

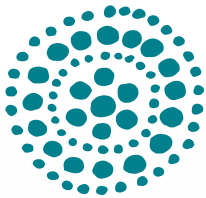


Volunteer Handbook

Supporting the Tweed together



TWEED
SHIRE COUNCIL



Acknowledgment of Bundjalung Country

We wish to acknowledge the Ngandowal and Minyungbal speaking people of the Bundjalung Country, in particular the Goodjinburra, Tul-gigin and Moorung - Moobah clans, as being the traditional owners and custodians of the land and waters within the Tweed Shire boundaries. We also acknowledge and respect the Tweed Aboriginal community's right to speak for its Country and to care for its traditional Country in accordance with its lore, customs and traditions.



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Welcome

Thank you for deciding to volunteer your time, skills and experience to assist Council deliver community-based programs across our beautiful shire.

Council relies on and values the significant contribution made to our community by our wonderful volunteers.

This handbook contains information to assist you as you start your volunteer experience. Additional information specific to individual volunteer programs will be provided by the Volunteer Program Supervisor.

Voluntary services play an essential role in the Shire, assisting staff in areas such as service delivery, supporting recreation and leisure programs, emergency services, senior services and environmental projects. As a volunteer you are part of a team working to realise Council’s vision and support its mission.

Vision

The Tweed will be recognised for its desirable lifestyle, strong community, unique character and environment and the opportunities its residents enjoy.

Mission

Working with community and partners, provide leadership in facilitating and delivering services that manage growth sustainably, create opportunity and enhance the value of our civic and natural assets for this and future generations.

Goals

Council in collaboration with the community developed a Community Strategic Plan which drives Council’s Delivery Program and Operational Plan. The Strategic Plan helps to formulate Council’s goals, acknowledges the Communities goals and incorporates volunteer program goals. It is an interdependent and mutually beneficial relationship.



About the Tweed

Tweed Shire covers 1303 square kilometres and adjoins the New South Wales shires of Byron, Lismore and Kyogle. The New South Wales/Queensland border to the north divides the twin towns of Tweed Heads and Coolangatta. The stunning centrepiece of the Tweed, where the sun first hits the Australian continent, is Wollumbin/Mount Warning which is surrounded by national parks forming the caldera of the fertile Tweed Valley.

The Shire includes 37km of coastline, wetlands and forests, pastoral and farmland, the entire basin of the Tweed River, and mountainous regions containing 3 World Heritage listed national parks. Tweed is located in one of the largest natural erosion calderas in the world and boasts an internationally significant environment with the highest biodiversity in New South Wales (top 3 in Australia).

The Tweed's diverse population is geographically spread between urban communities, coastal and rural towns and more than 15 villages. There are 3 public libraries, 2 TAFE campuses, 3 public swimming pools, more than 480 parks and reserves and more than 35 sports fields.

Tweed Shire Council was declared on 1 January 1947, following amalgamation of the municipality of Murwillumbah and Shire of Tweed. With an annual budget greater than \$190 million, we are one of the largest employers in the Northern Rivers Region with over 750 permanent employees. Council provides more than 50 services to more than 90,000 residents who call the Tweed home.

Services delivered by Council include:

- Infrastructure and property services, including local roads, bridges, footpaths, drainage, waste collection and management.
- Provision of recreation facilities, including a leisure centre, sports ovals and parks.
- Health services such as water and food inspections, noise complaints and pool inspections. Community programs for families, seniors, people with disability and young people.
- Building and planning services, including inspections, licensing, certification and enforcement, and development approval.
- Administration of parking facilities, street parking and animal control.
- Cultural facilities and services, such as galleries and a museum.
- Community events to bring together local residents of all ages and cultural backgrounds in a positive environment.

Volunteering

“Volunteering is time willingly given for the common good and without financial gain.”

