



BushCare
Sunshine Coast

BushCare Sunshine Coast Guidelines



Sunshine Coast
COUNCIL

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Acknowledgements

Council wishes to thank all contributors and stakeholders
involved in the development of this document.

Disclaimer

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Welcome

Sunshine Coast Council welcomes you to our dedicated network of community volunteers within the BushCare Sunshine Coast Program.

These guidelines support council's Volunteer Management organisational policy and will assist you in your understanding of council's commitment and responsibilities relating to volunteers.

These guidelines will outline:

- the objectives of the BushCare Sunshine Coast program,
- the processes for becoming a BushCare Sunshine Coast volunteer and establishing a group,
- the expectations, rights, roles and responsibilities of volunteers, volunteer coordinators and council, and
- the services council will provide to BCSC volunteers.

These guidelines are a living document and are annually reviewed.

1. Indigenous Acknowledgement

Sunshine Coast Council acknowledges the traditional Country of the Kabi Kabi and the Jinibara Peoples of the coastal plains and hinterlands of the Sunshine Coast, and recognises that these have always been places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Sunshine Coast community

2. About Sunshine Coast Council

2.1 Environment and Liveability Strategy

The Environment and Liveability Strategy helps us manage change. The strategy provides long-term direction and allows us to guide growth and shape the future of our region.

Through our work, we're striking a balance between the natural, the built environment and how we live in the environment. We're also supporting a strong economy, with diverse communities. This is so we can maintain the liveability of the region, as it's the foundation to our Sunshine Coast way of life.

BushCare Sunshine Coast assists to deliver strategic pathway #2 – protection and

enhancement of our natural assets and distinctive landscapes and transformational action #6 - connecting nature and people.

Our native plants and animals need support to ensure the health of our environment.

Connecting people with nature will help them to value and appreciate biodiversity values. Providing opportunities to contribute to protecting these values will create strong connections.

2.2 Community Strategy

The Sunshine Coast Community Strategy 2019-2041 provides a longer-term framework for how council and our community will work together in our shared goal for a strong community through to 2041.

To build a strong community together, the strategy aims to achieve the following goals:

- Healthy, active communities
- Vibrant communities
- Inclusive communities
- Connected, resilient communities
- Creative, innovative communities.

A Community Strategy Action Plan 2019-2024 sets the pathways council will pursue on behalf of our community to realise these five goals over the next five years.

2.3 Corporate Plan

The Corporate Plan 2019-2023 sets the pathways that council will pursue on behalf of the community for the next five years.

The Corporate Plan's goals and priorities are guided by the policy foundations already in place by council, which have been considered and developed through broad community consultation processes.

These foundations support council's vision for the Sunshine Coast:

"Australia's most sustainable region – Healthy. Smart. Creative."

Many people and organisations play a part in achieving this vision for the Sunshine Coast.

Local residents, visitors, community organisations, business, industry and governments all contribute in some way.

The Corporate Plan has five corporate goals each supported by a suite of outcomes that council is committed to achieve over this timeframe:

- A smart economy – a prosperous, high-value economy of choice for business, investment and employment
- A strong community – in all our communities, people are included, treated with respect and opportunities are available to all
- A healthy environment – maintaining and enhancing the region's natural assets, liveability and environmental credentials
- Service Excellence – providing experiences for our customers, great services to our community
- An outstanding organisation – a high performing, customer-focussed organisation marked by great people, good governance and regional leadership.

