



TWEED
SHIRE COUNCIL

Volunteering 2017 Snapshot

**Division of Community and Natural
Resources**

Volunteering in Tweed Shire

18.2%
of total
population

18.2 % of the Tweed Shire population reported doing some form of voluntary work in 2016. (ABS)

The number of people in Tweed Shire volunteering has increased by 1,231 between the 2011 and 2016 ABS Census.

The voluntary work sector is an important part of Australia's economy. The level of volunteering can indicate the cohesiveness of the community and how readily individuals are able to contribute to that community.

716
Council
volunteers

Council's volunteers are aged between **15 years** and **80 years** of age.

Average of
830
Hours per week

Tweed Council's Division of Community and Natural Resources engages and supervises over **716** volunteers on a wide range of projects. It is important to note that the professional support and supervision of volunteers requires a commitment of time and resources for Council staff to ensure that the experience, duty of care, and outcomes through the engagement of volunteers is a rewarding experience for the volunteers, staff and community. The hours of volunteering provide an equivalent economic contribution to the community, however this needs to be balanced against the time and resources for their support.

Estimated
\$709,800
Annual contribution

This report is the first of its kind and has included a survey of volunteers to capture their comments and motivations.

*To build on
knowledge
base and
professional
interest*

*To share the love of
art and the
excellent Regional
Gallery*

*To continue
putting extensive
life/work skills to
good use*

*It is important
to keep local
history alive*

Number of volunteers

	Individuals	Volunteer Organisations	Council Advisory Committees	Total
Gallery	165	23	10	198
Museum	62	60	11	133
Community Services	38	5	0	43
Community Development	1	64	23	88
Libraries	9	9	0	18
LandCare & DuneCare	30	200	6	236
TOTAL	305	361	50	716

Volunteer Hours per week

	Individuals	Volunteer Organisations	Council Advisory Committees	Total
Gallery	154	36	3	193
Museum	83	19	1.5	103.5
Community Services	66	5	0	71
Community Development	2	30	11.5	43.5
Libraries	6	3.5	0	9.5
LandCare & DuneCare	5	400	3	408
TOTAL	316	493.5	19	828.5

Council Service	Examples of volunteer contributions
Gallery	<ul style="list-style-type: none"> ▪ Meetings/ fund raising/ projects on behalf of Gallery ▪ Gallery Guides and meet and greet visitors ▪ Shop merchandising ▪ Council Advisory Committee
Museum	<ul style="list-style-type: none"> ▪ Meet and greet the public, open or close Museums ▪ Sales of Museum publications and other items. ▪ Local research in support of public enquiries and Museum research ▪ Council Advisory Committee ▪ Fund raising
Community Services	<ul style="list-style-type: none"> ▪ Facilitators for activities and events with seniors at Banora Point Community Centre. ▪ Tuition/ support for seniors with technology ▪ Seniors Festival
Community Development	<ul style="list-style-type: none"> ▪ Manage Community Halls. ▪ Council Advisory Committee participation and advice – Access and Inclusion, Aboriginal Advisory, Community Halls Advisory Committee, Youth Council, ▪ Assist with photography and preparation for community events, awards, activities
Libraries	<ul style="list-style-type: none"> ▪ Housebound delivery services ▪ Fund raising
Natural Resource Management	<ul style="list-style-type: none"> ▪ Weeding and planting on public land (bushland and dunes) ▪ Community and school education ▪ Maintenance of public bushland

***Thank you for this opportunity to connect and to also be a volunteer. I love my community and have a deep faith and belief in helping others and a passion and love for fostering and nurturing the arts and environment in my community and within Australia well everywhere but starts at home.....
have a lovely day!***

Volunteering for the Tweed in 2017



Members of Tweed Landcare Inc. celebrating 20 years.



Fingal Head CoastCare not only celebrated 30 years of continuous regeneration work last year, they were recently named a NSW State Landcare Champion.



Members of Friends of the Gallery

Volunteer Guides conducted 336 tours for the Gallery in 2017 which included 3,231 visitors

'Our visit was made so much better because we were lucky enough to have a guided tour by Shona. We would not have understood a lot of what we were looking at without the explanations' Ralph M, Trip Advisor October 2017



From left to right – Una Cowdroy, Karen Collins, Wendy Gilbert, Suzy Hudson and Cooper.