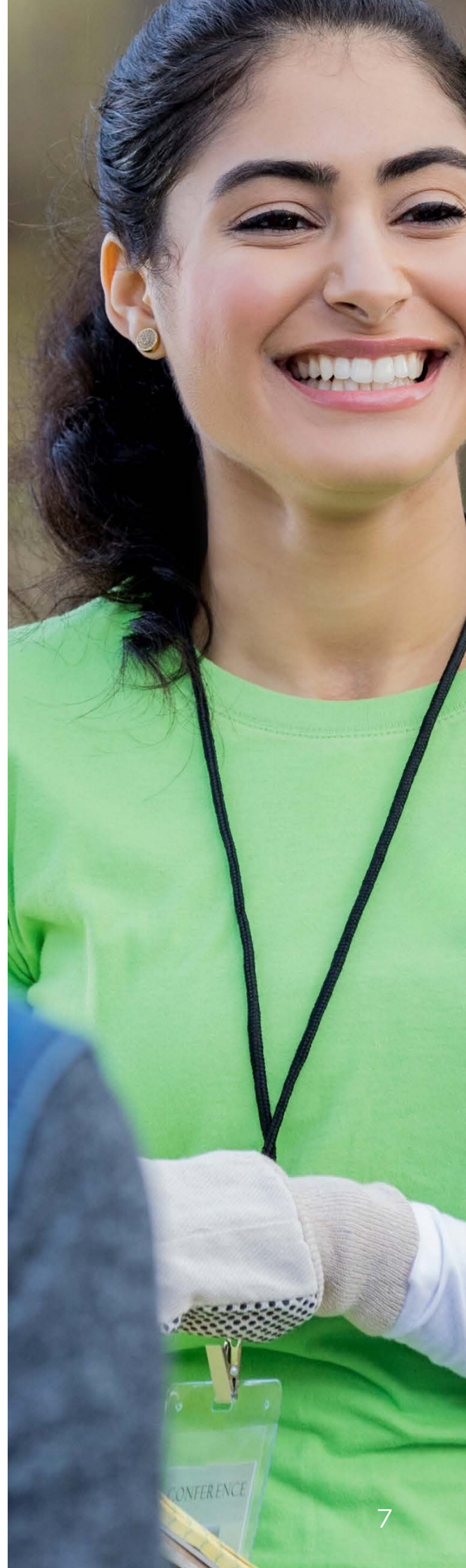
Volunteering Australia.

Council considers volunteers to be people who undertake an activity on behalf of Council either directly or indirectly, where the intent is to provide a tangible benefit to the community.

Volunteers may be invited to participate directly by Council or through another party which is involved with Council in undertaking a particular activity. Volunteers are not party to an employment contract.

For the purposes of this document and within the context of Council’s volunteer framework, volunteering does not include:

- Internships as part of their course of study.
- Participants fulfilling social security benefit obligations or mutual obligations. Note: while Council may use Work for the Dole participants, and individuals undertaking Community Service Orders, these are not considered volunteers,
- Councillors who undertake activities as part of their local government duties.
- Council employees who volunteer with external organisations as part of their work.
- External organisation representatives who work with Council as part of their paid employment capacity unless they engage in duties/activities outside of and separate to their substantive paid role.





All volunteers have an assigned Volunteer Program Supervisor. This supervisor is responsible for organising rosters where relevant, daily supervision, induction, initial and ongoing training and general guidance.

Volunteers with Council include, but are not limited to, assisting with:

- The Shire's cultural sites – Tweed Regional Art Gallery and Margaret Olley Art Centre; Tweed Regional Museum
- Natural assets and environmental projects in conjunction with external incorporated bodies such as Landcare.
- Providing advice and guidance through membership of various committees.
- Delivery of specific events and functions.

Information on all Council and associated volunteer programs is available on Council's website.

Council's volunteer framework is guided by the 8 National Standards for Volunteer Involvement as developed by the national industry body for volunteering, Volunteering Australia. These standards help organisations to:

- Maximise the benefits of volunteer involvement.
- Develop effective volunteer involvement strategies and practices.
- Involve volunteers in useful and meaningful activities that contribute to the outcomes of the organisation's work.
- Ensure the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities.