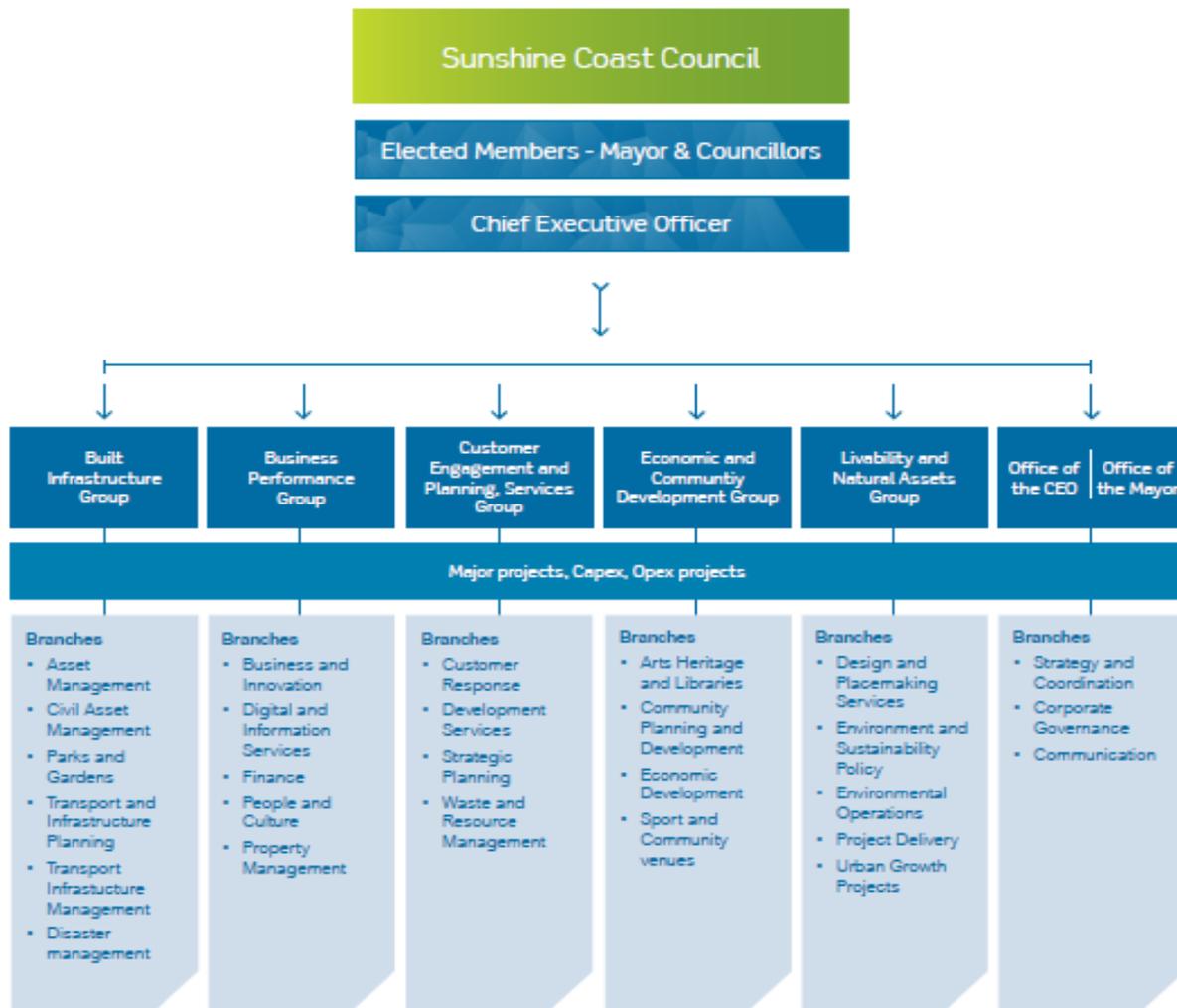
2.4 Council values and behaviours

Everything council does is underpinned by its values. It defines our organisation's culture and behaviour that shapes its interaction with the community, partners and each other.



Our Values	Our behaviours
Respect for each other in our working relationships	Working collaboratively with honesty, trust and mutual support Listening to understand other points of view Valuing individual differences, ideas, opinions and diversity Building strong partnerships both within and outside the organization Communication openly, respectfully and regularly
Being our best by continuing to learn, grow, challenge and change	Taking personal responsibility for our ongoing improvement, learning and development and creating a great place to work Being responsible and accountable for our own actions Encouraging new ways of working and innovative ideas Making health, safety wellbeing a priority Celebrating both individual efforts and shared achievements
Working as one team across the organisation and with our community	Collaborating to share ideas, solve problems and achieve results Building teams involving our colleagues and community Providing clear direction and practical support Being respectful in our communications and team approach Being cooperative, productive team members who are prepared to contribute
High standards in our conduct, service and governance	Conducting ourselves ethically and professionally Ensuring integrity is at the heart of all we do Making decisions based on complete information Supporting employees to implement Council's decisions Inspiring a sense of purpose and direction
Service excellence to our customers and each other	Delivering our promises Being clear and timely in our communication Taking responsibility for assisting our customers Providing services fairly, promptly and respectfully Creating positive customer experiences

2.5 Council groups and their focus



Built Infrastructure focuses on managing and maintaining the region’s built infrastructure and coordinating its State Government Transportation and Disaster Management responsibilities.

Business Performance focuses on developing and managing the core capabilities that underpin the effective and efficient operation of the organisation.

Customer Engagement and Planning Services focuses on nurturing, growing and managing customer relationships, and achieving balance between Council’s requirement for regulation and a contemporary approach to flexibility in regulatory interpretation and customised solutions.

Economic and Community Development focuses on developing, supporting and/or

delivering opportunities (social, cultural and economic) that each of the regions many communities expect to enjoy.

Liveability and Natural Assets focuses on balancing the need for sustainable residential, commercial, environmental and infrastructure management to meet the needs of the region’s growing population.

Office of the Mayor and CEO provides strategic support and advice to the Mayor, Councillors, CEO, Board of Management and the wider organisation. It delivers organisational leadership for key corporate initiatives, communications, legal counsel, audit compliance, statutory and corporate meeting management, and corporate governance and facilitates government, business and community relationships.