The *Inclusion Means Toilets - A Partnership Approach to the Access Audit and Upgrade of Designated Accessible Toilets* project was highly commended in the Disability Access and Inclusion category in the 2017 National Awards for Local Government. This project was recognised for its co-design approach involving a Council officer and two volunteer community representatives from Council's Equal Access Advisory Committee. The partnership was also recognised by presentations by the project team at two conferences, one regional and the other national.



Halloween Flash Mob Zombie Walk – Tuesday 31 October 2017

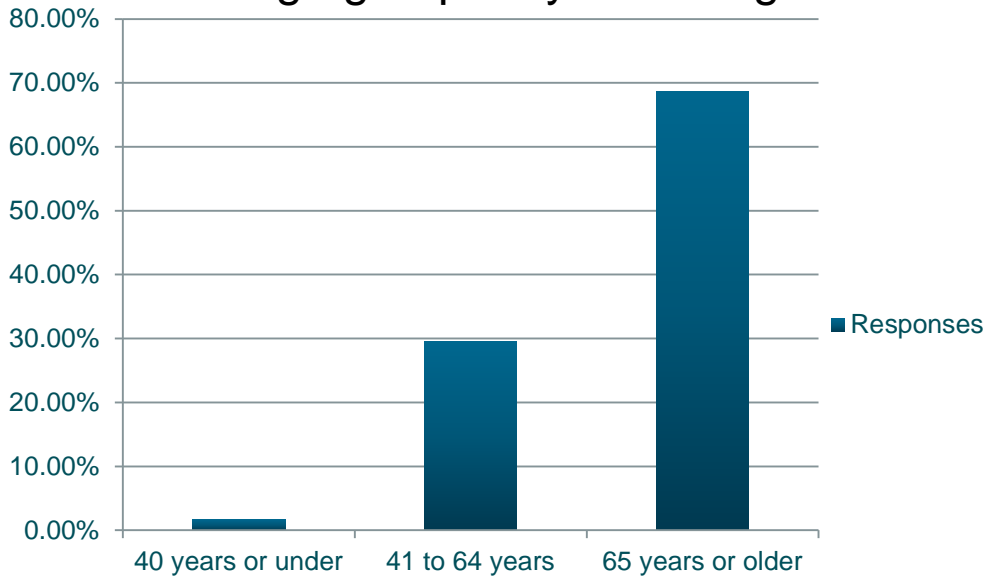
Murwillumbah Zombies at the end of their town walk, outside TSC Chambers in Tumbulgum Road.

Front of House volunteers at Murwillumbah dedicated an extra half day, helping with 'blood' and 'zombie make up' stations and acting as zombie marshals for our walk along Main St.

