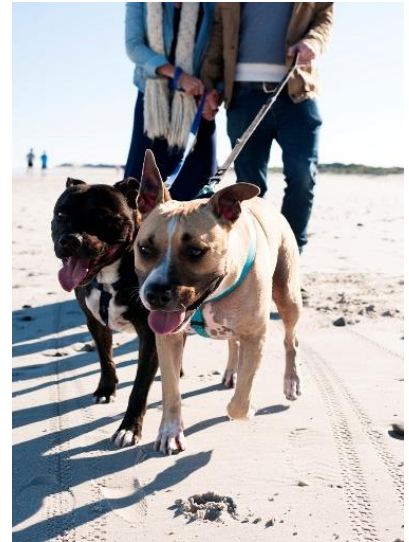


Volunteer

Information Handbook

Volunteers contribute to a vibrant community life.



Message from the Mayor



Dear Volunteer,

I would like to take this opportunity to welcome you as a Charles Sturt Volunteer. You make up a vital part of the City of Charles Sturt and are the foundations that help us build better services and offer better outcomes for our 120,000 residents. We greatly value the contribution that you make in giving up your time to provide for our community.

Our volunteers work in many different programs. They provide services for older residents, work in community centres, remove graffiti, drive community buses, and help in library programs, work on community projects and take care of our environment. Through their efforts and participation, volunteers create and strengthen links between Council and the wider Community.

We hope that by volunteering for the City of Charles Sturt you will also benefit from learning new skills, building confidence, making friends and strengthening your connections within the community. I'm sure you will agree that there is a sense of achievement and satisfaction that comes from helping others.

On behalf of elected members, staff and residents I thank you for your ongoing commitment and hope that you enjoy your role.

Yours sincerely

A handwritten signature in black ink that reads "A Evans". The signature is fluid and cursive, with the first letter 'A' being particularly large and stylized.

Angela Evans
Mayor

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About the City of Charles Sturt

The City of Charles Sturt was proclaimed on 1 January 1997 as a result of the amalgamation of the former City of Hindmarsh Woodville and the City of Henley and Grange.

Charles Sturt is situated west of the Central Business District of Adelaide, South Australia, extending to the coast with a population of approximately 120,000.

