



Code of Conduct for Volunteers

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1 PREAMBLE

1.1 Background

- 1.1.1 Volunteers are a public face of Council. They are a valuable part of the overall structure of Council and have an integral role within our community.
- 1.1.2 Rights and responsibilities set the standards of volunteer engagement in Council and assist both Council and individual volunteers to abide by the philosophy, ethos and values of Council.
- 1.1.3 Council has a significant commitment and substantial responsibilities towards its volunteers including complying with relevant legislation and adhering to the National Standards for Volunteer Involvement.
- 1.1.4 Volunteers have rights and responsibilities which are contained in legislation. They have the same level of responsibility as paid employees with regard to their behaviour and activities while engaged with Council.

1.2 Purpose

This policy establishes the standard of conduct expected of all volunteers engaged with the City of Salisbury and the consequences for those who behave in a manner in breach of this policy.

1.3 Scope

This policy applies to individuals registered as volunteers with the City of Salisbury and employees who are responsible for volunteer supervision, coordination and/or management.

2 DEFINITIONS

2.1 Volunteer – A volunteer is an individual who is registered with and has approval by the City of Salisbury to undertake activities:

- 2.1.1 to be of benefit to the Council, local community and the volunteer
- 2.1.2 of the volunteers own free will and without coercion
- 2.1.3 for no financial reward

People undertaking volunteering to meet Centrelink requirements and students undertaking volunteering as a part of the education curriculum are considered volunteers.

3 CODE OF CONDUCT

3.1 General Duty of Volunteers

In addition to all legislative requirements and any specific directions or guidance provided by Council, volunteers should recognise the requirements of this Code of Conduct as the standards to be adopted in the performance of their role.

3.2 Principles of this Code of Conduct

There are three broad principles that underpin the ethics and standards of conduct of volunteers engaged in Local Government:

- 3.2.1 Integrity
- 3.2.2 Respect, and
- 3.2.3 Accountability

3.3 Integrity

- 3.3.1 Volunteers must act in a fair, honest and proper manner according to the law when carrying out their role. This includes but is not limited to:
 - a behaving in a reasonable, just and non-discriminatory way
 - b acting in good faith and not for improper or ulterior motives
 - c adhering to the guidelines that relate to the acceptance of gifts and benefits
 - d being able to formally identify themselves as a registered Council volunteer at all times
- 3.3.2 Volunteers must act with reasonable care and be diligent in the performance of their role, ensuring they:
 - a carryout lawful policies, instructions and decisions of their designated supervisor in a respectful manner
 - b in so far as is reasonably practical, based on individual experience and training, be aware of the effectiveness and efficiency of the activities and services for which they are responsible
- 3.3.3 Volunteers must guard against a conflict of interest by:
 - a abiding by Council policies and guidelines regarding receiving gifts, benefits or reimbursements
 - b ensuring that personal interest does not improperly influence the way in which they carry out their duties
 - c declaring any known conflict of interest and not participating in any decision making process where they have a conflict of interest

3.4 Respect

- 3.4.1 Volunteers must be fair, honest and transparent in their dealings with individuals and organisations and behave in a manner that facilitates constructive communication between Council, its staff, other volunteers and the community.
- 3.4.2 This means volunteers will:
 - a be honest and fair with all internal and external customers and members of the community
 - b demonstrate courteous and sensitive behaviour that does not discriminate against people

- c be aware of and disclose any situation that may create conflict between their voluntary roles and their personal interest
- d guard against the misuse of a volunteer's position to gain an advantage for themselves or others
- e be punctual and reliable
- f advise the designated supervisor in a timely manner if unable to perform the designated role for any reason

3.4.3 If representing Council in the community volunteers will:

- a provide an accurate and fair representation of Council decisions
- b abide by the Council media policy
- c conduct themselves in a manner that will not reflect unfavourably on Council
- d only make public comment in relation to their duties when specifically authorised to do so, and restrict such comment to factual information and professional advice
- e maintain personal hygiene, dress appropriately in clean attire and to the safety standard required for their role