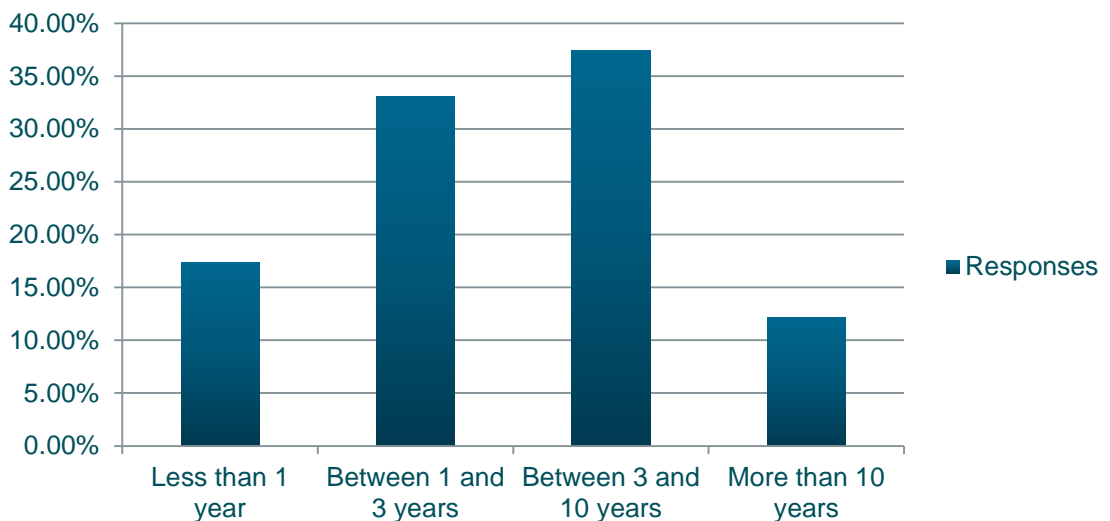
Volunteers Survey responses

A survey of current volunteers in the Division of Community and Natural Resources is being conducted. During a two week period 115 volunteers responded. Responses to the questions are summarised below.

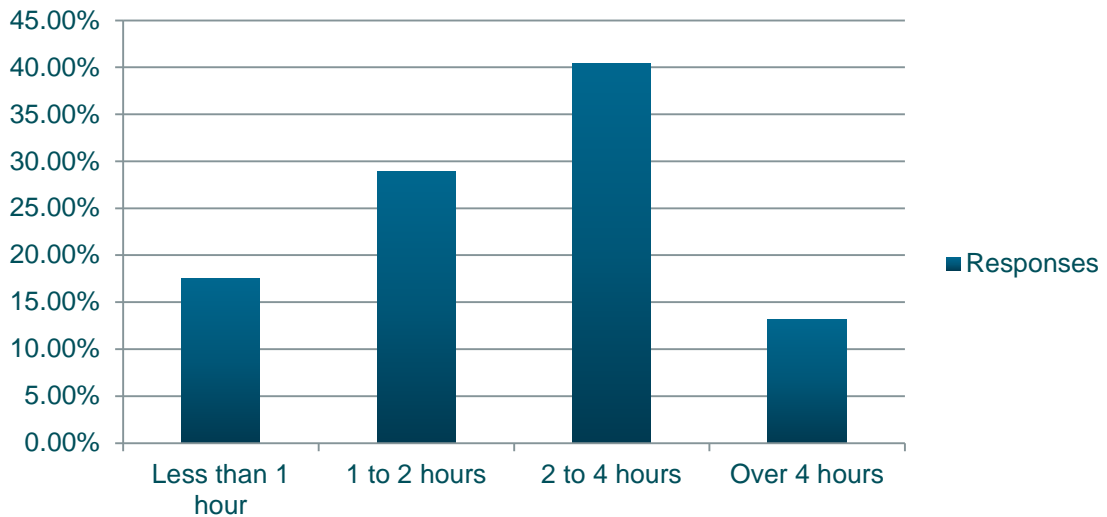
Which age group do you belong to?



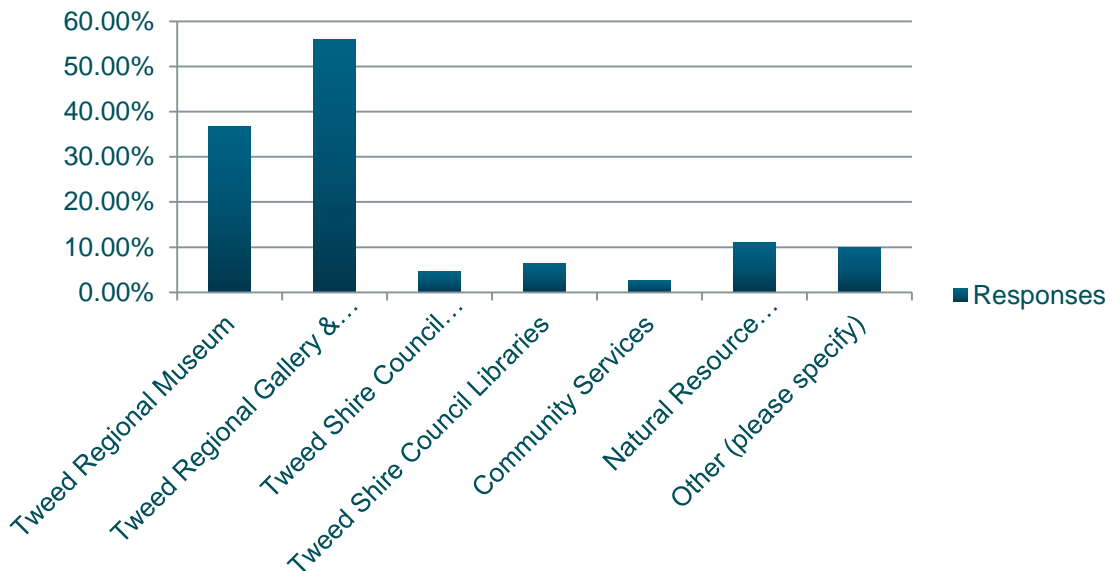
How long have you been volunteering for Tweed Shire Council?