Standard 1: Leadership and Management

- Council’s governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

Standard 2: Commitment to Volunteer Involvement

- Council’s commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation’s strategic direction.

Standard 3: Volunteer Roles

- Council’s volunteers are engaged in meaningful roles which contribute to the organisation’s purpose, goals and objectives

Standard 4: Recruitment and Selection

- Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

Standard 5: Support and Development

- Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

Standard 6: Workplace Safety and Wellbeing

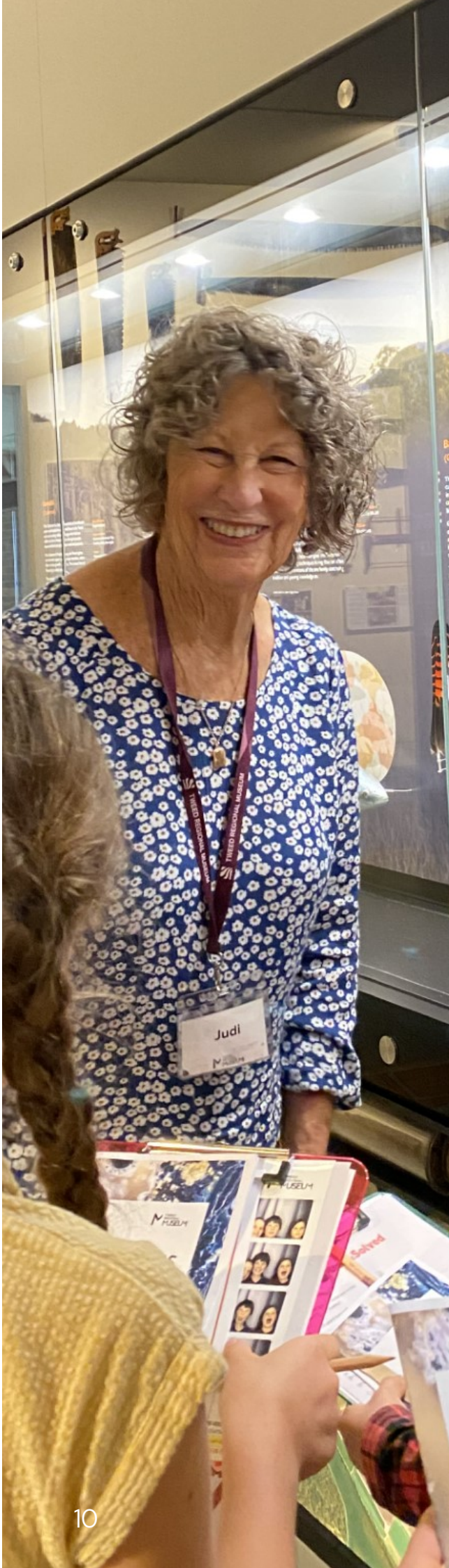
- The health, safety and wellbeing of volunteers is protected in the workplace.

Standard 7: Volunteer Recognition

- Volunteer contribution, value and impact is understood, appreciated and acknowledged.

Standard 8: Quality Management and Continuous Improvement

- Effective volunteer involvement results from a system of good practice, review and continuous improvement.



Responsibilities

Council and individual volunteers each have an obligation to ensure that volunteer participation is safe, effective and most of all, enjoyable. To achieve this, volunteers and Council have shared responsibilities. These responsibilities are underpinned by our core values and the national standards for volunteer involvement:

“We look after people and our places, explore all opportunities, and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and are willing to have ago.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.”