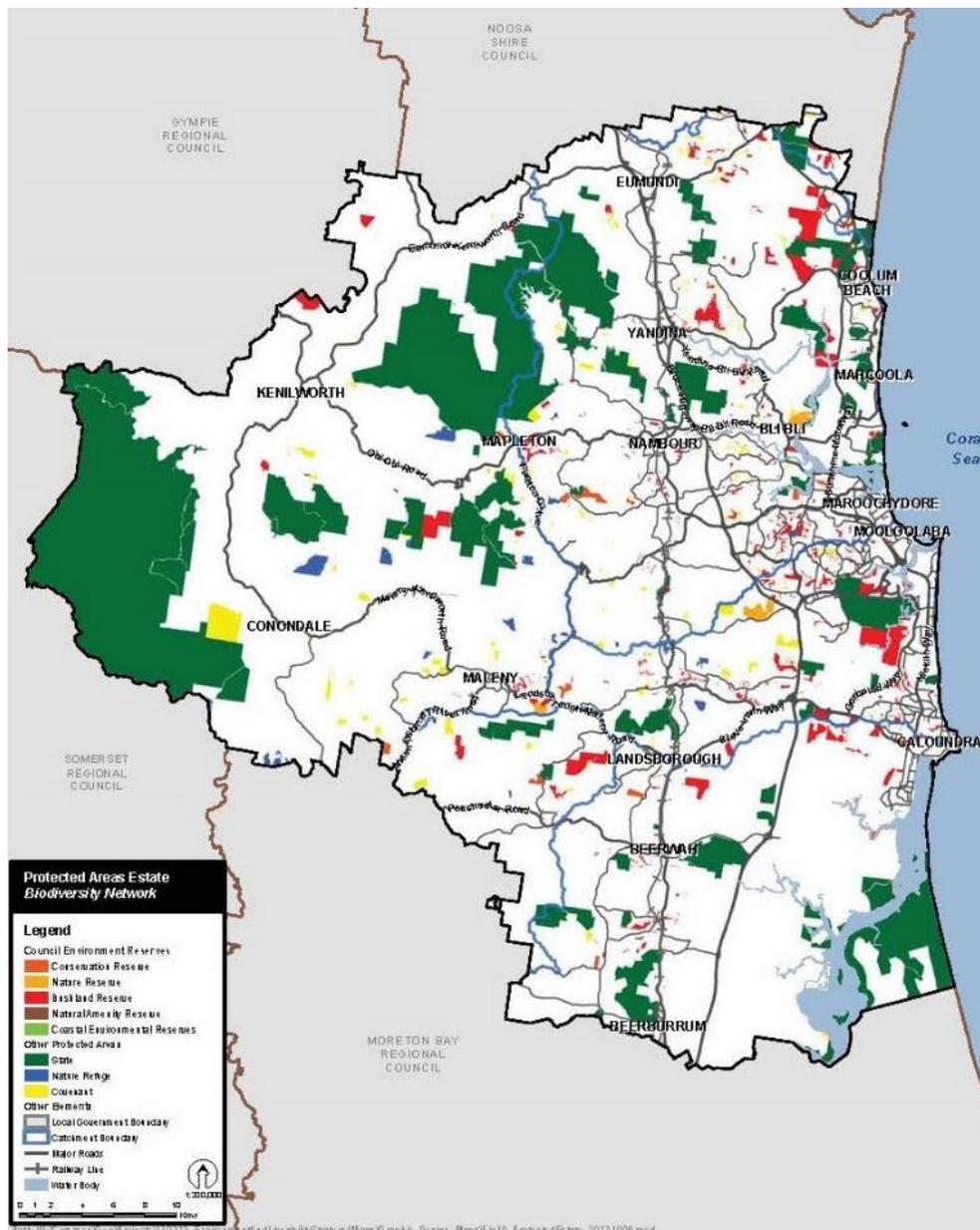
2.6 About our Region

The Sunshine Coast Council is one of the largest local governments in Australia – serving a community of more than 292,000 residents across an area of approximately 2291 square kilometres. The area extends from Eumundi and Peregian Springs in the north to Beerburrum in the south and beyond Kenilworth in the west.

As a large regional local government, the Sunshine Coast Council is leading some of the most significant and unique opportunities to grow the prosperity of the community and firmly entrench the region as one of the most desirable places to live, work, invest, play and visit. The region is renowned for its natural

assets, distinct communities, location, unprecedented investment opportunities, strong community and unrivalled environmental credentials.

However, as the region continues to grow and change and as government resources become increasingly stretched, Council will face a number of challenges, which inevitably impact on the direction the organisation takes and the services it delivers. Council will always seek to tackle challenges proactively to maintain the confidence of its community and ensure core local government services are available, accessible and delivered in the most cost effective way.



3. BushCare Sunshine Coast Background

BushCare Sunshine Coast originated in the Maroochy Shire Council around 1995 as the Community Conservation Program and in Caloundra City Council around 1997 as a 'Coastcare' program.

The number of groups, volunteers and council support and resources have increased steadily since.

BushCare Sunshine Coast (BCSC) continues to strive to develop conservation volunteering opportunities to suit a range of lifestyles and demographics and this has resulted in a range of sub-programs.

- BushCare Community
- BushCare Mates
- BushCare Partners
- BushCare events

3.1 BushCare Sunshine Coast aims and objectives

Aim: To support the community to conserve and restore Sunshine Coast's natural bushland in council's environment reserves.

Objectives: The objectives for council's BushCare Sunshine Coast are to:

- Actively engage the community in activities that compliment council's Environment and Liveability Strategy, Local Government Area Biosecurity Plan and reserve management and regeneration work plans.
- Improve and maintain biodiversity and habitat protection outcomes through voluntary partnerships
- Ensure the activities are suitable and safe for volunteer participation
- Support and strengthen community capacity, awareness and knowledge of bush regeneration techniques, biodiversity values, threats and management needs.
- Engender a sense of community ownership of public natural areas through the participation and involvement of

community members in their ongoing management

- Deliver a best-practice model of bushland management that follow the South East Queensland Ecological Restoration Framework.
- Deliver an inclusive program by welcoming everyone, treat everyone with respect and provide opportunities for all.

3.2 Benefits of volunteering with BushCare Sunshine Coast

People volunteer for many reasons. Benefits include:

- enjoying working outdoors in the environment,
- being active and healthy,
- meeting your neighbours and being a part of a local community group,
- making new friends,
- helping to conserve biodiversity and protect the local environment,
- developing a practical understanding of the principles behind bush regeneration,
- having an input into community issues that concern you about bushland areas,
- helping to raise awareness in the community about bushland issues,
- being able to work with a variety of people, groups and sites,
- receiving training, professional guidance and direction,
- recognition and appreciation of your volunteer efforts—volunteer end of year celebration, and
- promoting sustainability and helping to combat the effects of climate change through the regeneration of native species and tree planting.

4. BushCare Community



BushCare Community is a network of groups who partake in bushcare activities in natural bushland on council's environment reserves. There are over 40 groups across the Sunshine Coast region holding regular working bees throughout the year.

4.1 Where do BushCare Community groups work?

Groups undertake bushcare activities on land owned or managed by council. The land is generally categorised as an environment reserve or parks and gardens reserve*.

Any activities undertaken by a group must be approved by council.

Suitable sites for consideration are where:

- there is an environmental value in conserving and regenerating the area,
- bush regeneration is achievable by volunteers,
- all volunteers have the common aim of bush regeneration and agreed achievable goals,
- there is a high level of commitment to the site, with the site likely to be maintained by the volunteer group for a minimum of five years,
- activities support council's Environment and Liveability, Local Government Area Biosecurity Plan and reserve management and regeneration work plans,
- conservation of biodiversity and the environment is the primary intent of the group and have the support of the land manager,
- group members must be committed to training and skills development and comply with council's Workplace Health and Safety requirements.
- the role of volunteer coordinator must be filled by a member of the group at all times, and
- council has sufficient resources to support and coordinate the group.

* Area's such as road reserves and other land categories will be avoided as these areas are often subject to changes in land use.

As a conservation based program, the removal and replanting of vegetation is subject to the following general conditions:

- Existing vegetation—native vegetation, including regrowth, will be conserved. The removal of weed species may be staged if retention of habitat, erosion prevention, or amenity is an issue.
- Replacement of weeds—the objective of natural area management is to restore a representative and diverse range and structure of native vegetation. Weeds removed from natural areas will be replaced, either by encouraging natural regeneration or by planting appropriate native species.
- Replacement planting—only endemic, local plants are planted in natural areas and encouraged. Species with weed potential will not be planted.