How many hours per week on average do you volunteer for Tweed Shire Council?

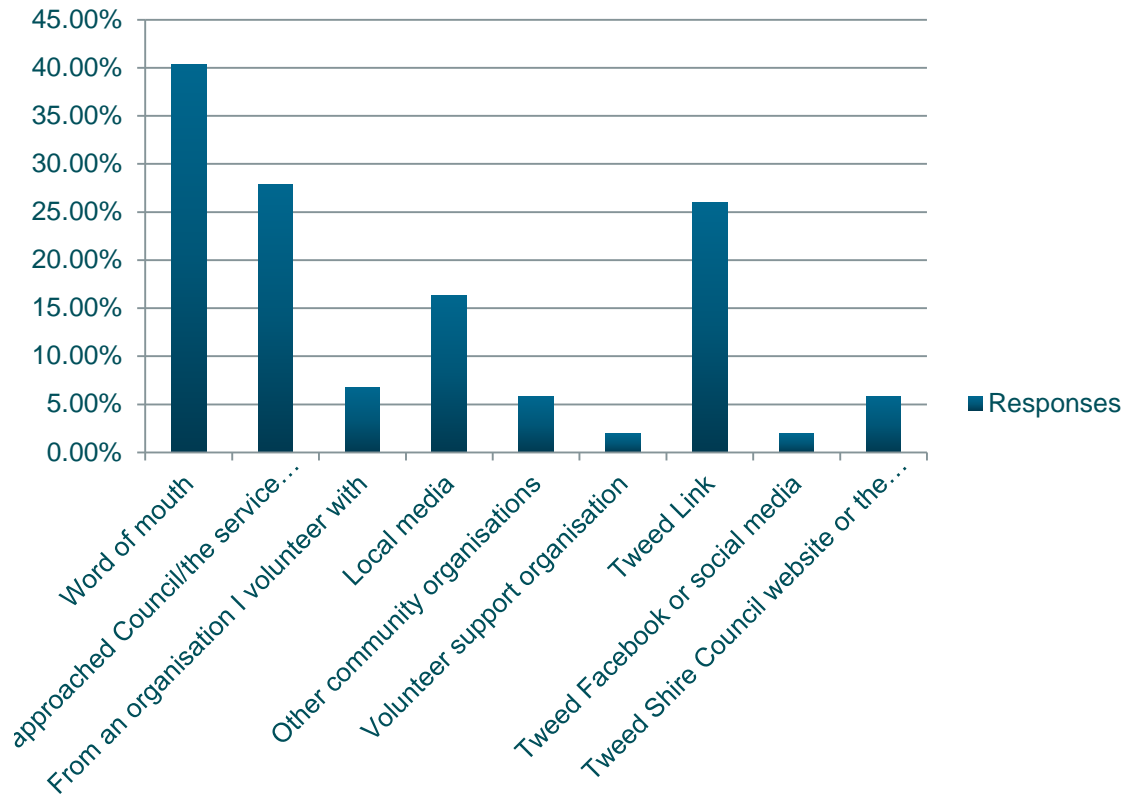


At which Council Service/s do you volunteer? (You can tick more than one box)