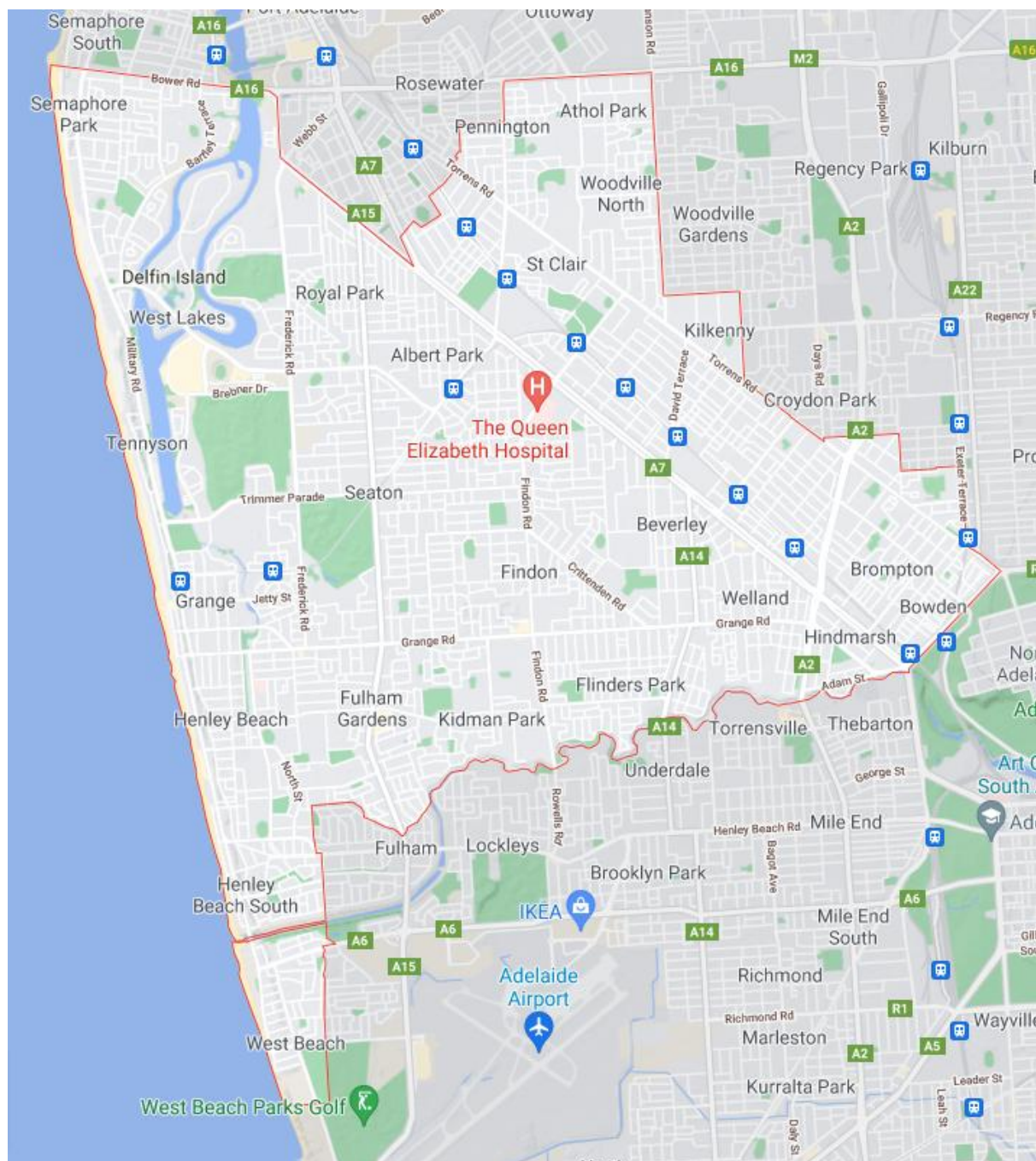


People choose to live in here because it is close to the beach, the CBD, the airport and regional shopping facilities. The City of Charles Sturt has long been considered the sporting and entertainment hub of Adelaide, with national basketball, soccer, and football stadiums, three privately owned golf courses, an international rowing course, the River Torrens Linear Park, the Adelaide Entertainment Centre, the coast, and numerous highly regarded local sporting venues in the area.

The City is also well catered for in terms of schools, medical services, local sporting and community facilities - including libraries and community centres.

The Charles Sturt area has evolved since the early days of settlement of Adelaide, and is characterised by a mix of residential, industrial, and commercial land uses, which include contemporary and highly valued heritage areas. The transport networks within Charles Sturt are well developed, and is set to be further developed in future years to make public transport from the West to the CBD even easier.

City of Charles Sturt Map



Elected Members

CITY OF CHARLES STURT WARD MAP AND COUNCIL MEMBER CONTACT DETAILS 2022-2026

Mayor Angela Evans	West Woodville Ward Kelly Thomas Nicole Mazeika	Woodville Ward Senthil Chidambaranathan Quin Tran
	 	 
Semaphore Park Ward Stuart Ghent Nicholas Le Lacheur		Hindmarsh Ward Katriona Kinsella Alice Campbell
		
		
Grange Ward Tom Scheffler Rachele Tullio		Beverley Ward Michael McEwen Edgar Agius
		
		
Henley Ward Kenzie van den Nieuwelaar Merlindie Fardone	Findon Ward George Turelli Peter Ppiros	
	 	
		

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About Volunteering

The City of Charles Sturt recognises the importance of volunteers within its community. Volunteers are valued for extending, initiating, and enhancing Council services and programs.

Volunteers assist Council to:

- Encourage community independence
- Develop strong links between Council and the local community
- Improve the quality of life for the community

Volunteers benefit by:

- Meeting their personal needs and goals
- Improved health – both mental and physical health
- Skill development and networking
- Creating pathways to paid work
- Creating pathways into retirement
- Being involved in developing services that meet community needs
- Participating in community life

Council's Responsibilities to Volunteers

Council, in recognition of its responsibilities to volunteers will:

- Assess volunteers to match roles with expectations, skills, interests, and time commitments
- Never use a volunteer in place of paid staff
- Ensure that volunteers are treated in the same way as paid staff, with the exception of Work Cover
- Provide a safe work environment, and personal accident & public liability insurance
- Provide volunteers with a defined Role Description that is clear and meaningful
- Provide applicable induction, orientation, training, and development
- Create a climate of trust
- Require volunteers to work under the direction of paid staff - though the degree of supervision will depend on the volunteer's experience and the nature of the role

Volunteers' Responsibilities to the Council

Volunteers equally have responsibilities to Council and will be required to:

- Make a realistic commitment and fulfil it
- Make themselves familiar with the objectives of Council specifically to the role and responsibilities they are undertaking
- Participate in appropriate induction, orientation, and training
- Abide by Council's policies and procedures
- Work within guidelines of Work Health Safety legislation
- Abide by the conditions and work within the boundaries of their volunteer role description
- Preserve confidentiality
- Complement the activities of paid staff

Applications

To enquire about, or apply for volunteering:

- <https://www.charlessturt.sa.gov.au/community/volunteering>
- Phone 8408 1828

The Volunteer Development Officer directs applicants to the above link to register their interest in volunteering. If the applicant does not have access to a computer, a paper registration can be sent via post. Upon registration or return of the application forms, an interview is arranged where the volunteer's experience, skills and interest are considered in line with current volunteer vacancies.

