



## Volunteer Code of Conduct Policy

<b>Reference Number:</b>	4.29
<b>Type:</b>	Council
<b>Category:</b>	Safety and Community
<b>Relevant Community Plan Outcome:</b>	<ul style="list-style-type: none"><li>• Charles Sturt is made up of strong and vibrant communities; we celebrate our identity, heritage and cultural diversity. People feel a sense of belonging, inclusion and social connectedness</li><li>• People learn throughout their lives; they have skills and abilities to achieve great outcomes for themselves, their families and the opportunity to become leaders in their communities</li></ul>
<b>Responsible Officer(s):</b>	Manager People & Culture
<b>First Issued/Approved:</b>	September 2008
<b>Minutes Reference:</b>	CoS 6/11/2023, Item 4.51
<b>Last Reviewed:</b>	November 2023
<b>Next Review Due:</b>	November 2025
<b>Applicable Legislation:</b>	Local Government Act 1999 Criminal Law Consolidation Act 1935 Children and Young People (Safety) Act 2017 Child Safety (Prohibited Persons) Act 2016 Volunteers Protection Act 2001 Work Health and Safety Act 2012 (SA) Independent Commission Against Corruption Act 2012 (ICAC Act)
<b>Related Policies:</b>	Children and Vulnerable Persons Policy Volunteer Policy Staff Performance Management Policy Hospitality, Recognition, Gift & Employee Expenses Policy Electronic Communications Policy Customer Experience Policy Respectful Workplace Policy Privacy Policy
<b>Related Procedures:</b>	

## **1. Purpose**

The Volunteer Code of Conduct Policy is a public declaration of the principles of good conduct and standards of behaviour that the City of Charles Sturt volunteers are expected to demonstrate in the performance of their duties and functions.

## **2. Scope**

This Policy applies to all volunteers registered with the City of Charles Sturt.

## **3. Policy Statement**

The City of Charles Sturt conducts its business with integrity, honesty, respect and accountability and complies with all relevant laws, regulations, codes and standards.

Our organisational values of Passionate, Courageous, Caring and Progressive define the way in which we approach our work and are fundamental to the development of a constructive organisational culture. This policy 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. This Policy sets the minimum requirements of behaviour for Council volunteers covered under the scope of this Policy in carrying out their functions.

## **4. Code of Conduct**

This Volunteer Code of Conduct Policy is a public declaration of the principles of good conduct and standards of behaviour that the City of Charles Sturt Volunteers are expected to demonstrate in the performance of their duties and functions. By consistently applying these standards of behaviour, we enhance public trust and confidence in each of us.

The general duty of City of Charles Sturt volunteers is to act honestly and with reasonable care and diligence in the performance and discharge of their functions and duties. All volunteers are required to comply with the provisions of this Policy, the Local Government Act 1999, Criminal Law Consolidation Act 1935 and any other relevant legislation, and codes, along with the City of Charles Sturt policies and procedures.

This Policy sets the minimum requirements of behaviour in carrying out their functions.

The Volunteer Code of Conduct Policy is based on the following key principles:

4.1 Integrity & Honesty

4.2 Respect

4.3 Accountability

Within each of these principles are expected standards of behaviour.

### **4.1 Integrity & Honesty**

4.1.1 Volunteers must act in a fair, honest and proper manner according to the law when carrying out their roles. This includes but is not limited to:

- behaving in a reasonable, just and non-discriminatory way

- acting in good faith and not for improper or ulterior motives
- adhering to the guidelines that relate to the acceptance of gifts and benefits
- being able to formally identify themselves as a registered City of Charles Sturt volunteer at all times

4.1.2 Volunteers must act with reasonable care and be diligent in the performance of their role, ensuring they:

- carry out lawful policies, instructions and decisions of their designated supervisor in a respectful manner
- 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

4.1.3 Volunteers must guard against a conflict of interest by:

- abiding by City of Charles Sturt guidelines and policies regarding receiving gifts, benefits or reimbursements
- ensuring that personal interest does not improperly influence the way in which they carry out their duties
- declaring any known conflict of interest and not participating in any decision-making process where they have a conflict of interest

## 4.2 Respect

4.2.1 Volunteers must be fair honest and transparent in their dealings with individuals and organisations and behave in a manner that facilitates constructive communication between the City of Charles Sturt, its staff, other volunteers and the community.