COUNCIL has a responsibility to:	VOLUNTEERS have a responsibility to:
Screen volunteers for their preferred role according to role requirements and any specific criteria. Formally induct volunteers into their respective roles and the relationship between staff and volunteers and Council as an organisation.	Provide and complete all required documentation, identification and pre-commencement induction and training.
Ensure volunteers have access to all relevant policies, protocols and procedures.	Comply with all relevant policies, protocols and procedures.
<p>Provide a healthy and safe work environment, for volunteers and employees, including site inductions that clearly explain Council's safety requirements.</p> <p>Provide adequate resources for volunteers to conduct activities in accordance with adopted management plans and policies.</p>	Wear appropriate clothing, footwear and personal protective equipment at all times, in accordance with requirements and policy. Work safely, using equipment in accordance with the training provided. Promptly report all incidents, accidents, illnesses and risks to health and safety. Notify the supervisor of any restrictions that could impact on work task allocation.
Protect volunteers' private and confidential information in accordance with the principles of the Privacy and Personal Information Protection Act 1998 (PIIP Act).	Understand and respect confidentiality regarding sensitive matters, council staff, other volunteers, clients and the public.
Encourage and promote an environment of mutual respect. Recognise volunteers for their contribution of time, knowledge, skills and experience. Consult with volunteers on matters that could impact on their participation.	Support a team atmosphere. Positively interact with Council staff, other volunteers, clients and the public. Undertake duties in a responsible, conscientious and courteous manner as an ambassador for Council.
Provide training relevant to the role, opportunities for skills development and feedback on performance.	Be willing to learn and continue learning. Undertake all required training and formal instruction as provided by Council, relevant to the role.
Provide clear operational guidelines for each activity a volunteer is required to undertake. Provide open and honest information and respond to concerns and queries.	Respect supervisor direction and requests. Follow operational guidelines and ask for help when needed and/or ask questions when more information is required.
Listen to any volunteer concerns and act in accordance with grievance procedures as required.	Work within the defined volunteer role and responsibilities as specified in the volunteer role statement and take direction from the Program Supervisor or Program Manager .
Ensure volunteers are not used to replace a paid worker.	Provide a commitment in terms of rosters, time and regular attendance. Comply with the recording of attendance on each volunteering occasion.

Definitions

Volunteer Program

For the purposes of this handbook and all associated protocols and procedural documents which form part of Council's Volunteer Management framework, a volunteer program refers to any organised, Council authorised activity which assists in the achievement of Council's objectives and is undertaken by volunteers.

Project Officer Volunteer Coordination

Council employee responsible for the development and implementation of appropriate systems, policies and procedures which support best practice and legislatively compliant volunteer programs. The position collaborates with program managers and supervisors to ensure all volunteers are inducted, trained and supported across the organisation.

Volunteer Program Manager

Council officer (often the Unit Manager or Coordinator but may be an authorised officer) who is responsible for the coordination of the volunteer program(s) in their area of responsibility. The program manager has the authority to recruit and dismiss volunteers and ensures that the program supervisor is trained in volunteer supervision. The position liaises with the project officer volunteer coordination regarding the administration, maintenance and review of the program.

Volunteer Program Supervisor

The program supervisor ensures that risk assessments, induction, training, attendance sheets and records are completed and maintained for each project. The position will also ensure adequate supervision of the volunteers, either by a Council employee or in liaison with the associated organisation.

The Lifecycle of the Volunteer

The use of volunteers is planned when it is deemed they will help support the delivery of Council programs and activities.

Council is committed to providing fair and equitable recruitment and screening processes for the engagement of volunteers across its programs, supported by quality induction, training and support.

Council encourages feedback from volunteers and will also provide feedback to volunteers which may include reviews of performance to check if anything needs adjusting, by either Council or the volunteer.

When time as a volunteer draws to an end, Council will check to see how the experience was by offering an exit interview.

Throughout the lifecycle of volunteering Council is committed to recognising the valuable contribution that volunteers make.



Recruitment and Induction

Application, Interview and Selection

Volunteer opportunities will be advertised in ways that are accessible to all sections of the community. These include, but are not limited to, Council's website and Council's publication the Tweed Link.