Volunteer information is saved in a secure data base. Volunteers must ensure their personal details are current and accurate. Council and staff respect confidentiality, assuming that no information is disclosed without consent.

Volunteer Induction

Council induction is offered in 3 ways:

- Online induction
- Group Inductions are scheduled as required
- Face to face

Program Specific inductions are carried out within the workplace by the program coordinator and other staff.

Criminal History Record Check

A relevant police check is required for all volunteers working:

- With persons who are frail, aged, or have a disability
- With persons under the age of 18 years
- In a role where money is handled
- On private property or in residents' homes
- Where it is required by the funding agreement or legislation

Volunteer Training and Meetings

Both program specific and general training are offered to registered volunteers. Some program specific training or assessment is mandatory e.g. Child Safe environment training for Youth Central volunteers, Manual Handling for many programs, Driver Assessment for Community Bus drivers. Other general training opportunities are offered, and volunteers are encouraged to attend when possible.

All programs hold regular volunteer support meetings chaired by the Program Coordinator. Although not compulsory, Council encourages attendance at these meetings as a means of communication between volunteers and coordinators. These meetings are an opportunity to

- extend and improve Council's responsibility and commitment to its volunteers
- remind volunteers of their rights and responsibilities

Confidentiality

The City of Charles Sturt is committed to protecting personal information about all residents.

Volunteers must respect the privacy of others, including the confidentiality of any conversations of a personal nature.

Correspondence

Volunteers receive information via the following:

- Regular meetings with their Volunteer Coordinators
- Mail outs from council
- Emails
- Volunteer Newsletter
- Invitations to training opportunities and volunteer events.

Code of Conduct

This is a public declaration of principles of good conduct and standards of behaviour. It supports Council's commitment to excellent customer service and contributes to a positive culture based on shared values. A complete copy of the Volunteer Code of Conduct Policy is contained within this booklet and given to all volunteers.

Dress Code

Neat, clean casual dress is appropriate for all volunteer positions. Thongs are unacceptable. Volunteers are required to wear their volunteer badge whenever they are volunteering for Council. Safety clothing and personal protective equipment must be worn when provided for specific tasks (e.g. aprons and hats for kitchen volunteers, safety footwear, gloves and eye protection for graffiti removal volunteers, sun protection clothing and sunscreen for outdoor volunteers).

Gifts

Sometimes people may wish to show their appreciation for what you do by giving a small gift. At times it may be appropriate to accept this. Please see the full copy of City of Charles Sturt Volunteer, Recognition, Gifts and Expenses Policy. This can be found under the section "Council Policies" at the rear of this booklet.

Grievance or Disputes

Where a matter arises that is a point of grievance or dispute the volunteer is encouraged to speak with staff involved or the Volunteer Development Officer. If the issue remains unresolved or the volunteer is not satisfied with the outcome, they may contact the Manager of the business unit concerned.

Complaints

Definition of Complaint: "A complaint is an expression of dissatisfaction with a product or service delivered by the organisation or its representatives, that has failed to reach the standard stated, or implied or expected."

Volunteers may be on the front line of receiving a complaint from a client or resident whilst performing volunteer duties. Volunteers are advised to refer the complainant to their program coordinator who is required to follow Council's Complaints Handling procedure.

Compliments

Council likes to record compliments and deliver them to the relevant staff (including volunteers). Volunteers are asked to pass on any compliments to their program coordinator, who is required to ensure the compliments are recorded and passed on to the staff member concerned.

Holidays

Holiday breaks for volunteers are supported and encouraged. Volunteers are requested to inform their volunteer coordinator if you plan to take a vacation or a break from volunteering. This allows the coordinator to make alternative arrangements to fill the role until the volunteer returns.

Return to work after Sick Leave

If a volunteer is returning to work after a serious illness or surgery, they must provide a letter or certificate from their doctor verifying that they are fit for return to their duties. Any limitation in volunteer's duties must be outlined in the doctor's letter or certificate.