Note: Large scale capital works projects are beyond the charter of the BCSC, as are those that negatively impact on the natural values, or do not comply with the management objectives of council's natural area estates.

4.2 How groups operate

Most BushCare Community groups meet on a regular basis, usually on the same morning or afternoon once a month, and work for 2–4 hours.

Groups work to a bush regeneration plan which has been developed by council or a qualified contractor.

4.3 Group Support

Community Conservation Officers will support BushCare Community groups working within one of the following mechanisms:

- Full supervision — a Community Conservation Officer will attend all group working bees
- Part supervision — a Community Conservation Officer will attend a minimum of four working bees annually (and/or meet with the Group Coordinator monthly).

4.4 The role of the Community Conservation Officers with groups

A Community Conservation Officer (council employee or contractor) will be appointed to each BushCare Community group. The Officer will provide:

- Induction of new volunteers.
- Direct, prioritise and implementation of the reserve management plan and/or the bush regeneration plan to achieve optimum on-ground outcomes.
- On-going technical assistance and guidance, including onsite skills development and adequate training for volunteers so that they can carry out their work safely and effectively;
- Supply and maintain appropriate tools, equipment and materials, including PPE and first aid equipment;
- Compliance with safe working practices (see Workplace Health & Safety p.19);
- Adherence to council plans of management and bushland management program strategies.
- Foster a positive working relationship between the group, the local community and Council.
- Liaison between other council teams and the group regarding matters which affect the site.
- Where possible, arrange for the supply of additional support services to perform tasks and works needed to manage the site, which are outside of the capacity of the volunteers.

4.5 Group provisions

Through the services of a Community Conservation Officer (or equivalent), the program offers approved groups access to the following:

- practical and technical assistance in the undertaking of community projects including design, management, planning and promotion,
- suitable materials such as mulch, fertiliser, stakes and plants,
- the loan of tools and equipment needed for council coordinated activities,
- training and support to further develop the skills and knowledge of volunteers and increase community awareness of environmental issues, and
- networking events with other program volunteers.

4.6 Site Management

Each reserve is managed by a council officer in other sections of council, i.e. Natural Areas Operations, Parks and Gardens or Property Management.

The Community Conservation Officer has approval and the responsibility for ensuring that all activities are carried out are in accordance with council's Reserve Network Strategy, reserve management plans and bush regenerations plans and any other relevant plans.

Groups will be consulted and involved whenever possible in any planning for future works that may impact upon their sites and reserves in which they work. This will take place either via the Community Conservation Officer or directly from the relevant project manager.

Groups can apply for external grants to support their activities/projects on council owned/managed land. The Community Conservation Officer or reserve manager must be notified of the Group's intention to apply for a grant. All activities/projects must be approved by a council officer before submitting and align with council's policies and plans.

4.7 Funding

Council will fund materials, equipment, contractor support and resources for approved bushcare activities on council owned/managed land.

4.8 Training

Council is committed to ensuring volunteers have the skills they need to undertake the tasks outlined in works plan. As such:

- council will provide both onsite and external training opportunities to develop the skills and knowledge of volunteers
- members from each group responsible for herbicide use will receive training in its safe handling, general use and methods of application prior to use.

4.9 Annual Group Review

Groups will be subject to an annual review. This includes reviewing:

- management and working bee plans
- group capabilities (member numbers and skill level)
- training requirements

A group may be required to cease operating if:

- the group is no longer capable of achieving their objectives,
- a breach in the programs objectives, criteria or volunteer requirements, and/or
- a group has been functioning with less than five members for a maximum of six months.

Other arrangements such as changing duration, timing and/or scheduling will be attempted before ceasing operation of a group.

4.10 Procedures for setting up new groups

Council's capacity to support groups is linked to funding levels, number and availability of staff to attend and coordinate.

All new group applications will be assessed by the suitable site criteria in 4.1 and resources available.

See page 12 for the steps to establish a new BushCare Community group. A New Group Application Form on the BCSC website.

4.11 New group assessment and intake

Applications can be received at any time throughout the year. The assessment process occurs in November/December and April/May of each year.

The number of new groups accepted will depend on the availability created by:

- existing group(s) leaving the program
- existing group(s) requiring reduced levels of support
- increases in funding/resources availability

Applications Close	Assessment Period
1 November	2 November – 31 December
1 April	1 April – 31 May

