2011*, volunteers are considered workers for the purposes of the Act and are to be afforded all appropriate considerations as employed staff in their role with Council.

Confidentiality

Volunteers must ensure that any information accessed through their volunteering duties remains confidential. Any breach of this confidentiality requirement may result in termination of the volunteer's services for breaching the Local Government Act's confidentiality obligations.

Probation/Trial Period

In some circumstances Volunteers may be subject to a probationary period. Volunteers will be advised at their induction of the length of their probation/trial period. In most cases a trial would continue for a period of 3 months. Normally a volunteer will have their performance reviewed after one month and then at the completion of the 3-month period. If at the end of this time either party does not feel that the arrangement is working, the voluntary opportunity may be terminated.

Volunteers should expect to have their performance reviewed on a regular basis throughout the duration of their participation with Council as determined by their Designated Staff Member.

Attendance

Volunteers are required to advise their supervisor or manager if they are unable to attend work, where scheduled. Council asks all volunteers to give as much notice as possible to their Designated Staff if they are knowingly going to be absent from work.

Work Health and Safety Training

Before starting work, volunteers must participate in a program which familiarises them with workplace health and safety requirements. This program includes consultation with the supervisors as to the hazards at the site and controls developed. Volunteers must take reasonable care for the health and safety of people at work. Volunteers are also required to cooperate with the supervisor in the interest of health, safety and welfare and report any unsafe acts or unsafe conditions associated with their work.

Volunteers will be provided with a brief induction to the organisation by the organising staff member. Further training will be provided as required.

Media Protocols

Council policy states that only authorised personnel will provide comment to the media. All media inquiries must be directed to the Chief Executive Officer. If this person is not available, an appropriate person will be appointed

DEFINITIONS

Term	Definition
Act	<i>Local Government Act 2009</i>
Council	Means Diamantina Shire Council
Regulation	<i>Local Government Regulation 2012</i>
Council Employee	Local government employee: (a) The Chief Executive Officer; or

Term	Definition
	(b) A person holding an appointment under section 196 of the <i>Local Government Act 2009</i> .
Volunteer	Any person who of their own free will offers to undertake unpaid work for Council and is accepted as a volunteer by the Chief Executive Officer (CEO) and / or his authorised delegates.

SUPPORTING DOCUMENTATION

Legislation	<i>Anti-Discrimination Act 1991</i> <i>Child Employment Act and Regulation 2006</i> <i>Child Employment Act 2006</i> <i>Child Employment Regulations 2016</i> <i>Disaster Management Act 2003</i> <i>Local Government Act 2009 (Qld)</i> <i>Local Government Regulation 2012 (Qld)</i> <i>The National Standards for Volunteer Involvement</i> <i>Working with Children (Risk Management and Screening) Act 2000</i> <i>Working with Children (Risk Management and Screening) Regulation 2011</i> <i>Work Health and Safety Act 2011</i> <i>Work Health and Safety Regulation 2011</i>
Council Policies	Code of Conduct Human Resources Policy Work Health and Safety Policy Psychosocial Health, Safety and Wellbeing Policy Statement
Council Forms	Conflict of Interest Declaration Volunteer Application Form Volunteer Position Description Incident Report Form
Supporting Documents	Corporate Plan 2022 - 2027

VERSION CONTROL

Version	Adopted	Comment	eDRMS #
1	16/03/2026	Original	330178