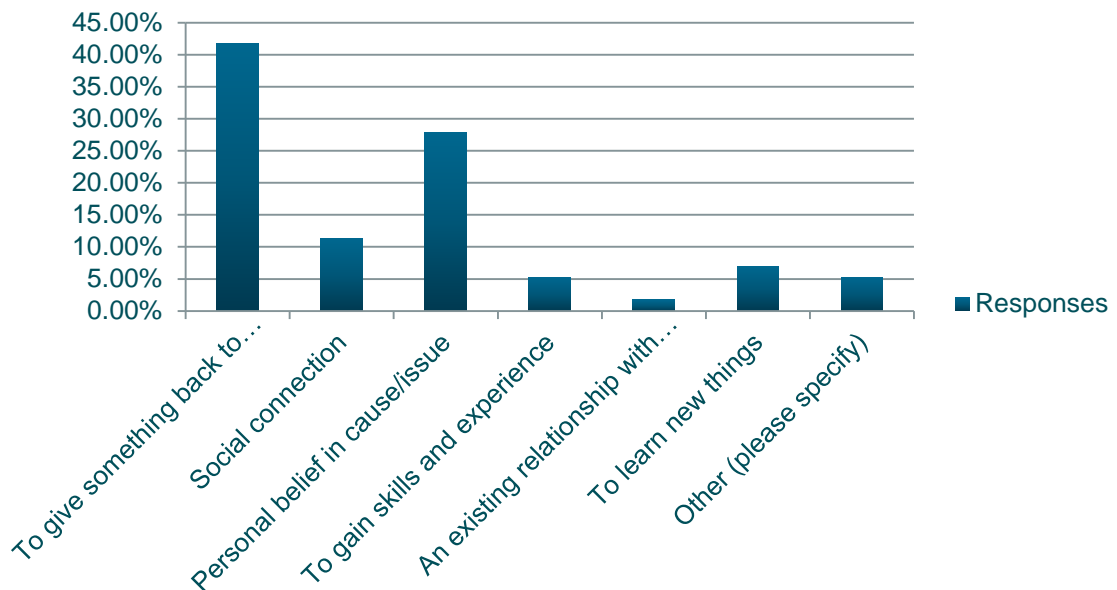


How did you find out about volunteering opportunities at Tweed Shire Council?

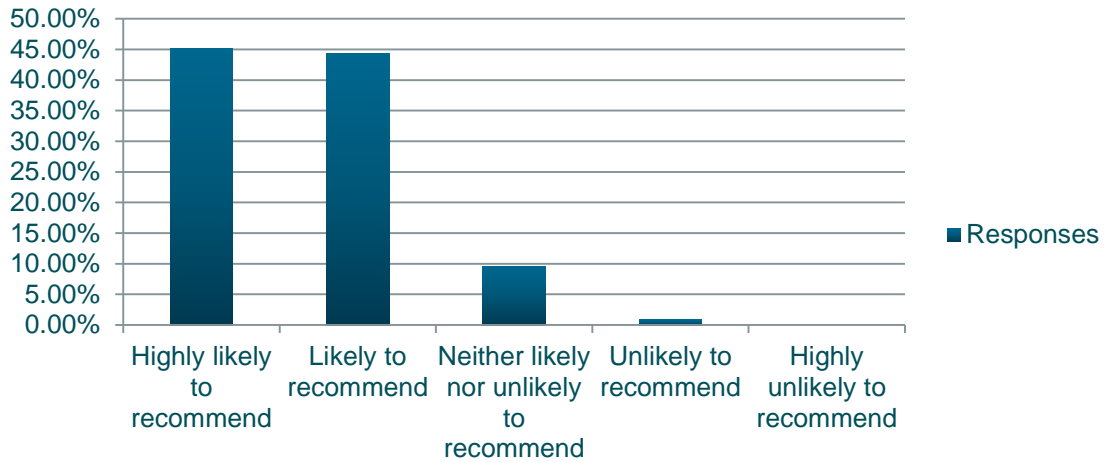
(You can tick more than one box)