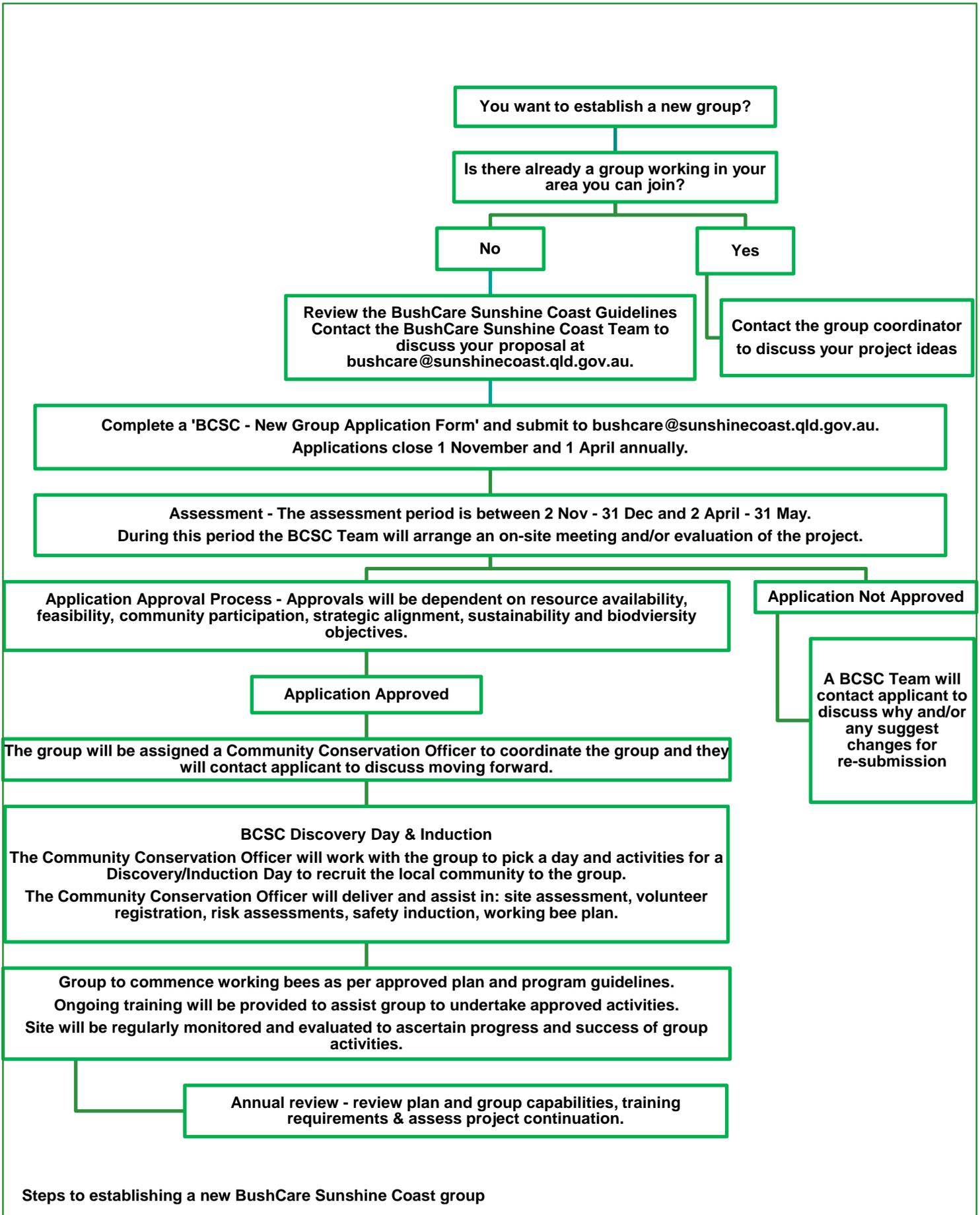
4.12 Leaving and inactivity

Volunteers are free to leave BushCare Community at any time. Volunteers leaving the program must return any tools, equipment or PPE provided by council back to a Community Conservation Officer.

Please inform a Community Conservation Officer of your decision to leave as soon as possible and we will then remove you as a registered volunteer with the program, and take you off any mailing lists if you have requested this.

Inactive volunteers who have not participated in BCSC activities or have not logged hours for more than a year, will be changed to 'inactive' in the BushCare Sunshine Coast Volunteer Register.

If you are an inactive volunteer you are free to return when you can.



5. BushCare Mates

BushCare Mates is a youth conservation volunteering program that uses practical bushcare activities to educate and inspire students to connect with their local environment while fostering a sense of community.



BushCare
Mates

5.1 What activities are available?

Bush regeneration

The school/class/group will assist with natural regeneration in our bushland reserves through the control of weeds to encourage natural recruitment of native species and provide in-fill planting when required.

Revegetation

The school/class/group will plant native trees, shrubs and/or ground covers to restore a degraded area where the soil seed bank is insufficient to allow natural regeneration.

5.2 Support provided

- Planning & preparation of a suitable activity/site
- Supervision by a qualified Community Conservation Officers
- All plants, materials, tools and first aid kit
- Safety induction & skills demonstration
- Information about the site and how their activity links to other local projects

Upon request the following can be provided:

- Invitation to our local BushCare volunteers to talk about their volunteering experience, projects and work alongside the students.
- Assist with the cost of transport to and from site.
- Recommend (possibly assist with) additional educational activities.

Note: activities are usually best suited for groups of 10-15 students.

- Provide a portable toilet if the site is not within walking distance of a public toilet and activity exceeds two hours.

5.3 Expectations of the participants

- Adequate staff/guardian supervision.
This includes monitoring behaviour, head counts at start and end of activity and ensuring volunteers bring any relevant allergy medication.
- Ensure volunteers are sun safe and wear appropriate clothing/equipment
This includes hat, sunscreen and closed shoes.
- Volunteers bring along their own water bottle and any other refreshments or snacks
- An understanding that we are working outdoors and activities may need to be re-scheduled due to weather conditions.



6. BushCare Partners



This BushCare Sunshine Coast sub-program incorporates corporate volunteers, incorporated groups (such as Coast Care, Landcare or Catchment Groups) and sponsors.

6.1 Corporate Volunteers

BushCare Partners is a conservation program for organisations to build teams, inspire individual development, get outdoors, encourage positive health and wellbeing, connect with nature and make a positive impact on the environment.

6.2 What activities are available?

Bush regeneration

The organisation/business will assist with natural regeneration in our bushland reserves through the control of weeds to encourage natural recruitment of native species and provide in-fill planting when required.

Revegetation

The organisation/business will plant native trees, shrubs and/or ground covers to restore a degraded area where the soil seed bank is insufficient to allow natural regeneration.

6.3 Support provided

- Planning & preparation of a suitable activity/site
- Supervision by a qualified Community Conservation Officer
- All plants, materials, tools and first aid kit
- Safety induction & skills demonstration
- Information about the site and how their activity links to other local projects

Upon request the following can be provided:

- invite our local bushcare volunteers to talk about their volunteering, projects and work alongside the volunteers.
- provide a portable toilet if the site is not within walking distance of a public toilet and activity exceeds 2 hours.

6.4 Expectations of the participants

- Adequate staff management.

This includes ensuring volunteers are fit to participate and bring any relevant allergy medication.

- Ensure volunteers are sun safe and wear appropriate clothing/equipment

This includes hat, sunscreen and closed shoes.

- Volunteers bring along their own water bottle and any other refreshments or snacks
- An understanding that we are working outdoors and activities may need to be re-scheduled due to weather conditions.