Volunteers will be selected in a non-discriminatory manner in line with role requirements and any specific criteria. Before final selection, volunteers may be required to have an informal interview with the volunteer program supervisor or other authorised Council officer (such as the volunteer program manager, project officer volunteer coordination or unit manager) to discuss the role and its requirements. Unsuccessful volunteer applicants will be notified and where appropriate, advised of any other suitable volunteering opportunities.

For special events volunteering such as tree planting days, there is generally no selection process as volunteers register on the day of the event.

Background Checks

For each role and program area the level of screening may differ. Screening may include a National Police Clearance check and/or a Working with Children Check.

Council aims to establish a safe and caring environment for children in any of its child related programs. Child Protection legislation and associated regulations apply. Employees and volunteers working with children have a responsibility to keep them safe from harm and abuse. Depending on the volunteer role, this might mean having a cleared Working with Children Check (WWCC), doing child safe training or meeting reporting obligations.

Working with Children's Checks are provided by the New South Wales Office of the Children's Guardian. The New South Wales WWCC is free for Volunteers.

Induction

An induction and orientation process will be undertaken by the Volunteer Program Supervisor to prepare volunteers for their role as a Council volunteer and assist them to become an effective member of the volunteer team.

Induction may be one-on-one or on a group. An induction checklist and discussion of relevant Council policies, protocols and procedures and safety requirements will be provided.

Program supervisors will assist volunteers to become familiar with their role specific area and discuss any behaviour, program and site safety requirements.

Role Statements

To ensure that the volunteer's role is clearly defined and responsibilities understood each volunteer is provided with a role statement that includes:

- role title, key tasks, specific skills requirements, and
- any specific checks required.

Identification

Volunteer identification must be worn when volunteers are on duty. Misuse of Council Volunteer identification is a breach of the code of conduct and the volunteer's services may conclude.

Hours and Attendance

Volunteer hours vary according to the volunteer role and volunteer availability. Hours are negotiated with the Supervisor. Attendance and performance of duties is recorded.

Council understands that circumstances sometimes mean that a volunteer is unable to attend at their rostered time. Early notice of absence is appreciated and should be communicated to the Supervisor as soon as possible so that a replacement can be organised.

Training and Development

Training is provided to all new volunteers specific to their role or the service provided. Any additional training and development opportunities to enhance services can be identified by Council or the supervisor and discussed.

Use of Council Equipment and Resources

Volunteers may be provided with equipment to assist in performing various tasks, If a licence or qualification is required to operate equipment, the volunteer is required to provide evidence of current certification at induction. It is the volunteer's responsibility to ensure that equipment is used correctly and within operational guidelines and instructions provided by the Supervisor. If equipment is damaged the Supervisor should be notified immediately.

Volunteers are not permitted to use Council property for their own private purposes.

Any court imposed fine or infringements received as a result of the acts or omissions of a volunteer are the responsibility of the volunteer. These include, but are not limited to, parking fines, speeding, littering and red-light camera infringements.

Other Matters

Out-of-pocket Expenses

Volunteers may request reimbursement for out-of-pocket expenses relating to volunteer service delivery, subject to approval from the Program Supervisor or higher authority in the Supervisor's absence.

Volunteers are required to submit receipts for any approved expenses to the Program Supervisor. The claim will be processed in accordance with Council policy.

Note: Cost of travel to and from the workplace cannot be claimed as an out-of-pocket expense.

Records Management

Records on volunteers are maintained by Council. Information recorded includes:

- contact details and emergency contact details
- applications
- screening checks where applicable
- volunteer role and duties performed
- training undertaken
- performance feedback
- workplace incidents.

All personal files are maintained in accordance with Council's policy on data protection and privacy laws.

Privacy and Confidentiality

Council is committed to protecting personal information in accordance with the Privacy and Personal Information Protection Act 1998 and Council's Privacy Management Plan. Volunteers may be exposed, directly or indirectly, to confidential information and/or sensitive material in the course of their volunteer activities. Volunteers must not disclose any private or personal information to anyone. This includes any information that is not publicly available, such as telephone numbers.

