

# Your Volunteer Handbook

Community Asset Committees







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## 1 Welcome

Thank you for volunteering with Loddon Shire Council (Council) as a Community Asset Committee member.

Volunteers are an important part of our organisation and it is our obligation to ensure you have an enjoyable and safe volunteering experience with Council.

This handbook provides you with the information you need to have a good overview of your role on the committee.

## 2 Introduction

Please take some time to read this handbook designed to respond to your questions and explain your roles and responsibilities as a committee member.

Council considers this a 'living' document, which means that we welcome feedback on the content as part of the continuous improvement of the information Council provides to new committee members.

### Council's contact details are:

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By post: PO Box 21 Wedderburn VIC 3518

By email: [loddon@loddon.vic.gov.au](mailto:loddon@loddon.vic.gov.au)

By phone: 5494 1200



### 3 What is a community asset?

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A community asset is a physical facility that is available for public use within Loddon Shire, such as a community hall or sporting reserve.

The facility may be owned by Council or gazetted as Crown Land that is managed by Council.

Section 65 of the Local Government Act 2020 states that a Council may establish a Community Asset Committee (CAC) for the purpose of managing a community asset in the municipal district.

### 4 Community Asset Committees

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CACs are established by a decision of Councillors at a Council meeting and members are appointed to a CAC by Councillors at a Council meeting.

Once a CAC is established and has members, Council's Chief Executive Officer (CEO) delegates authority to the CAC to undertake activities on behalf of Council using an Instrument of Delegation (IoD). An example of an IoD is included in the **Community Asset Committee Operations Manual** as Appendix 1.

Under the Local Government Act, the CEO is also responsible for submitting an annual report to the Council on the activities and performance of every CAC.

CACs are responsible for managing, maintaining and developing their asset. This is different to using the asset for activities.

The CACs interact with a variety of Council staff depending upon the nature of the activity.

CACs will have agreements with organisations and individuals that wish to use the asset on a seasonal or one-off basis. Examples of agreements include:

- sporting clubs that use a reserve for a season to conduct training and matches
- a yoga instructor who books a hall on a regular basis for a specific period or
- a health group that uses a room for monthly maternal health checks.

## 5 Authorised activities

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Your CAC's IoD outlines the areas of authority and responsibility for your CAC.

If you are undertaking an activity listed in your CAC's IoD, and with the authority of your CAC, you are more likely to be covered under Council's insurance policies.

## 6 Being a volunteer

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A volunteer is a person who gives time willingly for the common good and without financial gain.

Council hopes you will be able to share your skills and knowledge to help other volunteers and learn new skills and knowledge from fellow volunteers.

Volunteering is a great way to have an active role in your community. You will help ensure our community assets are looked after while meeting new friends.

## 7 Volunteer registration

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Council has a register of all volunteers associated with CACs and other Council services.

As a member of a CAC, you will be asked to provide basic personal details to be registered on Council's volunteer management system, Better Impact.

Registration as a volunteer helps to ensure that you are covered by relevant Council insurance policies.

Council indemnifies all members of CACs against any action, liability or demand on account of any matter or thing done by them on behalf of the CAC when they are acting in accordance with the IoD.

Council does not insure personal vehicles owned by a volunteer. If you have your own vehicle, it must be registered and insured by you.

## 8 Code of conduct

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All Council volunteers are required to understand and abide by Council's "Staff, Volunteers & Contractors Code of Conduct" (the Code) which sets out the values, expected minimum standards of behaviour and professional conduct for staff, volunteers and contractors in their roles with Council.

A full copy of the Code is available on Council's website. The main points of the Code of Conduct that are most applicable to volunteers are included in the **Community Asset Committee Operations Manual** as Appendix 2.

## 9 Your rights and responsibilities as a volunteer

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Council has adopted a Volunteer Policy that sets out Council's commitment to volunteers.

Council has committed to building a volunteer program based upon the principles in the National Standards for Volunteer Involvement 2015 and the action in the Volunteer Strategy 2018-2022. These documents underpin volunteer rights and responsibilities.

### As a volunteer, you have the right to:

- be respected and valued as a volunteer
- be appreciated and recognised for your contribution, skills, experience and qualifications
- be managed within a structured volunteer management framework
- receive training to undertake your volunteering tasks (if required)
- have your ideas welcomed and acknowledged
- be able to raise any grievance or issue
- work in a healthy and safe environment
- be supported by the Council
- have your confidential and personal information managed in a sensitive manner that is in line with government legislation
- have the equipment and resources to complete your duties and
- be adequately covered by Council's insurance policies.

### As a volunteer, you have a responsibility to:

- be sure your motives and objectives match the volunteer role and Council's expectations before accepting a role
- follow and be aware of the legislation, policies and procedures for Council that are relevant to your role
- be a positive contributor to Council and uphold its values and aims at all times
- be willing to take part in induction, orientation and ongoing training as required
- accept support, supervision and evaluation
- communicate openly and honestly
- be punctual and reliable, and work as a member of the team
- not represent yourself as a paid staff member or obligate Council in any unauthorised way
- respect privacy and confidentiality of fellow volunteers and the clients or members of the public you assist
- be willing to undergo regular police checks and regular Working With Children Checks

- contribute to a safe working environment for other volunteers, paid employees, clients and members of the public
- be formally registered with Council as a volunteer, and sign and adhere to your role description
- immediately notify your Council supervisor if you sustain a work related injury
- immediately report any unsafe working conditions and potential hazards to your Council supervisor
- inform your Council supervisor or other nominated person if you are unable to undertake your duties or have any issues or concerns.