This means volunteers will:

- be honest and fair with all members of the community
- demonstrate courteous and sensitive behaviour that does not discriminate against people
- be aware of and disclose any situation that may create conflict between their voluntary roles and their personal interests
- guard against the misuse of a volunteer's position to gain an advantage for themselves or others
- be punctual and reliable
- advise the designated supervisor in a timely manner if unable to perform the designated role for any reason

4.2.2 If representing the City of Charles Sturt in the community, volunteers will:

- provide an accurate and fair representation of the City of Charles Sturt Council decisions
- abide by the City of Charles Sturt Electronic Communications Policy
- conduct themselves in a manner that will not reflect unfavourably on the City of Charles Sturt
- 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
- dress appropriately and to the safety standard for their role

4.2.3 Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving the City of Charles Sturt objectives by:

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

### **4.3 Accountability**

4.3.1 Volunteers understand that:

- 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 City of Charles Sturt
- volunteers will not make comments to the media unless authorised by the CEO or appropriate delegate as outlined in the Electronic Communications Policy
- they must respect and maintain the confidentiality of information that volunteers have as a result of their role at the City of Charles Sturt (not being information that is generally available to the public) and acknowledge this obligation extends beyond the term of their engagement
- upon leaving the City of Charles Sturt, they have no right to any information contained in the City of Charles Sturt e-mail or network file systems

4.3.2 Volunteers must use the City of Charles Sturt resources in a proper and responsible way by:

- being mindful of the way in which resources are deployed
- giving consideration to budget provisions and guarding against wasteful practices
- ensuring that resources are used in the community's interest and
- avoiding the wilful damage of the City of Charles Sturt property including information technology systems

## **5. Compliance with this Code of Conduct**

- 5.1 Volunteers are personally responsible for ensuring their compliance with this Code of Conduct.
- 5.2 City of Charles Sturt staff supervising volunteers are responsible for monitoring volunteer compliance with this Code of Conduct.
- 5.3 Questions of compliance raised by other volunteers, staff, Elected Members and members of the community regarding this Code will be considered by the Chief Executive Officer or his nominee, in accordance with the City of Charles Sturt complaints handling process.
- 5.4 Volunteers are entitled to representation in the consideration of an allegation of non-compliance against them and investigation and management of the matter will have regard to the principles of fairness, equity and natural justice.
- 5.5 Volunteers may be public officers for the purposes of the ICAC Act. Conduct which breaches this Code may be misconduct under the ICAC Act.
- 5.6 Investigations undertaken by the City of Charles Sturt regarding compliance with this Code of Conduct will be kept confidential except where there is a legislative requirement to report information relating to the investigation.

- 5.7 The consequences of breaching the Code may result in a verbal or written warning, suspension, or termination of volunteer engagement. If a volunteer is found to have committed serious misconduct it may result in 'termination effective immediately'.

## **6. Training**

The City of Charles Sturt is committed to providing information and training to its volunteers to ensure that they understand the requirements of this Code of Conduct.

## **7. Rights and Responsibilities**

### **7.1 Volunteers have the right to:**

- 7.1.1 be treated fairly and respectfully and as an important member of the team
- 7.1.2 be recruited in accordance with equal opportunity and anti-discrimination legislation
- 7.1.3 be given accurate and truthful information about the volunteer program
- 7.1.4 work in a healthy and safe environment in accordance with the Work Health and Safety Act 2012
- 7.1.5 appropriate personal accident insurance coverage
- 7.1.6 be given or have access to any City of Charles Sturt policy or procedure that affects their roles
- 7.1.7 have a current written role or position description and agreed hours of contribution
- 7.1.8 be provided with training relevant to their assigned or agreed roles, or as legislated
- 7.1.9 be provided with appropriate training, supervision and support to carry out their roles
- 7.1.10 not to fill a position previously held by a paid worker
- 7.1.11 to decline or withdraw from their volunteer role at any time

### **7.2 Volunteers have a responsibility to:**

- 7.2.1 become familiar with and work within the City of Charles Sturt's policies and procedures
- 7.2.2 provide current personal details to the City of Charles Sturt in order to undertake the selection and registration of volunteers and administer their duty of care responsibilities
- 7.2.3 accept any direction and supervision from appropriate City of Charles Sturt paid staff
- 7.2.4 be reliable and accountable for their actions
- 7.2.5 respect and maintain confidentiality
- 7.2.6 carry out the role according to the role description
- 7.2.7 agree to work in a safe manner and not put others at risk
- 7.2.8 be committed to the City of Charles Sturt and its volunteer philosophy
- 7.2.9 undertake training as required by the City of Charles Sturt
- 7.2.10 attend team meetings and performance reviews as required by the City of Charles Sturt
- 7.2.11 give reasonable notice before leaving the City of Charles Sturt volunteer program
- 7.2.12 value and support other team members
- 7.2.13 have respect for the environment, the City of Charles Sturt premises and equipment
- 7.2.14 comply with the requirements of this document