Volunteers shall not use information, including confidential information gained through their volunteer activities, for the purpose of securing a private benefit for themselves or any other person.

Conflicts of Interest

Volunteers must ensure that any actions or decisions taken are free from any forms of conflicts of interest and are clearly seen to be free from any conflicts of interest.

The law places the onus on the individual volunteer to identify and declare any conflicts of interests or pecuniary interests. A pecuniary interest is an interest in a matter where there is a reasonable likelihood, or expectation, of an appreciable

financial gain or loss to the individual or another person with whom the individual is associated.

Gifts and Benefits

Volunteers must never demand or request any gift or benefit in connection with volunteering duties. If a volunteer is offered a gift, then the Supervisor must be notified immediately who will seek further advice in line with Council's Code of Conduct for Council Committee Members, Delegates of Council and Council Advisers Policy.

Media Interaction

Volunteers must not make any comments to the media on behalf of Council. All media communications are managed by Council's Destination Communication and Customer Experience Unit.

Any requests for a statement should be referred to the volunteer supervisor.

Review

Council welcomes any feedback regarding service provision and the roles of volunteers. Identification of opportunities for improvement is a responsibility of all involved in a particular program.

Volunteers may receive periodic evaluation of their role, their performance in the role and their experience within the volunteer program.

Council's Code of Conduct for Council Committee Members, delegates of Council and Council Advisers assists volunteers to:

- Understand the standards of conduct that are expected.
- Fulfil their duty to act honestly and exercise a reasonable degree of care and diligence.
- Act in a way that enhances public confidence in the integrity of local government.

If a volunteer's behaviour comes in to question the matter will be brought to the volunteer's attention immediately. The principles of procedural fairness will apply and procedures will be fair, consistent, transparent and equitable with the focus on encouraging good relationships.

Any resulting action taken by Council will depend on the seriousness of each individual situation and could result in further action including cessation of the volunteer's services.

Equal Employment Opportunity (EEO)

Council is committed to the development of a culture that is supportive of equity and diversity principles in the workplace. This includes:

- Providing a workplace that is free from all forms of discrimination, bullying, harassment, vilification and victimisation.
- Identifying and removing barriers to the participation of people regardless of personal attributes such as race, ethnicity, gender, religious affiliation, age, sexual orientation, socioeconomic status, or physical or mental disability.
- Volunteers must also treat fellow volunteers, employees, Councillors and members of the public with respect, honesty, sensitivity and fairness at all times.

In New South Wales the legislation which governs EEO is the Anti-Discrimination Act 1977 (NSW).

Insurance

Personal Accident Cover

Council's personal accident insurance covers volunteers while performing duties authorised by Council. This insurance also covers volunteers on direct route to and from the authorised volunteer activity. Personal accident insurance is available to volunteers between the ages of 18 and 90. For volunteers not in this age range benefits vary and conditions apply.

Public Liability Insurance

Any volunteer undertaking duties under the direct care of council are protected against public liability claims under Council's public liability insurance cover.

This covers legal liability for causing injury or property damage to third party(ies) arising from activities of Council.

Vehicle Usage

Council does not provide motor vehicle insurance for use of a volunteer's private vehicle to undertake assigned duties. It is the volunteer's responsibility to maintain a current driver's licence and to ensure that the vehicle is registered, with appropriate insurance coverage. Volunteers are responsible for the payment of their own insurances, excess payments, damage to own or third party property, and fines of any kind.

Personal Property

Personal items are not covered by Council's insurance whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of any significant value. Every attempt should be made to secure personal items against theft or damage.

Work Health and Safety

Mutual Obligations

Whilst volunteers are not considered employees of Council, the model WHS laws* recognise volunteers as workers for the purposes of duty of care. This means that an organisation engaging volunteers must provide the same protections to its volunteers as it does its paid workers. Consequently, Council has a duty of care to ensure the health, safety and welfare of its volunteers in the workplace. As a worker, a volunteer also has duties under the model WHS Act. Consequently, volunteers have a duty of care for their own, and others' health and safety.

