

1 Purpose

This policy provides a framework for the management of volunteers at Toowoomba Regional Council (Council).

2 Scope and applications

This policy applies to:

- Council employees responsible for recruiting, managing and engaging volunteers who participate in Council volunteer activities; and
- volunteers who participate in a Council managed volunteer activity and are registered in Council's Volunteer Management Software.

This policy does not apply to:

- external Volunteer Involving Organisations (VIOs) or Partnership Groups (separate legal entities), their volunteers and their volunteer activities;
- Council trainees, work experience participants or any arrangements where a person is engaged in an activity that is primarily aimed at skills development including the Work for the Dole Program;
- prisoner work programs; and
- individuals who volunteer for Councillors.

3 Principles

Council is committed to supporting and encouraging volunteer involvement in Council by ensuring its volunteer activities:

1. are guided by Volunteering Australia's National Standards for Volunteer Involvement;
 - Standard 1: Volunteering is embedded in leadership, governance and culture
 - Standard 2: Volunteer participation is championed and modelled
 - Standard 3: Volunteer roles are meaningful and tailored
 - Standard 4: Recruitment is equitable and diversity is valued
 - Standard 5: Volunteers are supported and developed
 - Standard 6: Volunteer safety and wellbeing is protected
 - Standard 7: Volunteers are recognised
 - Standard 8: Policies and practices are continuously improved
2. provide a collaborative, supportive, inclusive and safe working environment for volunteers;
3. are enriching for Council, its customers and program participants, volunteers and the community;
4. are effectively managed, supported and resourced by staff with expertise to lead, engage and develop volunteers and volunteer teams; and
5. are not exclusively used to replace previously paid positions.

Volunteerism supports Council's goal for community and wellbeing which is to "promote a vibrant, safe, healthy, and engaged Region, creating opportunities for people to connect and belong. We are proud of our unique and diverse communities".

In addition to upholding the principles outlined above, Council is committed to upholding the obligations within the *Human Rights Act 2019* by giving proper consideration to the provisions of the Act when making decisions relevant to this policy.

4 Content

Council acknowledges that volunteers contribute to the social, economic, environmental and cultural well-being of the community by:

- strengthening community cohesion, social wellbeing, and trust;
- expanding the ability of the community to respond to the needs of its citizens and provide a range of services and activities;
- engaging the community in protecting local resources, improving the physical environment and support for environment issues; and
- encouraging understanding and acceptance of culture and diversity.

Council plays a dual role in supporting volunteers who assist in the provision of Council services and activities, while also fostering a positive volunteering culture across the Toowoomba Region through leadership, partnerships and community engagement.

Council has the right to decline or terminate the offer of services of a volunteer which is deemed to be in Council's best interest.

5 Responsibilities / accountabilities

Role	Responsibility
Workers (including Volunteers)	• demonstrate understanding of and comply with this policy • contribute to the accurate maintenance of personal details and volunteer participation records in Council's Volunteer Management Software • undertake training and safety activities required for the volunteer role in accordance with Council requirements • model appropriate behaviour and treat others with dignity and respect • promote a positive, inclusive and constructive workplace culture • volunteers must comply with the same standards of conduct as expected of paid Council workers
Volunteer Supervisors	• undertake the recruitment, selection and induction of volunteers in accordance with Council procedures • ensure volunteer records and documentation are appropriately saved within Council document systems and the Volunteer Management Software • ensure oversight of volunteer participation records in accordance with Council procedures • provide ongoing supervision and support including training of volunteers in their respective roles where necessary
Managers	• demonstrate leadership by modelling appropriate behaviour and adherence to this policy • monitor the workplace to ensure acceptable standards of conduct are maintained • promote a positive culture that supports volunteer involvement • authorise the engagement of volunteers • authorise the withdrawal or termination of a volunteer's services where required

General Managers	- demonstrate leadership by modelling appropriate behaviour and adherence to this policy - monitor the workplace to ensure acceptable standards of conduct are maintained - promote a positive culture that supports volunteer involvement
Health, Safety and Wellbeing	- provide work health and safety materials and processes that are appropriately contextualised for volunteers and the roles they perform - support Managers and Volunteer Supervisors in the implementation of these materials and processes
Environmental and Community Group	responsible for developing and implementing procedures to support this policy

6 Relevant laws

Local Government Act 2009

Local Government Regulation 2012

Work Health and Safety Act 2011

Anti - Discrimination Act 1991

Queensland Civil Liability Act 2003

Information Privacy Act 2009

Child Safe Organisations Act 2024

7 Related policies/documents

Members of the public can access Council policies on Council's website. If a policy listed below does not appear on the website please contact 131 872 or email info@tr.qld.gov.au to request a copy. Staff may access policies via the [Policy Register and Review Schedule](#).