### **7.3 The City of Charles Sturt has a right to:**

- 7.3.1 retain the personal information of volunteers in line with best practice standards
- 7.3.2 make decisions about the placement of volunteers

- 7.3.3 review volunteer performance according to City of Charles Sturt policies and procedures
- 7.3.4 expect volunteers to perform given tasks to the best of their ability
- 7.3.5 expect from all volunteers respect and courtesy towards clients, paid and voluntary staff and other stakeholders
- 7.3.6 establish the parameters and guidelines of volunteer roles
- 7.3.7 refuse a volunteer placement or to end a placement if:
  - there is a perceived risk to the customer's or volunteer's health or welfare
  - suitable volunteer duties are not available or no longer available
  - the volunteer does not comply with City of Charles Sturt policy and procedures, including this Code
  - the volunteer does not comply with the role or position statement
  - the volunteer is not covered by the City of Charles Sturt personal accident insurance or other relevant insurance

#### **7.4 The City of Charles Sturt has a responsibility to:**

- 7.4.1 approve any reasonably practicable budgetary expenditure necessary for the effective and efficient management of volunteers
- 7.4.2 implement a volunteer management system that meets the best practice management of volunteers and meets audit and legislative requirements;
- 7.4.3 ensure the staff supervising volunteers have the skills and capacity to do so effectively
- 7.4.4 retain volunteer personal information in a secure and safe system to ensure volunteer privacy
- 7.4.5 provide any necessary training to volunteers or staff with the responsibility for managing volunteers
- 7.4.6 set clear lines of communication about complaints and conflict resolution procedures
- 7.4.7 provide working conditions that meet safe work standards
- 7.4.8 include volunteers in relevant decision-making processes
- 7.4.9 provide supervision and support by an appropriately skilled staff member
- 7.4.10 provide emergency procedures guidelines
- 7.4.11 provide clear policies relating to the role of volunteers and their management within the City of Charles Sturt
- 7.4.12 recognise the vital role volunteers have within their organisation

## **8. Breaches of Policy / Disciplinary action**

Where a volunteer inappropriately acts outside this Volunteer Code of Conduct Policy or the terms of their registration agreement, they will be subject to disciplinary action commensurate with the seriousness of their actions. This disciplinary action may take the form of a warning, formal reprimand, or cessation of their role.

Serious misconduct resulting in summary (instant) dismissal includes:

- 8.1 Any deliberate unsafe act which results in, or could lead to, injury to a second person or damage to City of Charles Sturt property
- 8.2 Any criminal act committed as a volunteer of the City of Charles Sturt, including fraud
- 8.3 Deliberate vandalism, sabotage or damage to City of Charles Sturt property
- 8.4 Physical or verbal abuse by a volunteer against any fellow volunteer, City of Charles Sturt employee or member of the general public during the course of his/her duties. This includes threatening behaviour or other forms of harassment towards fellow volunteers, City of Charles Sturt employees or members of the general public

- 8.5 Accepting gifts, benefits or hospitality from a person to show an advantage to that person in their business dealings with the City of Charles Sturt
- 8.6 Disclosing anything relating to the business or transactions of any person having business relations with the City of Charles Sturt so as to afford an advantage to any other person
- 8.7 Discriminating against, or giving preference to, any person wishing to make use of the services of the City of Charles Sturt
- 8.8 Drinking alcohol or being intoxicated while undertaking volunteering activities to an extent which will impair work performance and/or judgement
- 8.9 The use of, or being under the influence of non-prescribed drugs, while undertaking volunteering activities which will impair work performance and/or judgement
- 8.10 Gross insubordination or failure to comply with a lawful instruction
- 8.11 Theft of City of Charles Sturt property or stealing from other volunteers or employees of The City of Charles Sturt.

**Suspension or loss of driver's license** – only applicable to those volunteers whose role is dependent upon them holding a driver's licence and are therefore unable to meet their obligations.

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.

#### **Reporting – If you have a concern**

If you have any concerns, difficulties or questions regarding this Volunteer Code of Conduct Policy, you should discuss them with your Coordinator, the Volunteer Development Officer or with a member of the People & Culture team.

## **9. Definitions**

Key Term – Acronym	Definition
Volunteer	A person registered with the City of Charles Sturt to undertake an agreed task of their own freewill, receiving no financial remuneration except approved out of pocket expenses.

**Acknowledgement of Volunteer Code of Conduct Policy (please remove this section and return)**

I \_\_\_\_\_ acknowledge that I received a copy of the  
(Name in full)  
Volunteer Code of Conduct Policy on \_\_\_\_\_ and understand the  
(Date)  
obligations I have to apply this policy to the way I approach my role while volunteering for the  
City of Charles Sturt.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_