* The model WHS laws include the model: WHS Act, WHS Regulations and Codes of Practice.

Volunteers must take reasonable care to ensure they don't affect the health and safety of other volunteers, Council staff, members of the public or customers they may be assisting.

Further, volunteers must comply, so far as they are reasonably able, with any reasonable instruction that is given to them by the organisation and cooperate with any reasonable policy or procedure that the organisation has provided to them.

Any incidents sustained or witnessed during the course of volunteer activity should be reported immediately to the Supervisor and an incident form completed.

Site Specific Inductions

Before commencing any volunteer activity for the first time, a site specific induction will be provided by the on-site supervisor. This is to ensure volunteer understanding of the risks of being on that site, any PPE required and the work the volunteer is required to perform.



Personal Protective Equipment (PPE)

PPE refers to clothing, gloves, shoes, face masks and other items utilised to prevent injury, illness or disease. All volunteers must wear PPE specific to activities undertaken and as directed. Volunteers are required to provide their own PPE unless your Supervisor advises otherwise.

Smoking in the Workplace

Smoking is not permitted in any Council offices, buildings, vehicles and plant and machinery, amenities and sheds. In addition, smoking is not permitted within 4 metres of a pedestrian entrance to or exit from a public building. The smoke-free laws also apply to the use of e-cigarettes.

Hazards and Risk Management

A key requirement of WHS legislation is the management of risks arising from workplace hazards. Hazards can be identified by workplace inspections, audits, team meetings, incident investigations, workplace observations and statistical analysis. If a volunteer identifies a hazard it must be reported immediately to the Supervisor.

A hazard means a situation or thing that has the potential to harm a person. Hazards generally arise from the following aspects of work and their interaction:

- physical work environment
- equipment, materials and substances used
- Work tasks and how they are performed
- Work design and management.

Visiting Other Workplaces

Volunteers may need to visit different workplaces to attend meetings, training or undertake work. When visiting other sites volunteers must sign in and out of the area or facility. Onsite instructions will be given regarding any site specific rules and health and safety information.

Training

Volunteers will be provided with information, training, instruction or supervision so they can undertake their work safely. Relevant safety training includes:

- WHS Induction training
- hazard identification
- first aid (nominated volunteers only)
- responding to an emergency
- use of communication equipment (where required)
- on the job and/or formal training specific to an activity
- on the job training in specific risk management procedures as required.

Bullying, Harassment and Discrimination

Council has a WHS responsibility to ensure not only the physical health of volunteers but also their emotional well-being. No one in the workplace should be exposed to workplace bullying, harassment or discrimination. Bullying in the workplace is repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. Some examples of workplace bullying include:

- abusive or offensive language or comments
- aggressive and intimidating behaviour
- belittling or humiliating comments
- practical jokes or initiations
- unjustified criticisms or complaints.

Alcohol and Other Drugs

Council is committed to providing a safe, healthy and productive workplace for all workers. As part of this commitment Council has established clear standards of acceptable behaviour along with corrective action steps regarding the management of alcohol and other drugs impacting on the workplace.

All non-employee workers (labour hire staff, group training apprentices and trainees, contractors, sub-contractors, work placement participants and volunteers) are obliged to present themselves for work in a fit state so that they don't expose themselves, their co-workers or other people in the workplace to unnecessary risks to health and safety.

Council's testing program includes, but is not limited to:

- Random testing – areas are chosen at random and tested by Council's testing provider.
- Reasonable suspicion – testing can take place if there is a reasonable suspicion that a non-employee worker is impaired by drugs or alcohol.
- Post incident – testing will take place where incidents occur that result in personal injury, involve vehicle damage, result in property damage and/or any incident that has the potential for significant risk of harm or injury to persons or equipment.

Volunteers found to be under the influence of alcohol or other drugs will be removed from the workplace in accordance with Council's Alcohol and Other Drugs in the Workplace Non- Employee Workers Protocol.



