

Program: Community Lifestyle
Date of Adoption: 26 August 2026
Resolution Number: ORD-2026-192
Review Date: 26 August 2030

Scope

This policy details the scope of In-kind Assistance available to not-for-profit community groups.

Objective

To provide access to Mackay Regional Council (MRC) resources to support local community groups/organisations that make positive contributions to the quality of life in the local government area.

Policy Statement

In recognition of the support that community groups/organisations provide to the overall community, MRC can assist eligible organisations with In-kind support.

Council considers that to the extent this policy engages and limits, or potentially limits, any human rights, that limitation is reasonable in that it is proportionate and justified.

This process to remain in force until otherwise determined
by Mackay Regional Council

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1.0 Principles

1.1 Eligibility

Organisations must:

- be located within the MRC area;
- have the majority of their members residing in the Mackay region;
- be a nonprofit group/organisation **or** the particular event is a charitable or community event;
- provide a community benefit to the residents of the MRC area.

Examples of In-kind Assistance which may be considered include:

- Loan of traffic cones;
- Erection of street banners;
- Provision of waste and recycling bins
- Inkind requests to the value of \$2000.

1.2 Application Process

All applications must be made on the online [In-Kind Assistance Request Form](#) found on the MRC website and submitted to MRC a minimum of 4 weeks prior to the start date of event/activity.

The Senior Coordinator, Community Programs and Team Leader, Community Programs have the authority to:

- a) reject ineligible application;
- b) refer applicants to the grants program, where appropriate; or
- c) approve applications up to \$2,000.

Requests valued in excess of \$2,000.00, which are recommended for approval, will require Executive Manager Community Lifestyle approval.

1.3 Exclusions

Refunds and/or waiver of MRC fees and charges will not be considered through this program apart from minor fees for venue or park's hire to a maximum value of \$250 for eligible events.

The donation or gifting of other goods and services are not permitted as a part of this policy.

MRC programs are not eligible to receive In-kind Assistance for any events/activities.

Other requests for assistance with MRC Fees and Charges should be directed to the Community Investment Grants program.

2.0 Complaints

Any complaints in relation to a decision or a service relating from this policy will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

Complaints may be made as following:

In writing to
Chief Executive Officer
Mackay Regional Council
PO Box 41
MACKAY QLD 4740

Via Email - complaints@mackay.qld.gov.au

In person at the following MRC Client Services Centres:

- MRC Mackay Office – 73 Gordon Street, Mackay
- MRC Sarina Office – 65 Broad Street, Sarina
- MRC Mirani Council Office – 20 Victoria Street, Mirani

3.0 Definitions

To assist in interpretation the following definitions shall apply:

Council shall mean all elected representatives, including the Mayor of Mackay Regional Council.

In-Kind shall mean a contribution of goods or service other than cash, for example, but not limited to:-

- Loan of traffic cones;
- Erection of street banners; or
- Provision of waste and recycling bins.

MRC shall mean Mackay Regional Council.

4.0 Review of Policy

This policy will be reviewed when any of the following occur:

- The related documents are amended or replaced.

- Other circumstances as determined from time to time by a resolution of Council.

Notwithstanding the above, this policy is to be reviewed at intervals of no more than four 4 years.

5.0 Reference

- *Local Government Act 2009*
- Human Rights Act 2019
- MRC Policy 031 – Grants

Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
1	Review of Policy	Council policy to Administrative policy	Endorsed	23/11/2016
2	Review of Policy	Review amendments	Endorsed by Council	27.05.2020
3	Review of Policy	Review	Adopted by Council	22.03.2023
4	Review of Police	Review	Adopted by Council	26.08.2026