Resignations

Volunteers may resign from their role at any time and for any reason. An exit interview will be conducted, and the volunteer record will be archived. Upon resignation, a volunteer returns their volunteer ID badge, any keys and access cards or other Council owned property. Volunteers may request a record of attendance from their Program Coordinator. Written references are not authorised by Council. Where a Program Coordinator agrees, a verbal reference may be given but comments will relate only to the volunteer's role description and attendance.

Volunteer Insurance

Volunteers are covered by a personal accident policy. This covers injuries to Volunteers who are engaged in any authorised voluntary work on behalf of Council. This policy covers volunteers up to the age of 90. Volunteers must limit their involvement to scheduled visits agreed between the Responsible Officer, at any other time, the volunteer is not covered by insurance.

Media Relations

The City of Charles Sturt is keen that best possible relationships are built with the media and that correct information is given to the public. Staff and volunteers must follow specific guidelines regarding giving information to the media. *Volunteers must not speak to the media under any circumstances.*

While acting in your volunteer role please refer any media inquiries directly to the Manager Marketing & Communications.

Volunteer Recognition

All Council volunteers are recognised by Council. Recognition initiatives may include a combined National Volunteers week event in May, and Years of Service at a program level. Volunteer hours and achievements are also reported on at the end of each quarter to Council.

Volunteer Programs

City of Charles Sturt coordinates a diverse range of volunteer programs within which the roles for volunteers are many and varied. For more information about volunteering, call the Volunteer Development Officer on 8408 1828.

- **Animal Management**

Volunteers maintain the refilling of Council's dog waste dispensers and participate in Animal Management reference groups and education events.

- **Community Centres**

Volunteer roles at community centres are many and varied. They include special events, facilitating and assisting with programs, and reception. The City of Charles Sturt community centres are:

- 19 on Green
- Bower Cottages Community Centre
- Cheltenham Community Centre
- Findon Community Centre
- Ngutungka Henley
- Ngutungka West Lakes
- Seaton North Neighbourhood Centre

- **Community Event Support Volunteers**

Volunteers provide support to Council led community events within various venues across the City of Charles Sturt.

- **Companion Animal Project**

A Companion Animal Project Visitor provides regular companionship and visits to a City of Charles Sturt resident (client) aged 65 years and older, who requires support in caring for their companion animal.

- **Graffiti Removal Program**

This is a team-based role where volunteers work together in groups to remove or paint over graffiti on residential and commercial properties in the City of Charles Sturt, and on some public property such as Stobie poles, bus shelters, and road signs.

Responsibilities include:

- Reporting graffiti to customer service
- Completing paperwork at each job site
- House-keeping duties e.g. cleaning vehicles, cleaning paint pots and rollers, etc

- **Library Programs**

There are many diverse volunteer roles within City of Charles Sturt libraries, including:

- Children's story time program support
- Digital Literacy Volunteers
- Justice of the Peace

Libraries are located at:

- Civic (Woodville)
- Findon
- Ngutungka Henley
- Hindmarsh
- Ngutungka West Lakes

- **Special Events**

Throughout the year volunteers may be invited to assist at special events.

- **Youth Program Support Volunteers**

Volunteer opportunities include:

- Special events and projects
- Youth participation and engagement initiatives

The Volunteer Services Team operates from a range of locations. Volunteers are managed and supervised by the relevant staff person at each of the sites:

19 on Green – 19 Green Street, Brompton

Bower Cottages Community Centre - 200 Bower Road, Semaphore Park

The Brocas – 111 Woodville Road, Woodville

Cheltenham Community Centre - 62 Stroud Street North, Cheltenham

Civic Library – 72 Woodville Road, Woodville

Findon Community Centre – 222 Findon Road, Findon

Findon Library - Findon Shopping Centre, Corner Findon and Grange Roads, Findon

Hindmarsh Library - 139 Port Road, Hindmarsh

Ngutungka Henley - 378 Seaview Road, Henley Beach

Ngutungka West Lakes - 9 Charles Street, West Lakes

Volunteer Work Health Safety Management Systems

The Volunteer Services safety management systems have been developed based on requirements of the Work Health and Safety Act 2012, WHS Regulations 1995, Work Cover Self Insurer Performance Standards, and City of Charles Sturt Work Health Safety/Injury Management Policy and Work Health Safety (WHS) Standard Procedures.