Child Protection

Council is committed to child safety and believes that children and young people have the right to be respected, empowered and safe. Council is dedicated to listening to their views and committed to its responsibilities in keeping them safe.

Council's Child Safe Code of Conduct applies to all employees, volunteers, agency staff, elected councillors and contracted service providers. You do not need to be working or volunteering in a direct child-related role.

Breaches of the Child Safe Code of Conduct can result in disciplinary action which includes increased supervision, appointment to an alternative role, suspension pending further investigation, and cessation of services.

Public Interest Disclosure

The Public Interest Disclosure Act provides for the reporting and investigation of allegations of serious wrongdoing in the Commonwealth public sector. The objective of the Act is to encourage and facilitate disclosure in the public interest. The Act primarily requires that the person reporting a serious wrongdoing is a public official (public sector employees, private sector employees providing contracted services to a public authority) however some public sector volunteers and some employees and volunteers of non-government organisations are also provided protection under the Act.

Council's Public Interest Disclosure Policy details who can make a disclosure, what can be reported, what cannot be reported, who you can report to, how to make a disclosure, protections for making a disclosure, and consequences of making false or malicious disclosures.

Grievances and Complaints

Complaints, issues or concerns

A grievance is a real or perceived cause for complaint and can be any type of problem, concern or complaint related to your voluntary work environment. It may arise from a situation, decision or omission which you consider to be discriminatory, harassing or unfair. You should feel happy and safe whilst volunteering with Council and a situation that affects your wellbeing should be discussed with your Supervisor.

Council recognises that open communication and feedback are essential elements of a satisfying and productive work environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

While in the first instance grievances and complaints should be directed to you're the project officer volunteer coordination, you may also contact the Human Resource Unit for confidential advice and assistance. All grievances will be dealt with as soon as possible, confidentially, impartially and with sensitivity. All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be taken into account in the determination of appropriate steps and actions. All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them.

Issue resolution procedures are documented and form part of the volunteer induction documentation. These procedures assist everyone through the steps that can be taken and determine who should be involved.

Cessation of Volunteer Services

A volunteer may cease volunteering at any time they like, however it would be appreciated if two (2) weeks' notice could be given so that the Program Supervisor can make alternative arrangements.

An exit interview will also be offered to the retiring volunteer as part of Council's commitment to the continuous improvement of its volunteer programs.

Council reserves the right to advise a volunteer at any time that their services are no longer required. This can happen in, but is not limited to, the following circumstances:

- The services or activities performed by the volunteer are no longer required.
- Non-compliance with Council's Policies, Protocols and/or Procedures.
- Non-performance of duties.
- Where a volunteer can no longer safely carry out their duties due to illness, injury etc.
- Criminal offence.
- When volunteer services cease, volunteers are required to return their volunteer identification and any other Council property in their possession to the Supervisor/Program Coordinator/Manager.



References

- Tweed Shire Council – Community Strategic Plan
- Volunteering Australia
- Centre for Volunteering NSW
- Privacy and Personal Information Protection Act 1998
- Council’s Privacy Management Plan.
- Anti-Discrimination Act 1977 (NSW)
- Work Health and Safety Act 2011 (NSW)
- Work Health Safety Regulation 2017 (NSW)
- Work Health and Safety Codes of Practice – SafeWork NSW.

Council Policies and Protocols

- Code of Conduct for Council Committee Members, Delegates of Council and Council Advisers
- Engagement of Volunteers Protocol
- Alcohol and Other Drugs in the Workplace Non-employee Workers’ Protocol
- Equal Employment Opportunity Protocol
- Discrimination, Harassment and Workplace Bullying Prevention Protocol
- Grievance Handling Protocol
- Child Safe Code of Conduct / Reportable Conduct Procedure / Child Safety Complaints Management Policy / Child Safe Reporting Policy
- Public Interest Disclosures Policy/Protocol.

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