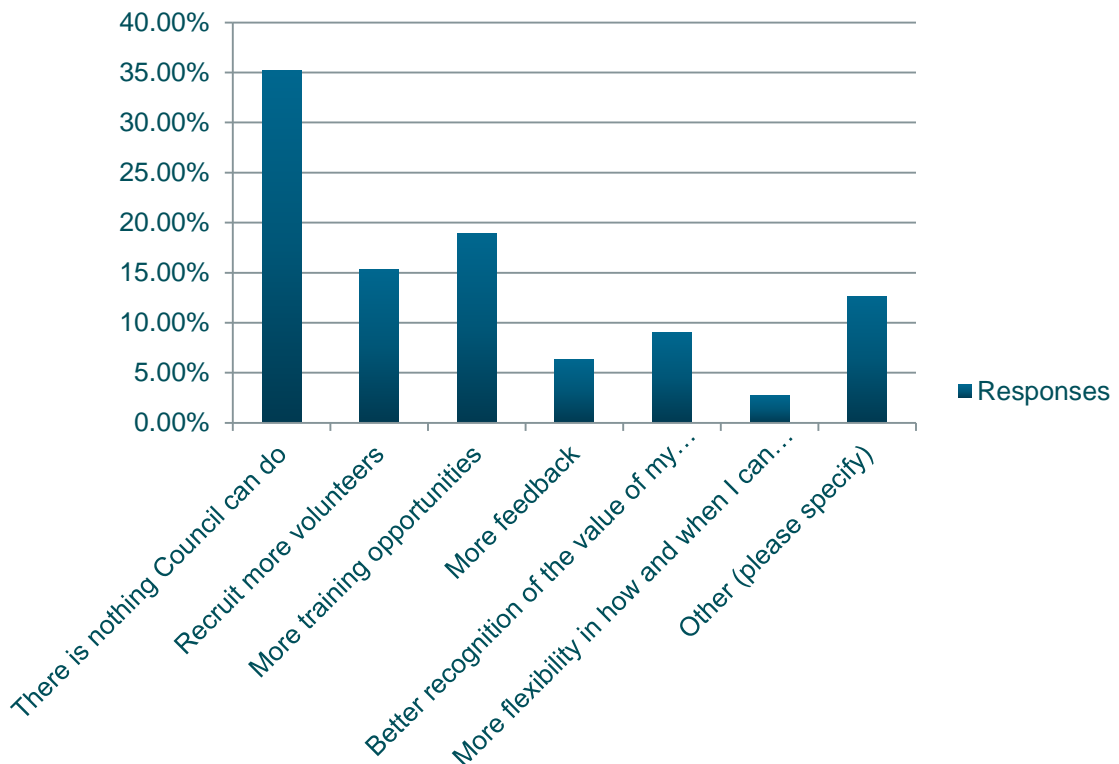
What motivates you most to be involved in volunteering? (Please tick only ONE box)



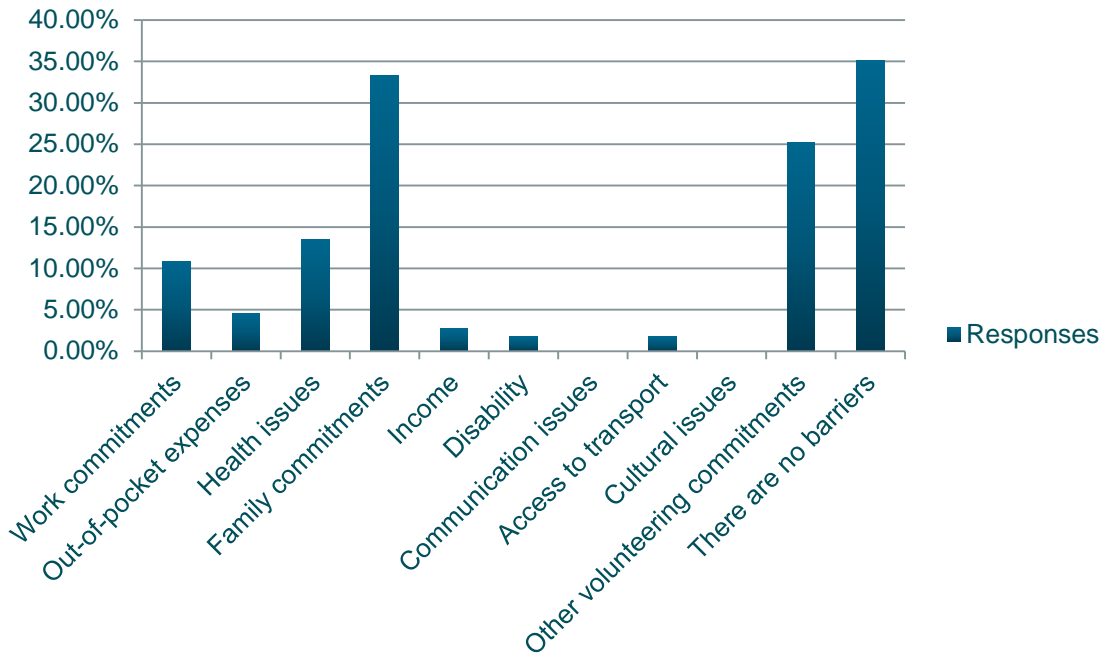
How likely are you to recommend volunteering with Tweed Shire Council to your friends and family?