WHS Responsibilities

The responsibility for safety within Volunteer Services is shared by all who work with volunteers. The specific levels of responsibility are clearly identified and documented within the WHS/Injury Management Policy, specifically:

- WHS One System – WHS /Injury Management Policy & Responsibility Statements
- Volunteer Code of Conduct Policy

These documents identify the Manager as having responsibility for ensuring:

- safe systems of work are developed
- that WHS training needs are identified, and training is conducted
- a safe working environment exists and
- that appropriate levels of instruction and supervision is provided

Volunteers have a clear responsibility to ensure that they;

- do not endanger themselves or their workmates during their duties
- follow reasonable instructions from their supervisor
- report all incidents and hazards
- ensure that they are not impaired through alcohol or any other drug while at work

These responsibilities are further documented in their individual job descriptions and reviewed regularly.

WHS Induction

WHS induction for new volunteers is critical to ensure that:

- WHS responsibilities are clearly identified
- any potential hazards that they may encounter at work are identified
- they are aware of the hazard management systems that have been developed to ensure safe systems of work
- WHS training needs are identified, and training planned
- Emergency Procedures are clearly identified

Lifting and Carrying (General Principles)

Technique Prompt

Ensure that you are wearing correct PPE for the task – refer to relevant SOP		
Preparation	Lift below waist height	Load/unload
 When lifting and carrying: - Plan the task - Clear the path to be taken - Assess your capacity to perform the lift - For team lifts, choose a leader	 Keep the load close to your body, brace arms in. Use a semisquat and bend your knees to raise or lower the load.	 Get a good grip on the load. Brace arms in. Lunge to slide the load towards you, while it is supported. Tighten your grip to lift. Step and turn in the direction of carry.
Team lift-waist height	Shoulder height	Low level
 Leader instructs: "Ready, Set, Go" - On Ready – look at partner - On Set - secure your grip - On Go – move together Use a semisquat and bend your knees to raise or lower the load. Use the tray/surface to brace and support the load.	 Keep the load supported while securing a grip. Brace arms in at sides. Keep the load close to your body. Step and turn facing direction of travel. DO NOT LIFT OR CARRY ABOVE SHOULDER HEIGHT.	 Use a semisquat and bend your knees to raise or lower the load. Keep belly button to chest aligned.
Carry	Mechanical assistance	
 Whenever possible hold with both hands, between hip and shoulder height. Love the Load.	 Some items can be transported on the hip or shoulder. Keep your arms braced in. Face the direction of carry.  To lift and transport large, heavy or awkward items, use mechanical assistance such as cranes, lifters, sack trucks or trolleys.	

KEY POSTURES



BRACE



KNIGHTS



LUNGE



SIDE LUNGE



SEMI SQUAT

WHS Training

The Volunteer Services Team considers WHS training to be an essential part of managing the potential risks that volunteers face at work.

Volunteer Coordinators are responsible for ensuring that volunteers are trained appropriately for the specific tasks that they are undertaking.

Mandatory training for each volunteer role description is listed on the Role Description itself. It is the Volunteer Coordinator who is responsible for ensuring that their volunteers complete mandatory training.

Training records are maintained.

Incident and Hazard reporting

Volunteers are encouraged to report any WHS or environmental hazard that they identify to their immediate supervisor on the basis that “we can only fix what we know about”. Skytrust is utilised for this purpose.

Volunteers are encouraged to report any work-related incident that occurs no matter how minor (even “near miss/hit incidents”). Incident report forms are utilised for this purpose.

Volunteer Workflow of Incident and Hazard Reporting

Step 1 – Notification from Field Staff

“Incident & Hazard Notification” form to be completed by volunteer.

Step 2 – Incident Logged & Electronic Notifications Sent

Volunteer Coordinator to enter the Incident / Hazard into Skytrust and then a notification will be sent to the Team Leader “Supervisor,” the Safety Rep and the “Manager” of the area at the same time.

Step 3 – Team Leader Investigation

The Team Leader will receive the email notifying them of the incident with a link to the report. The Team Leader will then discuss the report with the

- “injured / reporting person”
- if applicable, any witnesses

Step 4 – Safety Rep Comments

The Safety Rep will also receive an email notifying them of the incident with a link to the report. The Safety Rep will then enter his/her comments.

Step 5 – Team Leader Comments

Team Leader will then:

- Add their comments
- Select a root cause of the incident from the drop-down menu

Step 6 – Manager Comments

The Manager then

- Changes the status of the incident to closed
- Add his/her comment

Following receipt of the hazard report, remedial action is taken at the earliest opportunity by the responsible Coordinator/Team Leader to make the situation safe. The Coordinator/Team Leader is responsible for ensuring that the identified hazard is effectively controlled.

