



RV PARK CUSTODIAN PROTOCOLS

It is acknowledged that CMCA RV Park Custodians are volunteer Club members, and they undertake the role on a short-term basis to assist the Club in its endeavours to provide low-cost camping. Volunteers are an essential and valuable resource to the success of the Club's RV Park network, and we also acknowledge that each Custodian will have a different skill set, experience base, and physical capacity, with which to undertake the role.

This protocol defines the **standards of behaviour** expected of volunteers to ensure that they have a supportive and productive relationship with guests and CMCA employees. All Custodians should ensure that they have read and comply with this protocol.

Park Custodians should maintain the highest standards of behaviour in the performance of their duties by:

- ❖ Providing a high level of customer focus and customer service.
- ❖ Communicating respectfully and honestly at all times.
- ❖ Treating others with fairness, equality, dignity, and respect.
- ❖ Fulfilling their role as outlined in their role description to a satisfactory standard.
- ❖ Performing their volunteer role to the best of their ability in a safe, efficient, and competent way.
- ❖ Following CMCA's policies and procedures as well as any instructions or directions reasonably given to them by CMCA staff.
- ❖ Acting honestly, responsibly and with integrity.
- ❖ Acting in a way that is in line with the purpose and values of CMCA and that enhances the ethos of the Club.
- ❖ Observing safety procedures, including any obligations concerning the safety, health, and welfare of visitors staying in the park, and directing any questions regarding CMCA's policies, procedures, support, or supervision to the appropriate CMCA staff member.
- ❖ Immediately reporting any health and safety concerns to the appropriate CMCA staff member.
- ❖ Keeping confidential matters confidential.



- ❖ Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with CMCA returning any such documents, material in their possession.
- ❖ Seeking authorisation before communicating externally on behalf of CMCA.
- ❖ Maintaining an appropriate standard of dress and personal hygiene.

CMCA Park Custodian volunteers are expected NOT to:

- ❖ Bring CMCA into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.).
- ❖ Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, or race).
- ❖ Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering.
- ❖ Provide a false or misleading statement, declaration, document, record or claim in respect of CMCA, its volunteers, or employees.
- ❖ Engage in any activity that may damage property.
- ❖ Take unauthorised possession of property that does not belong to them.
- ❖ Engage in illegal activity while carrying out their role.
- ❖ Improperly disclose, during or after their involvement with CMCA ends, confidential information gained during their role with CMCA as a volunteer.

Where a volunteer is found to be in breach of the standards outlined in this protocol or any of CMCA's other policies and procedures this may result in the Custodian's position being terminated. Notwithstanding the foregoing, Custodians should note that CMCA may terminate a person's position without cause.

Park Custodians also acknowledge that no employment relationship is created in the context of their role with CMCA.

If you agree to the above, please sign below and return to emilyking@cmca.au

Signed

Signed

Name

Name

Member No:

Date