3.4.4 Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving Council's objectives by:

- a seeking to develop a relationship with fellow staff and volunteers that is cooperative, productive, constructive, helpful and collaborative and based on mutual trust and respect
- b conducting the relationship with courtesy and respect
- c acknowledging the value of diversity and the right of all points of view to be heard and considered
- d contributing to a working environment that is free from harassment and bullying

3.5 Accountability

3.5.1 Volunteers understand that:

- a information obtained by a volunteer as a result of his or her role is not to be wilfully disclosed for any purpose that may result in an adverse impact on the Council or individual/s
- b they must not make comment to the media unless authorised by the Chief Executive Officer or appropriate delegate
- c they must respect and maintain the confidentiality of information that volunteers have as a result of their role at Council (not being information that is generally available to the public) and acknowledge this obligation extends beyond the term of their engagement
- d upon leaving Council, they have no right to any information contained in Councils email or network file systems

- 3.5.2 Volunteers must use Council resources in a proper and responsible way by:
- a being mindful of the way in which resources are deployed
 - b giving consideration to budget provisions and guarding against wasteful practices
 - c ensuring that resources are used in the community's best interest
 - d avoiding the wilful damage of Council property including information technology systems

3.6 Compliance with this Code of Conduct

- 3.6.1 Volunteers are personally responsible for ensuring their compliance with this policy
- 3.6.2 Council employees responsible for volunteer supervision, coordination and/or management are responsible for monitoring volunteer compliance with this policy
- 3.6.3 Questions of compliance raised by volunteers, employees and members of the public regarding this policy will be considered by the Chief Executive Officer or delegate, in accordance with the Procedure for Managing Unacceptable Performance
- 3.6.4 Volunteers may be public officers for the purposes of the ICAC Act. Conduct which breaches this Code may be misconduct under the ICAC Act
- 3.6.5 Investigations undertaken by Council regarding compliance with this policy will be kept confidential except where there is a legislative requirement to report information relating to the investigation
- 3.6.6 Breaching this policy may result in a verbal or written warning, suspension or dismissal.

3.7 Serious Misconduct

Volunteers should be aware that the following behaviours will be viewed as constituting serious misconduct and could result in instant dismissal subject to the principles of fairness, equity and natural justice.

- a Any deliberate unsafe act which results in, or could lead to, an injury or illness to self, another person or damage to Council property
- b Any intentionally misleading or untruthful statements made to Council in the course of an investigation
- c Deliberate vandalism, sabotage or damage to Council property
- d Any physical or verbal abuse towards any Council employee, volunteer, member of the public or other stakeholder
- e Accepting benefit, commission or reward from a person to show an advantage to that person in their business dealings with Council
- f Gross insubordination or failure to comply with a lawful instruction
- g Theft or fraud from (including but not limited to) Council, its workers and/or others engaged with Council or its programs, services, activities and/or events

- h Suspension or loss of driver’s license – only applicable to volunteers engaged in a role that is dependent on them holding a current driver’s licence and are therefore unable to meet the obligations of their role
- i breaching private work guidelines by using a Council vehicle, facilities or equipment inappropriately and/or without approval

This list does not cover all types of misconduct but is intended as a guide to what may constitute serious misconduct and become a dismissible offence.

3.8 Training

Council is committed to providing information and training to its volunteers to ensure that they understand the requirements of this policy

4 REFERENCES

- Model Code of Conduct for Volunteers, LGA (SA)
- Local Government Act 1999 (SA)
- Independent Commissioner Against Corruption Act 2012 (SA) (ICAC Act)
- Work Health and Safety Act 2012 (SA)
- Volunteering Australia National Standards for Volunteer Involvement (2015)
- Volunteer Protection Act 2001 (SA)
- Volunteer Management Portal, LGRS

Document Control

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