Any required actions are logged on the CCS Customer Request Management (CRM) system and the task is then allocated to the appropriate department for action. The CRM provides the mechanism to track the progress of the action(s) to completion. The hazard report is then forwarded to the Manager Community Connections to ensure their awareness of the hazard and that appropriate action has been taken.

Volunteer Coordinators will also discuss WHS Incident and Hazards at each Volunteer Coordinator meeting.

Where a workplace incident results in an injury, the welfare of the injured volunteer is paramount. First aid will be applied as appropriate, or the volunteer will be assisted to obtain an appropriate level of medical treatment. In an emergency this may mean an ambulance will be called or the volunteer being taken to the QEH Emergency Department. If less urgent, the volunteer will be assisted to a medical practitioner of their choosing.

The Coordinator /Team Leader is responsible for notifying the Volunteer Development Officer of any incidents where injured volunteers require medical attention so that workers compensation/rehabilitation processes can be commenced. The Corporate WHS Advisor is responsible for notifying WorkSafe SA of any “Immediately Notifiable Incident”.

The Coordinator /Team Leader are responsible for reporting any serious workplace incident to the CEO within 24 hours of occurrence.

Worksite Safety Inspections

Worksite safety inspections are an essential element of hazard/risk management within Volunteer Services. These inspections have been scheduled routinely within the Civic Centre and Community Centres on a regular basis. For volunteers working offsite, the Coordinator is responsible for conducting site safety inspection within the areas they are responsible for, implementing preventative action as identified, and maintaining appropriate records.

Safety inspection checklists have been developed to suit the working environment within these worksites and are utilised for all inspections. Following each inspection, a report is forwarded to the Manager Community Connections (where issues apply) who is responsible for the implementation of an action plan to address issues raised.

Non-conformances or observations are recorded on a Worksite Safety Inspection “Action Log” and remediated at the earliest opportunity. Where remedial action cannot be implemented immediately, the situation is made safe, and the actions are logged on the CCS Customer Request Management (CRM) system. The task is then allocated to the appropriate department for action. CRM provides the mechanism to track the progress of the action(s) to completion. All worksite inspections are discussed at the following A & CS SWP meeting which provides the mechanism to ensure that the identified remedial actions have been implemented and for reviewing the appropriateness and effectiveness of any remedial actions implemented.

Where greater authority is required to resolve any WHS or environmental issue identified, they are referred to the General Manager City Services.

First Aid

First aid kits are located in all Community Centres and council vehicles. Volunteers who work in higher risk areas will be provided with appropriate first aid kits to meet their level of risk by their Coordinator. These kits are regularly checked and re-stocked when required.

Any usage of first aid equipment is recorded, and an Incident Investigation form completed and issued to the Volunteer Coordinator who is responsible for conducting an appropriate level of investigation and implementing any recommended control measures.

Some volunteers and Volunteer Coordinators are offered, and where requested have received, Senior First Aid Certificate level training.

First aid kits are routinely checked via worksite inspections.

Emergency Procedures

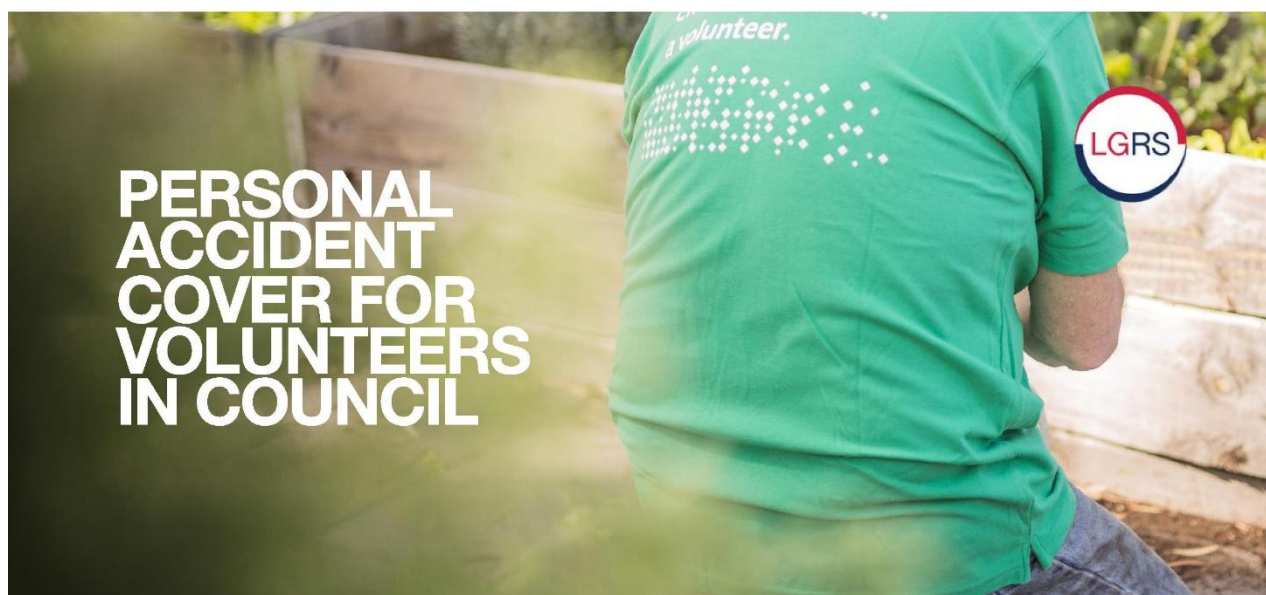
The Volunteer Services Team complies with the emergency procedures as developed at each of the sites. Emergency procedures and training schedules including evacuation drills are professionally developed and overseen by “First5Minutes” and records maintained on their database for the locations.