6.5 Sponsorship

Sponsorship packages are available for businesses/organisations.

BCSC is open to accepting sponsorship for the general program, individual groups and events.

6.6 Incorporated Groups

These groups participate the same way as other BushCare Community groups however they are incorporated groups established to undertake a range of activities in their communities.

To undertake bushcare activities on council managed/owned land these groups are managed under BCSC and are provided the same benefits as non-incorporated BushCare Community groups.

Sunshine Coast Council does not provide insurance cover for incorporated groups. These groups must have public liability insurance to work on council land and provide a certificate of currency to the Senior Community Conservation Officer.

7. BushCare events

BushCare Sunshine Coast holds community planting events and one-off bush restoration activities throughout the year to provide opportunities for the community to connect with nature.

BCSC events are designed for people that don't have the capacity to volunteer regularly, to revegetate areas with no active BushCare group and/or to activate council's Environment Levy reserves.

Sites are selected based on need, volunteer holding capacity and risk.

Each event will be advertised to the public using a range of marketing tools.



8. About the volunteer

8.1 Registration

All volunteers are required to register providing personal information to identify themselves and contact details.

Applicants may be required to complete additional documentation or training relevant to the particular position, e.g. Working with Children Check (Blue Card) and First Aid Certificate.

A file will be maintained for each volunteer, including contact details, dates of service, record of hours, duties performed and training participated in. These files are managed through a Volunteer Management System (Better Impact). This system provides a portal to volunteers to view and manage their own information.

All personal information will be handled in accordance with the Information Privacy Act 2009 (Qld).

8.2 Code of Conduct

The Sunshine Coast Council Employee Code of Conduct (the Code) is an important document and outlines the set of standards and behaviours that guides the way in which employees, contractors, agency casuals and volunteers within council approach work. It places responsibility on all employees and volunteers to use sound judgement while at work.

The Code is available on council's website (www.sunshinecoast.qld.gov.au/Council/Employment/Working-with-Council). It does not cover every situation. However, the values, ethics, standards and behaviours it outlines are a reference point to help make decisions in situations it does not cover. If you act in good faith and in keeping with the spirit of the Code, you can expect support by your colleagues, your Volunteer Coordinator/team leader/supervisor/manager and by council.

It is your responsibility as a volunteer to observe the Code.

8.3 Volunteer Rights and Responsibilities

When volunteers join the BushCare Sunshine Coast program they have certain rights and responsibilities to council and council has rights and responsibilities to the volunteer. It is imperative that these are established from the outset so both parties know their obligations to each other.

As a volunteer, you have the right to:

- Be interviewed and engaged as a volunteer in accordance with equal opportunity and anti-discrimination legislation
- Receive information about the organisation
- Have a clearly written Position Statement
- Know to whom you are accountable
- Be made aware of the grievance procedure within council
- Appropriate training for the task required to be carried out
- Be supported and supervised in your role
- Information about council's policies and procedures that affect your role
- Healthy and safe work environment
- Access to on-going skills development training (where applicable)
- Technical support and project guidance as required throughout the project or allocated work task/s
- All the necessary materials, equipment and contractor support required to undertake the approved work (if applicable)

As a volunteer, you need to:

- Be reliable
- Respect confidentiality
- Carry out the specified tasks defined in the position statement, approved reserve management and/or bush regeneration plan and/or as directed by the Community Conservation Officer
- Be accountable
- Be committed to council
- Undertake training as requested

- Ask for support when you need it
- Give notice before you leave council
- Value and support other team members
- Carry out the work you have agreed to do responsibly and ethically
- Notify council as soon as possible of absences
- Adhere to council's policies, guidelines and procedures
- Work in accordance with all Workplace Health and Safety policy and procedures and safety induction training
- Accepting the decision of the Community Conservation Officers when discontinuing voluntary services.

8.4 Position Statements

See appendix 1 and 2 for a description of each BushCare Sunshine Coast role:

- BushCare Sunshine Coast Volunteer
- BushCare Community - Group Volunteer Coordinator

8.5 Grievances

It is important that volunteers are aware of what action they can take if they are unhappy about any aspect of their treatment by an employee or member of the public, and that a grievance procedure is in place to deal with workplace issues and not personality issues.

Volunteers in the first instance are to discuss any concerns with their Community Conservation Officer, and both will work to resolve the issue. If the matter is not resolved, then it will be escalated to the Senior Community Conservation Officer. If in this instance, there is no outcome then the matter can be escalated to the Community Catchment Partnerships Manager and/or Manager Environmental Operations.

8.6 Termination of volunteer

A volunteer may be terminated, if:

- Upon completion of a specific project
- A volunteer may decide to leave the volunteer program at any time by notifying the Community Conservation Officer
- The Community Conservation Officer identifies ongoing activities that are not complementary to the objectives of the volunteer program, and as such, will exercise their right to end the volunteer's involvement with the program. And, if performance and/or activities continue to remain unsatisfactory
- Council considers the volunteer has acted contrary to council's policies, guidelines and procedures.

8.7 Volunteers under 18

BCSC welcomes volunteers under the age of 18 with consent from a parent or guardian.

Any volunteers under the age of 16 must be accompanied by a parent or guardian or as negotiated.

8.8 Insurance

Council has public liability indemnity insurance and limited personal accident insurance.

Request a copy of council's *Insurance fact sheet – community groups and volunteers* for more information.

Council's insurance policy does not cover private vehicles.

Community/incorporated groups will be required to annually provide a certificate of currency of their public liability insurance.

8.9 Blue Card

All council staff and contractors present at any BCSC activity must have a Blue Card.

All volunteers must have a Blue Card if they are:

- Supervising/directing a BCSC working bee and/or activity.

i.e. Volunteer Coordinator at a working bee unsupervised by a council officer

- Performing a 'role' at a BCSC activity/event.

i.e. providing guidance to public at National Tree Day event, assisting a school planting activity, providing a talk to a school

Card details are to be provided on-line using MyImpactPage or directly to the Community Conservation Officer for recording.