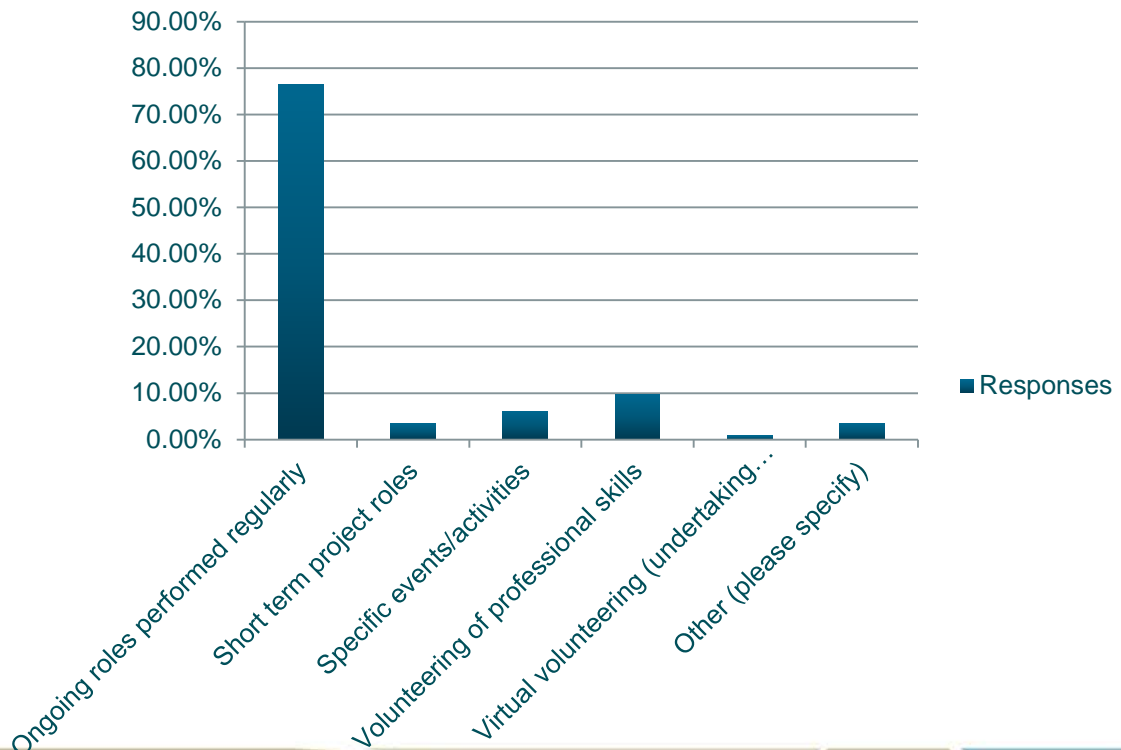
How can Tweed Shire Council best improve your volunteer experience? (Please tick only ONE box)



Are there barriers or reasons that make it difficult for you to volunteer more frequently? (You can tick more than one box)