The Chief Warden oversees any emergency situation and Volunteer Services Team employees will fully cooperate and follow all instruction as directed. The Emergency Response Team has received appropriate training.

All Volunteer Services Business Unit employees are familiar with emergency evacuation procedures which are located on the Intranet and at the Customer Contact counter.

Insurance Policy

Personal Accident Cover for volunteers in council – see following pages for brochure.



Volunteering communities thrive when people have the confidence to do what they love.

The essential role that Volunteers play within Local Government is evident, and by keeping your Volunteers happy on a day-to-day basis you can bring out the best in them and improve how they feel about their job and their work environment.

What insurance cover do Council Volunteers have access to?

To ensure that Volunteers within Local Government are fully protected, Local Government Risk Services has arranged a Personal Accident Policy for all Councils in South Australia.

The Personal Accident coverage is a Policy of Insurance which covers Injuries to Volunteers while engaged in or on any authorised Voluntary work on behalf of Council.

The Policy provides coverage for;

- Capital Benefits
- Weekly Benefits
- Injury Assistance Benefits
- Modification Benefit
- Funeral Benefit (arising from Injury while in the Volunteer role)

This Policy will cover Volunteers up to the age of 90 with a limited capital benefit for Volunteers beyond 90 years of age. For Volunteers who are employed outside of Voluntary work for Council this Policy may cover in the event that a Volunteer of Council is Injured whilst in their capacity as a Council Volunteer and as a result cannot attend their normal course of employment and suffer a loss of income as a consequence.

Medicare and the Medicare Gap - What is covered?

The Policy will only reimburse the Volunteer for Non-Medicare medical expenses incurred as a result of an Injury which occurs while you're working in a Voluntary capacity for Council and providing services to an educational, religious, charitable, benevolent, sporting or youth organisation, directly or indirectly connected with or on behalf of Council, including while travelling directly to and/or from such Voluntary work.

The Policy won't reimburse the Volunteer for any of the following:

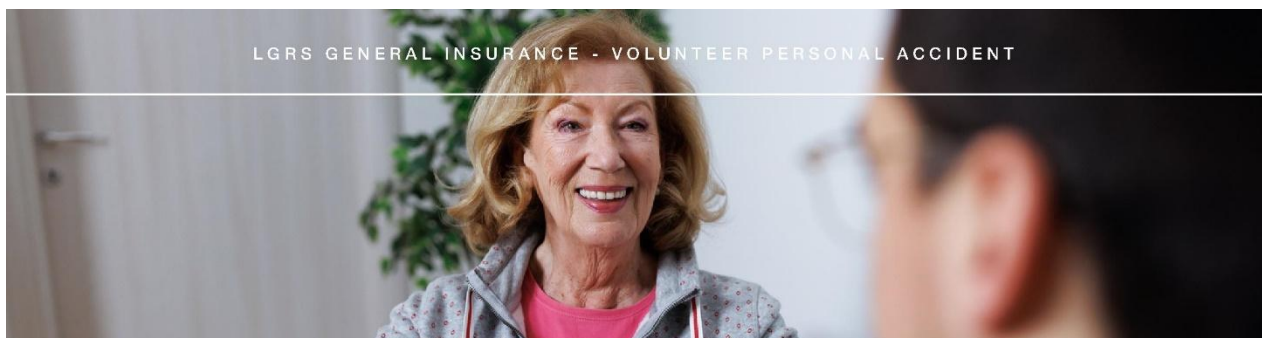
- Any expenses incurred for which a Medicare benefit is payable;
- Any expenses incurred which are defined under the Prescribed Benefit Scheme (PBS) script;
- No compensation will be paid for the difference between expenses incurred and the Medicare benefit (i.e. Medicare Gap is not provided)