It is the volunteer's responsibility to advise the Public Safety Business Agency – Blue Card Services of any changes to personal details/information (e.g. address, name etc.) and monitoring expiry dates for renewals.

8.10 Criminal History Police Check

On occasions, we may require volunteers to participate in a criminal/history police check.

8.11 Use of resources

Volunteers must not improperly use or remove council resources. Volunteers shall use council resources effectively and economically and not use council property for their own purposes.

8.12 Media and social media protocols

Volunteers are not permitted to make any comments to the media on behalf of Council. Any queries by the media must be referred to the Senior Community Conservation Officer.

Council staff will provide assistance with the promotion and publicity of BushCare Community groups wherever possible.

Promotion of groups should be discussed first with the relevant Community Conservation Officer who will ensure that the proposal complies with Council's Brand Manual, Media Policy, communication plans and to ensure

appropriate use of content/images/logos in promotional activities and material.

To help promote BushCare Community group activities council will:

- assist groups to obtain local media coverage such as newspapers, radio, and television (any use of council or BushCare Sunshine Coast logos must be approved by Senior Community Conservation Officer and Communications Officer),
- support groups to develop displays for local events,
- provide an onsite signage displaying contact details and the group's next working bee, and
- work with volunteers to deliver a range of additional promotion/marketing opportunities.

As a registered BushCare Sunshine Coast volunteer we presume consent for the use of your image/video in any BushCare Sunshine Coast marketing collateral. If a volunteer does not want their image used, notify the Senior Community Conservation Officer.

Permission will be sought for use of the image/video outside of BCSC promotions.

8.13 Monitoring and evaluation

Volunteers are an essential part of our organisation. Ongoing monitoring and evaluation will provide an indication of the effectiveness of the program.

This includes the contribution volunteers make to BCSC, benefits to the individual volunteer, the delivery of services and the contribution to community wellbeing. This can be used as an indication for maintaining and/or increasing support (including funding) for the program.

The evaluation outcomes will be communicated to employees, volunteers, Executive and Community Committee members, BCSC partners, volunteer organisations and the broader community.

Data obtained through the monitoring and evaluation process will provide an accurate profile of volunteers and inform the way BCSC recruits, motivates, manages and retains its volunteer partners.

9. Workplace Health and Safety

Council is committed to promoting and improving standards of health and safety to ensure a safe and healthy working environment for all workers, customers/clients and the public.

All employees, volunteers and external providers are required to comply with all relevant statutory requirements, industry and organisational standards and carry out their duties in a manner, which does not adversely affect their own health and safety or the health and safety of others. For further information, refer to council's Health and Safety organisational policy.

Each volunteer position statement identifies any safety training requirements that the volunteer is to undertake. A Health & Safety Advisor or representative will facilitate the necessary training. Council has a very comprehensive Work Health and Safety website that provides the necessary tools and information for working safely and living well.

9.1 Workplace Health and Safety Requirements

All council volunteers must be registered, complete a safety induction and sign in and out.

In the absence of a Community Conservation Officer the Group Coordinator (or proxy) must ensure the requirements are implemented

9.1.1 *New BushCare Community volunteer*

- Registration
- Corporate and safety induction (safety induction must be completed annually)

An induction and orientation process will be undertaken, prior to, or on your first volunteer day before you undertake any on-ground activities. This is to ensure that all volunteers are aware of council functions and processes, volunteer position expectations, workplace health and safety awareness and that all parties are aware of their rights and responsibilities.

- Sign-in and out of the working bee

9.1.2 *BushCare Community registered volunteers*

- Sign-in and out of the working bee
- Site induction (i.e. discuss activities planned, review Safe Work Method Statement, identify new risks and control measures, issue personal protective equipment, establish evacuation point, first aid officer and location of first aid kit).
- Reporting

9.1.3 *BushCare events and Partners*

- Risk assessment (completed by a Community Conservation Officer)
- Registration
- Sign-in and out of event/activity
- Safety induction (i.e. provide safety messaging through prior communications, safety sign on site, safety briefing, issue personal protective equipment, establish evacuation point, first aid officer and location of first aid kit)
- Reporting

9.1.4 *BushCare Mates*

- Risk assessment (completed by a Community Conservation Officer)
- Registration, Sign-in and out of event (school representative to complete)
- Safety induction (i.e. provide safety messaging through prior communications, safety sign on site, safety briefing, issue personal protective equipment, establish evacuation point, first aid officer and location of first aid kit)
- Reporting



9.2 Unpermitted activities

The following activities are not permitted due to safety and environmental factors (refer to BushCare Sunshine Coast Safe Work Method Statement)

- Work within 0.5m of a road.
 - Work within a “substantial” UXO zone if the area has not been scanned by a licensed operator.
 - Use of any mechanised/power tool unless approved by a Community Conservation Officer.
 - Use of a chainsaw, brush cutter and/or post hole augers.
 - Work in areas where asbestos has been identified.
 - Foliar/spot spray of herbicides
- Work on ‘Extreme’ or ‘Catastrophic’ Fire Danger Days and proceed with caution on ‘Severe’, ‘High’ or ‘Very High’ days.
 - Work on days of significant weather conditions
 - Work in an area that has not been approved by a Community Conservation Officer and/or reserve manager.
 - Work where appropriate personal protective equipment is not worn.
 - Work alone (unless special permission has been granted by Community Conservation Officer). All volunteers participating in bushcare on council owned/managed land must join an existing BushCare Sunshine Coast group or form a new group.



10. About your Community Conservation Officer

10.1 Rights and Responsibilities

When volunteers join a volunteer program they have certain rights and responsibilities to council and council has rights and responsibilities to the volunteer. It is imperative to establish rights and responsibilities from the outset so both parties know their obligations.

Council's has the right to:

- Expect that all volunteers complete an induction
- Determine the extent of tasks for volunteers to undertake on the basis of providing a safe work environment
- Require volunteers to observe all safety requirements at all times
- Expect clear and open communication from volunteers
- Discontinue the services of any volunteer non-compliant of council's policies, guidelines and procedures.

Council has the responsibility to:

- Provide induction, orientation, training to volunteers in the performance of allocated tasks
- Provide appropriate resources, supervision and support for volunteers in the performance of tasks
- Maintain all personal information in a confidential manner and in accordance with legislative requirements
- Treat volunteers with respect, fairness and dignity
- Ensure volunteers work in a safe and healthy environment
- Celebrate, recognise and acknowledge the contribution of council volunteers.

11. Contacts

11.1 BushCare Sunshine Coast Contact Details

Website:

www.sunshinecoast.qld.gov.au/bushcare

Email: bushcare@sunshinecoast.qld.gov.au

Postal address:

Attn:..... (mail code:DI00)
 Sunshine Coast Council
 Locked Bag 72
 Sunshine Coast Mail Centre Qld 4560

11.2 General council enquiries/requests

Any enquiries outside the management of the Community Conservation Officers should be directed to council's customer service centre

Online:

<https://www.sunshinecoast.qld.gov.au/Council/Contact-Council/Request-for-Service-Online-Form>

Phone: 07 5475 7272

Email: mail@sunshinecoast.qld.gov.au

11.3 Emergency Contact List

Contact	Telephone No.
Police	000
Policelink	131 444 (non-emergency)
Fire Service	000
Ambulance	000 (emergency)
Poison	131 126
Hospital	Caloundra 5436 8500 Maleny 5420 5000 Nambour 5470 6600

Appendix 1. Position Statement: BushCare Sunshine Coast Volunteer

BushCare Sunshine Coast Volunteer	
Department, Branch, Unit.	Sunshine Coast Council – Liveability and Natural Assets - Environmental Operations (Community Catchment Partnerships)
Location	Various regional locations
Organisation environment	The Sunshine Coast Council has set a vision of being recognised as Australia's most sustainable region and is strongly committed to being a leading local government that the community, volunteers and staff can be proud of.
Position Objectives	As a BushCare Sunshine Coast Volunteer (Volunteer), you play an important role in the conservation and restoration of our natural environment by implementing bush restoration projects.
Key Responsibilities	<p>The Volunteer fulfils an important role by carrying out bush restoration activities as defined by the site restoration works plan.</p> <p>Volunteers may be involved in the following activities:</p> <ul style="list-style-type: none"> • weed removal and control • planting and revegetation projects • spreading mulch around a Bushcare site • fauna and flora management including observation and recording • attending training and workshops • promoting BushCare Sunshine Coast • written and photographic contributions to council's Bush hands Newsletter • keeping a photographic record of a site using specific photograph points • getting involved in BushCare Sunshine Coast events and/or promotion days
Necessary skills and experience	<p>The BCSC Volunteer should possess, or demonstrate the ability to acquire, the following attributes:</p> <ul style="list-style-type: none"> • Good communication skills • Outgoing and friendly personality • Moderate level of fitness and agility – physically capable to undertake bushcare activities • Genuine interest in the environment • An ability and willingness to work constructively with other volunteers and council employees, and to nurture a positive attitude and work environment
Training	<ul style="list-style-type: none"> • BushCare Sunshine Coast induction & orientation • Site specific work procedures • A general commitment to attending training opportunities.
Time Commitment	No commitment is necessary. Average volunteer hours vary between individuals, approximately 4 - 40 hours per year.
Reporting arrangements	The Volunteer reports to the BushCare Community Group Coordinator and/or council's Community Conservation Officer.
Workplace Health and Safety	All volunteers must commit to ensuring all activities are carried out in accordance with Council's workplace, health and safety policies and procedures.

Appendix 2. Position Statement: BushCare Community - Group Volunteer Coordinator

BushCare Community - Group Volunteer Coordinator	
Department, Branch, Unit.	Sunshine Coast Council - Liveability and Natural Assets - Environmental Operations (Community Catchment Partnerships).
Location	Various regional locations.
Organisation environment	The Sunshine Coast Council has set a vision of being recognised as Australia's most sustainable region and is strongly committed to being a leading local government that the community, volunteers and staff can be proud of.
Position Objectives	As a BushCare Community - Group Volunteer Coordinator (Coordinator), you play an important role in the conservation restoration of our natural environment by organising and leading a community group in the implementation of bush restoration projects.
Key Responsibilities	<p>The Coordinator is a volunteer role which liaises with the Community Conservation Officer to coordinate the group's activities including project planning, working bees, monitoring, record keeping and meetings.</p> <p>The Coordinator will take on and implement all Workplace Health and Safety responsibilities if a Community Conservation Officer is not present (i.e. unsupervised working bee).</p> <p>Coordinators may be involved in the following activities:</p> <ul style="list-style-type: none"> • weed removal and control • planting and revegetation projects • spreading mulch around a Bushcare site • fauna and flora management including observation and recording • site assessment, planning and monitoring with assistance from council staff • attending training and workshops • promoting BushCare Sunshine Coast • written and photographic contributions to council's Bush hands Newsletter • keeping a photographic record of a site using specific photograph points • getting involved in BushCare Sunshine Coast events and/or promotion days
Necessary skills and experience	<p>The Coordinator should possess, or demonstrate the ability to acquire, the following attributes:</p> <ul style="list-style-type: none"> • Outgoing and friendly personality • Good organisational skills • Good communication skills • Moderate level of fitness and agility – physically capable to undertake bushcare activities • Genuine interest in the environment • An ability and willingness to work constructively with other volunteers and council employees, and to nurture a positive attitude and work environment
Selection	Coordinators are selected by the group or appointed by the Community Conservation Officer.
Training	<ul style="list-style-type: none"> • BushCare Sunshine Coast induction & orientation • Site specific work procedures • A general commitment to attending training opportunities.
Time Commitment	Varies between individuals, approximately 4 hours per month.
Reporting arrangements	The Coordinator reports to council's Community Conservation Officer.
Workplace Health and Safety	All volunteers must commit to ensuring all activities are carried out in accordance with Council's workplace, health and safety policies and procedures.



Sunshine Coast
COUNCIL



BushCare
Sunshine Coast

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