Council policies

2.17 Lobbyist Policy

2.18 Giving Gifts, Prizes and Awards Policy

2.35 Media Policy

2.52 Complaint Management Policy

2.56 Entertainment and Hospitality Policy

2.64 Social Media Policy

4.08 Motor Vehicle Policy

4.13 Diversity and Inclusion Policy

4.16 Travel and Related Expenses Policy

4.25 Bullying, Discrimination, Sexual Harassment and Conduct Management Policy

4.30 Insurance Policy

4.32 ICT Acceptable Use Policy

4.34 ICT Implementation Policy
 4.36 Information Management Policy
 4.45 Access and Equity Policy
 4.48 Asset Management Policy
 5.30 Customer Service Procedure
 6.15 Volunteer Supervisors Procedure Manual

Other documents

Volunteer Handbook
 Code of Conduct for Employees
 Volunteer Agreement (Standard)
 Volunteer Agreement (DEED)
 WHS 3.6.4 - Volunteer Management and Engagement Procedure
 3.6.2.1 WHS FORM Corporate WHS Induction - Volunteers Part A
 3.6.2.2 WHS FORM Corporate WHS Induction - Volunteers Part B
 3.6.3.1 WHS FORM Area Induction Checklist
 3.6.3.2 WHS Area Induction Presenters Guide
 Employee Assistance Program (EAP)

[Corporate Plan 2024 - 2029](#)

8 Related forms

Refer to Councils Working at TRC intranet article: Volunteer Management

[National Standards for Volunteer Involvement](#)

The National Strategy for Volunteering 2023 - 2033

9 Definitions

Term	Definition
Council	Toowoomba Regional Council
Council Volunteers	Individual volunteers participating in a Council managed volunteer activity.
Council Volunteer Activities	Council managed activities that utilise volunteers to support Council's delivery of programs, activities and services and which are recorded within Council's Volunteer Management Software.
External Volunteer Involving Organisations (VIOs)	External Volunteer Involving Organisations (VIOs) are identified as a separate legal entity and are responsible for and manage their own volunteers and volunteer activities. VIOs are any

Term	Definition
	organisation/group/business/government department that engages volunteers (separate to Council). Volunteers associated with these separate entities are volunteers of that entity and not that of Council. Council may engage these entities through formal agreements. These formal agreements are between the two legal entities themselves and not individual volunteers of the respective entities.
Managers	Council employees with formal responsibility for the management of teams, programs or services, including areas where volunteers are engaged.
Volunteering	Time willingly given for the common good and without financial gain. Designated volunteer positions provide services and programs that benefit the community and the volunteer. Volunteering can be episodic, informal or structured by a formalised approach, all of which can be undertaken by both individuals and groups.
Volunteers	Individuals who give their time willingly for the common good and without financial gain.
Volunteer Management Software	Council's approved system used to register volunteers and manage volunteer records, hours and associated documentation.
Volunteer Supervisors	Council staff who are responsible for the management and engagement of volunteers including recruitment, induction, training, supervision, ongoing support, record keeping and recognition.
Workplace	The place where work is carried out by volunteers including any place the volunteer goes, or is likely to be, while volunteering. This can be onsite at a Council facility, or off-site at a non-Council owned facility.
Workers	Has the same meaning as defined in the <i>Work Health and Safety Act 2011</i> , encompassing all persons engaged by Council, including paid employees, contractors and volunteers.

10 Policy details

Policy category:	Organisational Policy	Policy version number¹:	4.00
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Policy Owner:	Community Development, Facilities & Tourism Branch		
Contact officer:	Volunteer Management Officer		
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11 Revision history

Policy version	Approval date	DM Reference
1.00	01 September 2015	6541881v1
2.00	15 November 2016	6870750v2
3.00	20 August 2020	7840831v2
4.00	8 July 2026	10989247v3

¹ Printed copies are uncontrolled. It is the user's responsibility to ensure that any copies of policy documents are the current issue. Any delegations should be verified via the relevant Delegation Register as it takes precedence if there is a conflict. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict