



# Community Asset Committees Handbook

JULY 2025

## Version control

Version	Author	Date	Changes
2.0	Emma Clark	19 March 2026	<ul style="list-style-type: none"><li>• Remove reference to Anglesea Bike Park CAC.</li><li>• Remove duplicate paragraph on page 7, item 14.</li><li>• Updated page 11, IOD information.</li><li>• Added version control table.</li></ul>

## Your Community Asset Committee for

(Name of Committee)

POSITION	NAME	CONTACT
Chair		
Deputy Chair		
Secretary		
Treasurer		
Booking Officer		
Maintenance Officer*		
Promotions Officer*		

\* optional

### Council Contact Details

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## 1. Welcome

Thank you for volunteering with Surf Coast Shire Council (SCS) as a Community Asset Committee (CAC) member. We have a huge network of volunteers who give their time, expertise and energy to provide and develop community resources that help our community to thrive.

Here at SCS, we value the important role that CAC members have in assisting Council in the ongoing management and improvement of Council's facilities.

## 2. What is a Community Asset and CAC?

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

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

**CACs** are made up of volunteers who directly manage daily operational activities at nominated halls and recreation reserves on behalf of Surf Coast Shire Council. The Committees create greater local connection and bring local knowledge that results in more effective use of the facilities.

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

Once the CAC is established and has members, Council's Chief Executive Officer (CEO) delegates authority to the CACs to undertake activities on behalf of Council using an Instrument of Delegation (IoD).

## 3. CACs Functions and Responsibilities

Key roles and functions of the CACs include, but are not limited to:

- Control manage and maintain the land and facilities in an efficient and effective manner, in the best interest of Council, residents and users of the facilities within the boundaries specified in the Instrument of Delegation.
- Put in place procedures, rules and conditions of use necessary for the proper management of the facility
- These procedures, rules and conditions of use must be consistent with the objectives of the Committee stated in the Instrument of Delegation, these Guidelines and any policies of Council
- Report any breaches of rules, conditions of use and local laws, which cannot appropriately be dealt with by the Committee, to Council
- Resolve conflicts where these occur in the requirements of the community using the facility.
- Convene or cause to be convened such meetings, forums, seminars, or other activities as may be deemed of value by the Committee to meet or assist in meeting its objectives.
- Maintain the highest level of co-operation between Council, the Committee and the local community to ensure continuing co-ordination of the facility.
- Ensure compliance with all Acts, regulations other legal requirements concerning safety at the facility.
- Not commit, or permit to be committed, any act which will render the operation of any of Council's insurance policies invalid.

- Publicise and promote interest in the facility.
- Ensure that the facility is kept in a clean condition at all times and is used in a reasonable and lawful manner by organisations or individuals.
- Promptly report to Council any breakage, damage or mechanical hazard which appears likely to give rise to a risk management issue or any abnormal damage to playing surfaces, surrounds or any other equipment.

A copy of your Instrument of Delegation is included as a separate attachment to this handbook which will provide guidance on your specific facility.

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

#### 4. Specific Roles

It is important for CACs to formally appoint member to specific roles and ensure that these positions are supported by clear roles statements. This will typically include the role of the chair, treasurer, secretary and booking officer.

Some CACs may also appoint a member to roles associated with asset maintenance and fundraising. These role statement documents should clearly define the responsibilities that are involved in fulfilling the requirements of that position. It is recommended that each CAC use the role statements provided at attachment 2 where appropriate.

#### 5. Who do CACs report to?

There are two parts to this question. Under the State Government law, both Councillors and Council CEO.

Surf Coast Shire Councillors have responsibility for appointing members to the Community Asset Committee and any new appointment that arises from a resignation will be dealt with by Council.

The CEO has legal authority for three things:

1. To formally delegate responsibilities to Community Asset Committees
2. To receive information from the Committees on their management of the community asset
3. To formally report annually to Council on the activities and performance of the Community Asset Committees.

#### 6. Communication with Council

Council is keen to be an active partner and support CACs in undertaking their roles and responsibilities.

Officers will attend the CAC Annual General Meeting each year and at least one CAC general meeting.

#### 7. Maintenance Request

All maintenance requests should be submitted direct with Council's Customer Service Team by email [info@surfcoast.vic.gov.au](mailto:info@surfcoast.vic.gov.au), calling 5261 0600 or using Council's website '[Lodge a Request](#)'

This is the most efficient method for both Committees and Council.

The benefits for Committees are that the query will be formally registered and recorded in Council's system, and the request will be then tasked to the officer responsible.

## 8. What assets do the CACs manage?

The 'Powers and Functions' section of the Instrument of Delegation (IoD) defines the specific assets to be managed by each CAC. The IoD from Council explains that specific management activities that make up your Community Asset Committee's responsibilities.

This includes:

- Use, operation and maintenance of the asset
- Contracting services to support operations or undertake maintenance
- Collecting income through fees and charges
- Banking
- Making recommendations to the CEO for improvements to the assets / facilities and for changes to the user fees and charges
- Monitoring health and safety risks
- Requesting assistance with more complex tasks and issues
- Convening meetings
- Conduct fundraising after seeking Council approval
- Anything else associated within roles and responsibilities.

## 9. Being a Volunteer

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

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

## 10. Volunteer Registration

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

As a member of a CAC, you will be asked to provide basic personal details to enable us to interact with you as a Volunteer or prospective Volunteer.

Volunteers must be registered as a volunteer for Surf Coast Shire to be provided cover under the terms and conditions of Council's Public Liability, Personal Accident insurance or other related insurance.

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

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

## 11. Volunteer Code of Conduct

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

[A full copy of the Code](#) is available on Council's website.

## 12. Your rights and Responsibilities

Council has adopted a *Volunteer Policy* that sets out Council's commitment to volunteers. A copy of the Policy can be found on Council's website here: [Volunteer Handbook](#).

Council has committed to building a volunteer program based upon the principles in the National Standards for Volunteer Involvement. This underpins our volunteer rights and responsibilities.

As a volunteer, you have the right to:

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

As a volunteer, you have a responsibility to:

- be sure your motives and objectives match the volunteer role and Council's expectations before accepting a role
- follow and be aware of the legislation, policies and procedures for Council that are relevant to your role
- be a positive contributor to Council and uphold its values and aims at all times
- be willing to take part in induction, orientation and ongoing training as required
- accept support, supervision and evaluation
- communicate openly and honestly
- be punctual and reliable, and work as a member of the team
- not represent yourself as a paid staff member or obligate Council in any unauthorised way
- respect privacy and confidentiality of fellow volunteers and the clients or members of the public you assist
- be willing to undergo regular police checks and regular working with children checks
- contribute to a safe working environment for other volunteers, paid employees, clients and members of the public
- be formally registered with Council as a volunteer, and sign and adhere to your role description
- immediately notify your Council supervisor if you sustain a work related injury

- immediately report any unsafe working conditions and potential hazards to your Council supervisor
- inform your Council supervisor or other nominated person if you are unable to undertake your duties or have an issues or concerns.

### 13. Council's Rights and Responsibilities

#### Council has the right to:

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

#### Council has the responsibility to:

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

### 14. Meeting Frequency

Another important consideration for CACs is to work out how frequently you need to meet. Council's expectation is that CACs meet at least once each quarter, one of which can be the AGM which will need to occur before 30 September to meet governance, financial and asset reporting requirements.

### 15. Governance Structure and Meeting

This will require you to:

- Elect office bearers, that is, Chair, Secretary and Treasurer (and possibly other positions such as Booking Officer, Maintenance Officer and Vice-Chair).
- Hold an Annual General Meeting and at least quarterly meetings each year.
- Advise your Council contact of your meeting schedule.
- Conduct your meetings in line with Council's Governance Rules.
- Distribute your CAC meeting minutes in a timely fashion (within 14 days of the meeting) including a copy to Council, and formally endorse the minutes at the next CAC meeting.

The CACs can only exercise their delegate authority at a meeting of the CAC. This means that CAC members can only make decisions on actions when they are in a formal meeting of the CAC. Individual members

cannot make decision independently of the CAC. CAC members cannot take action outside their delegated roles and responsibilities.

## 16. Training

All members new and existing must complete Council's induction training. This will cover the following three broad topics:

- Introduction to CAC roles and responsibilities – this will explain the 'why' and 'what' of the CACs and their relationship and arrangements with Council and the CEO.
- Good governance and accountability – this session will explain the 'how' of good governance.
- Creating a safe place for everyone – this session will explain the 'how' of safe practices for CACs, contractors and the community.
- From time to time there may be changes to the Local Government legislation that may have implications for Community Asset Committees and this may necessitate Council to provide information or training to CACs.
- Council will endeavor to 'package' this training so that most sessions can be viewed online at a time that is convenient to CAC members.

## 17. Working with Children Check

Victoria's Child Safe Standards (the Standards) began in Victoria in January 2016. They are a set of mandatory requirements that ensure organisations have systems, policies, and practices in place to keep children safe from abuse and harm in organisational settings.

As Surf Coast Shire is a Child Safe organisation, all Community Asset Committee members are required to have a **Working with Children Check**.

## 18. Improvements to Facility

Any improvement to or maintenance of the community asset and any activities conducted at the facility must be with SCS Officers oversight and all relevant approvals:

- meet appropriate standards and have relevant planning, building or other required approvals and or certifications
- are undertaken in a manner that includes CAC members, volunteers and contractors being informed about workplace health and safety procedures before they set to work at the facility
- meet child safe standards and that anyone involved in providing services is made aware of these standards.
- Council will provide information and support to enable CACs to ensure that all people using, volunteering or working at the community asset are aware of requirements regarding workplace health and safety and child safe standards.

## 19. Financial Management

Meeting the Australian Accounting Standards and any other relevant regulations for financial management for each financial year. Please communicate with your Council contact officer if you need advice on the application of this standard.

Adopting the audited financial statements at the CACs Annual General Meeting to be reported before 30 September.

## 20. Banking and Financial Transactions

The Committee must:

- establish an account at a defined bank
- advise Council of the CAC bank account details
- have two signatories for your CAC bank account.

## 21. Purchasing

CACs must purchase goods and services consistent with Council's procurement principles and procedures and this means:

- making sure all expenditure is focused on the operation, maintenance or improvement of the assets managed by the CAC
- before the CAC considers any purchase of goods or services, any CAC member with a conflict of interest must declare this conflict of interest and not participate in the decision making, and this declaration must be recorded in the CAC meeting minutes
- whenever purchasing goods and services, you follow these 'rules':
  - for those items less than \$1,000 – use common sense and get the best price for small purchases and minor contracts, then report them back to the next CAC meeting for formally noting in the record
  - for anything between \$1,000 - \$5,000 – the CAC must formally approve these purchases before they occur
  - for larger items from \$5,000 - \$20,000 – the CAC must endorse these proposed purchases, identify the recommended provider then seek the approval of Council.

### Keep in mind:

- If the CAC wants to suggest a local contractor to undertake a project or maintenance activities at the community asset, simply pass on these details to Council. Council will include this supplier/business when seeking quotations.

## 22. Reporting Requirements

There are two types of reporting for CACs:

1. **Regular reporting** (as part of the meeting or annual schedule)
  - When doing normal business (this includes your meeting minutes, financial transactions and formal request related to making larger purchases).
  - When reviewing performance on an annual basis (this includes audited financial report and the annual recommendations regarding future fees and charges).
2. **Reactive reporting** (only when needed)
  - When the CAC identifies a specific incident or risk that Council needs to know about.
  - When Council asks for some specific information from time to time.

Council will assist with forms or templates where possible to make reporting simple for CACs.

All reporting requirements are summarised in the table below:

<b>Regular Reporting</b>	
As part of your regular CAC meeting	<p>Your CAC meeting minutes must include the following components (a CAC meeting agenda and minutes template is provided as attachment 3):</p> <ol style="list-style-type: none"> <li>1. Specific information consistent with your Instrument of Delegation requirements regarding the application of Council's Governance Rules (as per attachment 4).</li> <li>2. CACs must comply with the requirements of Council's Procurement Policy with respect to the acquisition of goods, services and works for and on behalf of Council (refer to Procurement Policy definitions and scope). CACs must ensure that procurement of goods, services or works are approved as follows, prior to the award of any contract or placement of an order:               <ol style="list-style-type: none"> <li>a. Expenditure up to \$5,000 (excluding GST) is ratified by the Committee at the next scheduled Committee meeting.</li> <li>b. Expenditure between \$5,000 and \$10,000 (excluding GST) has written agreement by Council and is ratified by the Committee at the next scheduled Committee meeting.</li> <li>c. Expenditure greater than \$10,000 (excluding GST) has written agreement by Council prior to engagement, after having been approved in principle by the Committee.</li> </ol> </li> <li>3. A record of all financial transactions, approval for purchases over \$1,000 and CEO formal requests for purchases between \$5,000 and \$20,000 (complete and lodge attachment 5).</li> <li>4. A report of 'Asset Usage' for the period since the previous CAC meeting (as per attachment 6)</li> <li>5. Any formal request seeking approval from Council CEO to conduct fundraising (as per attachment 7).</li> <li>6. If there is nothing to report, simply state 'NIL'.</li> <li>7. Your regular Community Asset Committee's meeting minutes must be forwarded to your Council contact officer within two (2) weeks of your meeting.</li> </ol>
Every year	<ul style="list-style-type: none"> <li>• By 30 September, submit to your Council contact officer, your CACs independently audited financial statements (Council will pay this fee).</li> <li>• By 30 September, submit an updated 'Asset Register' (as per attachment 8).</li> <li>• By 27 February, send your Council contact officer, you CACs recommended fees and charges for the next financial year (complete and lodge attachment 9).</li> </ul>
<b>Reactive Reporting</b>	

As soon as possible	<ul style="list-style-type: none"> <li>• Contact Council to report immediately any incident or potential incident relating to child safety.</li> <li>• Contact Council to report immediately (within 2 working days), any 'near miss' or any incident causing injury to a CAC member, member of the public, volunteer or contractor.</li> <li>• Report or request any immediate or urgent maintenance issue by phoning <b>5261 0600</b> at any time or through Council's '<a href="#">Lodge a Request</a>' online. This should be done in any of the following situations:             <ol style="list-style-type: none"> <li>1. Any breakages or damage to the asset or facility or equipment.</li> <li>2. Any malfunction or hazard deemed to be a risk, or</li> <li>3. Any abnormal damage to the playing surface or surrounds.</li> </ol> </li> </ul>
When necessary	<ul style="list-style-type: none"> <li>• If there is any change to your CACs banking arrangements (complete and lodge attachment 10).</li> <li>• If your CAC is experiencing financial problems that will impact your CACs capacity to meet its responsibilities (lodge attachment 11).</li> <li>• If your CAC wants to make a request to Council for new capital works or maintenance proposal (complete and lodge attachment 12).</li> <li>• Whenever your CAC undertakes an asset improvement or maintenance activities, (complete and lodge attachment 13) and include copies of any planning or building approvals, certifications and/or warranties.</li> <li>• On the request of Council's CEO, present an operating statement and statement of financial position of the CAC.</li> </ul>

### 23. Are there any actions CACs can NOT undertake?

Yes. The delegated roles and responsibilities prohibit CACs from doing the following:

- Borrowing money
- Incurring bank overdraft
- Entering into a contract or incurring expenditure for an amount that exceeds the approved limits (\$20,000)
- Employing any person
- Making additions or alterations or authorising any capital works to the asset without Council's written consent
- Undertaking any works that require a planning or building approval without Council's written agreement
- Taking any action that would render Council's insurance policies invalid.

If you are unsure about any of these matters in relation to an action being considered by the CAC, please communicate with Council.

## 24. Declaring a Conflict of Interest

CAC members can simply declare a 'conflict of interest' as part of any CAC meeting where there is a perceived or direct conflict of interest associated with a decision of the Community Asset Committee. When these circumstances arise, CAC members should declare a conflict of interest and leave that part of the meeting when the matter is discussed and determined. This must be recorded in the meeting minutes.

Council will provide training on conflict of interest matters, If CAC members have any questions regarding a possible conflict of interest you can discuss this with your Council contact officer.

## 25. Insurance

Council indemnifies all members of the Community Asset Committees against any action, liability or demand on account of any matter or thing done by them on behalf of the Community Asset Committee when they are acting in accordance with the Instrument of Delegation.

## 26. Does Council provide funds to support CACs?

Council allocates funding in its annual budget to meet its asset maintenance responsibilities for all community assets and facilities (for your community asset, these are listed in column C of the appendix to the Instrument of Delegation). Council also allocates funds to provide information and training and a Council contact officer for Community Asset Committees.

Council does not provide funding directly to Community Asset Committees.

## 27. What can a CAC do if they are struggling to meet their requirements?

Council recognises that circumstances may arise where the CAC is unable to meet specific responsibilities or particular timelines for reporting. It is important for the CAC to manage this proactively and seek assistance and formal agreement from Council's CEO regarding any changes to the requirements. It is expected that the CAC will meet all requirements unless the CAC submits a written request to the CEO to waive specified items. A plan and new timelines for meeting this requirement needs to be submitted with this formal request.

## 28. Cleaning and Utilities

Whilst the CAC IoD states that the responsibility of cleaning and utilities rests with the Committee, it also notes the following whereby the Committee can request a waiver of responsibilities:

### Exceptions, conditions and limitations

The Community Asset Committee shall deliver all maintenance items as listed in column B of the Maintenance Schedule unless:

- a) a written request is submitted to the CEO to waiver specified items
- b) written agreement is obtained from the CEO for a temporary waiver of obligation for specific items.

On receipt of a request to waiver responsibilities and associated costs, Council officers will work with each Committee to assess their capacity to cover or contribute to operational expenses, with the intention to transition this responsibility to the CAC using a staged approach over an agreed period.

## 29. Managing your Waste

Check what bins are available and sort your waste accordingly:

**Yellow-lid Recycling bin:** paper, cardboard, metal tins and cans, plastic bottles, and some plastic food containers (ensure all items are clean and loose, and never inside bags) **never put bagged general waste, food waste or glass bottles and jars in this bin.**

**Purple-lid Glass-Only bin:** Glass bottles and jars (without lids)

**Green-lid Food and Garden Organics (FOGO) bin:** all food scraps lawn clippings, leaves, prunings and small branches

**Red-lid Landfill:** Any remaining waste that cannot go in your FOGO, recycling or glass-only bin.

### **Be Plastic Wise!**

Ensure you are compliant with the Victorian State Government bans on **plastic bags, single use plastics and balloons.**

For further information read the Surf Coast Shire Plastic Wise Policy and Guidelines available here [surfcoast.vic.gov.au/Environment/Plastic-Wise-Program](http://surfcoast.vic.gov.au/Environment/Plastic-Wise-Program).

## **30. What can a CAC do if they can't resolve a problem?**

If the problem is between members of the CAC, then reach out to your Council contact officer. Council has staff who are well trained in problem solving who can assist in finding a positive way forward.

If a problem arises between the CAC and Council, always try to stay positive and keep front of mind that the Community Asset Committees and Council are seeking to work together in the best interests of the local community. There are several steps that are all designed to resolve issues that may arise.

In the first instance, if you do have a disagreement, take a little time to stop and reflect on the issue and see if you can resolve the situation through a second try and a different approach.

If that doesn't work, seek the involvement of Council's Manager, Governance & Risk. Hopefully, the involvement of this more senior staff member will enable new ways of finding a solution to the issue.

In the uncommon circumstance where your CAC cannot reach agreement with Council officer, you can lodge a 'grievance' with the CEO. Council's volunteer and grievance related policies (refer attachment 14) extend to include community volunteers involved in Committees and other Council activities and provide a more structured process (using both informal and formal methods) to address the 'grievance'.

In the rare situation where despite all efforts, your CAC and Council cannot agree, this video provides good advice to ensure that the CAC and Council continue to maintain the working relationship while a more formal complaint process occurs. [My local council: if something is not right, who do I complain to?](#)

## **31. Resignations**

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

The CAC should acknowledge and accept the resignation in the minutes of the next Committee Meeting and notify Council if the volunteer hasn't already done so.

## **32. Unacceptable Behavior**

Council has a responsibility to ensure its staff and volunteers maintain a high standard of conduct in the performance of their duties. Unacceptable behavior will be managed in a fair, reasonable and timely manner according to Council's [Equal Opportunity and Workplace Behaviors Policy](#) and Procedure, a copy of which is available from Council.

### 33. Complaints

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

### 34. Privacy and Data Collection

If you are a new volunteer, the information you provided in your Expression of Interest Form will be managed in accordance with Council's Privacy and Data Protection Policy and Procedure.

Council's [Privacy and Data Protection Policy](#) can be downloaded from Council's website

### 35. Resources and Information

As indicated, Council will assist CACs to operate effectively through provision of information and support. There are a range of forms and templates included in this induction information that are designed to assist your operations. These include:

#### ATTACHMENTS

#### 1. Instrument of Delegation

[Stribling Reserve Community Asset Committee - IOD](#)

[Modewarre Reserve Community Asset Committee -IOD](#)

[Eastern Reserve Community Asset Committee - IOD](#)

[Deans Marsh Community Hall and Memorial Reserve Community Asset Committee - IOD](#)

[Connewarre Reserve Community Asset Committee - IOD](#)

[Anderson Roadknight Reserve Community Asset Committee - IOD](#)

#### 2. Role statements for Community Asset Committee Positions

[Chairperson](#)

[Vice Chair-person](#)

[Secretary](#)

[Treasurer](#)

[Booking Officer](#)

[Maintenance Officer](#)

[General Committee Member](#)

#### 3. Working With Children Check (WWCC)

It is essential that all volunteers have a working with children check, and as such, any volunteers who do not hold a valid check, or can show evidence of application for one, cannot hold a Committee volunteer role with Surf Coast Shire.

To apply, the FREE volunteer Working with Children Check takes under 15 minutes. Follow this link: [www.vic.gov.au/how-apply](http://www.vic.gov.au/how-apply)

[Child safe Organisational Fact sheet for Community Hirers:](#)



**Links to the documents listed below can found [here](#)**

1. Meeting Agenda and Minutes template
2. Governance Rules
3. Purchases between \$5,000 - \$20,000 request to CEO form
4. CAC 'Asset Usage' report
5. Fundraising request to CEO form
6. CAC Asset Register
7. CAC fees and charges recommendation to CEO Form
8. Change to banking information form
9. Financial assistance request form
10. New capital works or maintenance request Form
11. Asset improvements or maintenance report
12. Resolving volunteer grievances
13. CAC Managed Premises - Maintenance and Utilities Responsibilities
14. CAC – Incident Report
15. Community Lead Project Proposal

**Feedback and Opportunities for Improvement**

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

If there is something you believe can improve Council's volunteer services or programs, please discuss this with your committee members and share the feedback or information to council through the usual communication channels.

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