## 10 Council's rights and responsibilities

### Council has the right to:

- make decisions regarding volunteer placement
- review volunteer performance according to organisational policies and procedures
- expect volunteers to perform their tasks to the best of their ability
- expect volunteers to conduct their duties with respect and courtesy towards all customers, paid and voluntary staff and
- release a volunteer who is deemed inappropriate for the volunteer role.

### Council has the responsibility to:

- ensure volunteers are covered by adequate insurances
- provide induction/orientation and necessary training
- establish clear lines of communication about complaints and conflict resolution procedures
- provide safe and healthy working conditions
- include volunteers in relevant decision making processes
- provide supervision and support
- provide emergency procedure guidelines and
- provide required documentation relating to the volunteer work to be undertaken.





## 11 Training

All new volunteers for Council's CACs will need to undertake basic training courses to cover:

- introduction to CAC roles and responsibilities – the “why”, “what” and “where” of CACs and their relationship to Council and the CEO
- good governance and accountability – the “how” and “who” of CAC operations
  - good meeting practice
  - managing conflicts of interest
  - good record keeping and timely reporting
  - good financial management

- basic safety
  - creating a safe place for everyone (an essential part of any Council service or program)
  - creating a safe community asset
  - creating child safe settings
  - protecting privacy.

Some volunteers will also need to complete equipment and procedure training to help them understand the safe way to use equipment associated with their asset. Courses may include:

- first aid
- ladder use
- lawn mower safety
- ride on mower safety
- whipper snippers and
- manual handling.

## 12 Activity registration form


Whenever you undertake a volunteer activity, you will be asked to fill in a form similar to the one below.

This form will be available at the location where you do your volunteer activities.

If you do a regular activity, such as mowing the grass each week during certain months of the year, you will only need to sign in once with information about that regular activity.

If you help out with a one-off event, such as painting the inside of a hall, all volunteers who attend that event need to sign in.

These records of your attendance to carry out volunteer activities will help to ensure Council has the correct information in the event that an insurance claim needs to be lodged.

 <p><b>LODDON</b> SHIRE</p>				<p>Municipal Offices: 41 High Street, Wedderburn, Victoria PO Box 21, Wedderburn VIC 3518</p> <p>Telephone: 03 5494 1200 Facsimile: 03 5494 3003</p> <p>Email: <a href="mailto:loddon@loddon.vic.gov.au">loddon@loddon.vic.gov.au</a> ABN: 90 925 450 534</p> <p><a href="http://www.loddon.vic.gov.au">www.loddon.vic.gov.au</a></p>		<b>VOLUNTEER SIGN IN FORM</b>	
						Please fill in your details each time you undertake an activity here at	
						Asset Name: EUCALYPTUS STILL	
Date	Time in	Time Out	Activity	Volunteer's Name	Volunteer's Signature		
Weekly on Monday	0900	1200	e.g., Clear Rubbish	Michael Johnston	<i>MJ</i>		
17/12/2020	1700	1900	e.g., Cut Eucalyptus Leaves	Margaret Jones	<i>MJ</i>		
17/12/2020	1700	1900	e.g., Cut Eucalyptus Leaves	Mary Jackson	<i>MJ</i>		

## 13 Resignations

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Should you wish to end your volunteering service please notify the Chairperson of your CAC. Any keys and Council property is to be returned to the CAC prior to your departure.

## 14 Unacceptable behaviour

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Council has a responsibility to ensure its staff and volunteers maintain a high standard of conduct in the performance of their duties. Unacceptable behaviour will be managed in a fair, reasonable and timely manner according to Council's Disciplinary Policy and Procedure, a copy of which is available from Council.

## 15 Grievances and complaints

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Council will make every effort to solve a grievance in a manner acceptable to all parties. If a grievance cannot be solved informally, you may make a formal complaint in writing according to Council's Dispute Resolution Policy and Procedure, a copy of which is available from Council.

## 16 Privacy and volunteer data collection

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As part of Council's plan to make it easier to contact volunteers and recognise the achievements of the its volunteers, Council will be uploading existing volunteer information to Council's cloud-based volunteer management database, Better Impact. The information will be that which is provided to Council as part of your Community Asset Committee's Annual Minutes.

If you are a new volunteer, it is likely that you have registered via Council's Better Impact portal and therefore have entered the information yourself.

The information will be managed in accordance with Council's Privacy Policy.

Council's Privacy Policy can be downloaded from this page:

<https://www.loddon.vic.gov.au/Our-Council/Plans-strategies-and-policies/Policies>

You can access Council's Better Impact page by following the link below:

<https://app.betterimpact.com/PublicOrganization/436354bd-5ad1-4d74-be00-8f4261770fbf/1>

Please let Council know if there are any problems with storing your data here.

## 17 Opportunities for improvement

An important part of our volunteer network is information we receive from our volunteers.

If there is something you believe can improve Council's volunteer services or programs, please discuss this with

your committee members so the CAC can contact Council if necessary.

Council looks forward to working with you to continue to maintain community assets for community use.



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