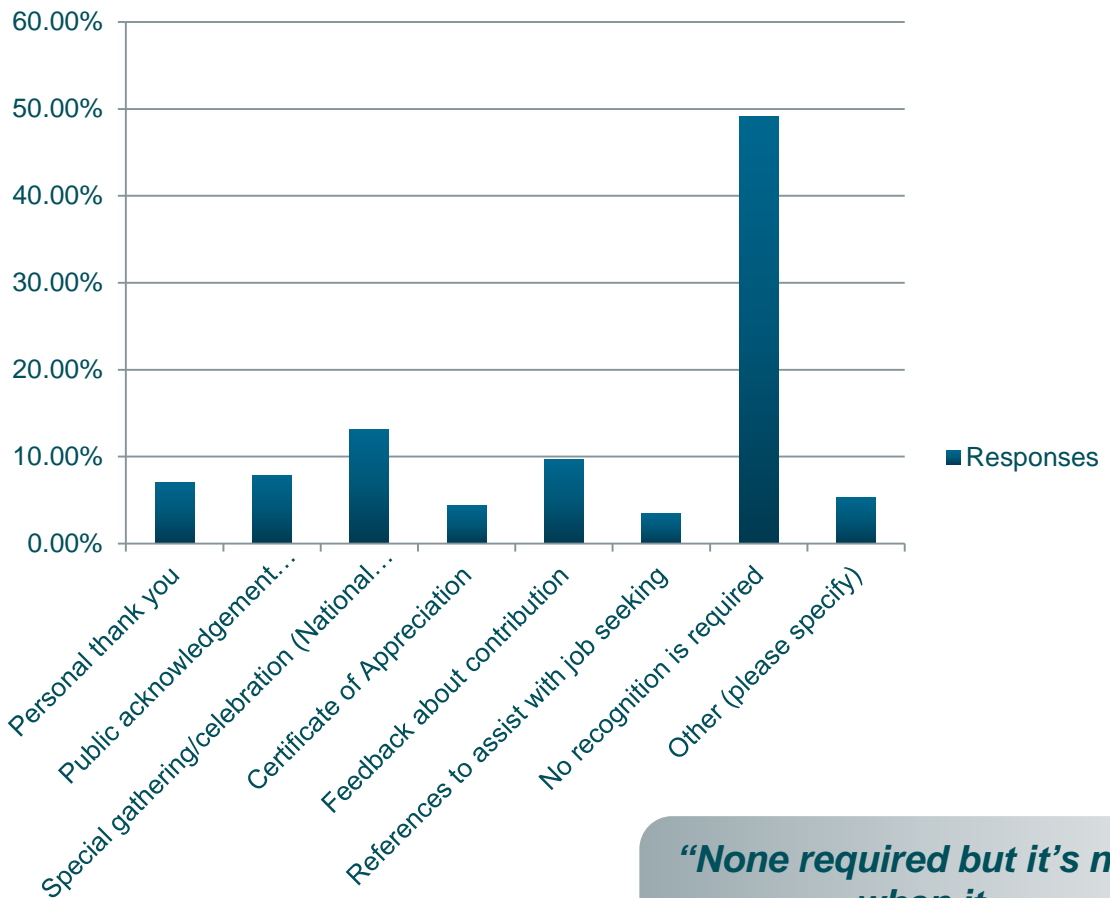


What sort of volunteering arrangement best suits you? (Please tick only ONE box)





As a volunteer, what form of recognition would you most like to see Tweed Shire Council provide? (Please tick only ONE box)



“None required but it’s nice when it happens”

What did Volunteers say?

The volunteers at TGMO Gallery all LOVE their involvement and feel educated, supported and welcomed by the fantastic staff, I/we are privileged to be a small part of this wonderful regional Gallery.

I appreciate the opportunity to give something back to the community when I am able. The social interaction gained is very important with other volunteers as well as the general public

We appreciate the role TSC plays out with us at dune care

Making contact with people who have known special skills in areas that are compatible with the work that needs to be covered.

I am enjoying the new learning experience & the term I work with

Most volunteers at the Museums, Gallery, etc, feel great pride in them and sense of ownership - as they should, as rate payers. This is why they continue to be involved and help where they can, not for the approval or love of the staff!

I enjoy being a volunteer , meeting new people to show and tell them about our wonderful gallery and area.

I love my volunteering at the art gallery, and hope to be able to continue for many more years

Museum is a lovely place to be a volunteer