The Insurer may pay the following in relation to a Volunteer from an Injury which occurs while engaged in or on any authorised Voluntary work directly or indirectly connected with or on behalf of the Council including while travelling directly to and/or from such Voluntary work.

SECTION A: Capital Benefits

This section allows a lump sum benefit to be paid in the event of Death or Permanent disability resulting from an Injury when engaged in Voluntary work*

Injury resulting in: Payable condition	Compensation
1. Death	\$300,000
2. Permanent total disablement	\$300,000
3. Permanent disability not otherwise provided	\$225,000
4. Permanent quadriplegia	\$300,000
6. Permanent unsound mind to extent of legal incapacity	\$300,000
7. Permanent and incurable paralysis of all limbs	\$300,000
8. Permanent total loss of entire sight in one or both eyes	\$300,000
9. Permanent total loss of hearing in both ears	\$300,000
10. Permanent total loss of the use of both hands	\$300,000
11. Permanent and total loss of use of both arms	\$300,000
12. Permanent and total loss of use of both feet	\$300,000
13. Permanent and total loss of use of both legs	\$300,000
14. Permanent total loss of the use of one hand and one foot	\$300,000
15. Permanent total loss of the use of one hand and one arm	\$300,000
16. Permanent total loss of the use of one foot or one leg	\$300,000
17. Permanent total loss of hearing in one ear	\$150,000
18. Permanent total loss of the lens of one eye	\$150,000
19. Permanent total loss of the use of four fingers and thumb of either hand	\$225,000
20. Permanent total loss of one thumb, both joints	\$90,000
21. Permanent total loss of one thumb, one joint	\$45,000
22. Permanent total loss of one finger, three joints	\$45,000
23. Permanent total loss of one finger, two joints	\$45,000
24. Permanent total loss of one finger, one joint	\$15,000
25. Permanent total loss of use of all the toes of one foot	\$45,000
26. Permanent total loss of use of great toe, both joints	\$15,000
27. Permanent total loss of use of great toe, one joint	\$9,000
28. Permanent total loss of use of other toe, (each toe)	\$3,000
29. Third degree burns and/or resultant disfigurement which covers more than 50% of the entire body	\$150,000
30. Loss of teeth: – Including fully crowned teeth; – Partially crowned or capped tooth. Excludes first or milk teeth, dentures, dental fillings and plates The maximum benefit payable is \$5,000 any one claim.	\$500 per tooth \$250 per tooth



Additional Capital Benefits:

Any Payable condition claimed under additional capital benefits must occur within 12 months of the date of Injury.

Injury resulting in: Payable condition	Compensation
Neck, skull, spine, hip or pelvis	\$2,500
Leg (compound)	\$1,875
Leg (simple) \$1,000	\$1,000
Shoulder	\$1,500
Cheekbone	\$1,250
Arm (compound)	\$750
Arm (simple)	\$500
Rib (multiple)	\$750
Rib (single)	\$500
Foot or hand	\$500
Finger	\$200
Toe	\$125

Modification Benefit

If the Volunteer is paid a Capital benefit under any of the payable conditions 2 to 16 inclusive above, the Insurer may also pay the cost necessarily incurred by the Volunteer in modifying:

- Their motor vehicle
- Home, or
- In relocating to a suitable home

Up to a maximum of \$15,000*

Disappearance Capital Benefit

If the Volunteer person is travelling on a conveyance and their means of transportation disappears, sinks or is wrecked, and their body has not been found within one year, the Insurer may presume they have died as a result of Injury and may pay the Death Benefit of \$300,000.

* Subject to the relevant terms, conditions and exclusions of the policy

SECTION B: Weekly Benefits - Injury

(Applicable to Salary/Wage Earners only)

This section only applies to Volunteers who are employed outside of the Voluntary work for Council. In the event that a Volunteer of Council is Injured whilst in their capacity as a Council Volunteer and as a result cannot attend their normal course of employment and suffer a loss of income as a consequence, then this section will cover:

a. Total Disablement

- 100% of average weekly income up to a maximum of \$3,000 per week

b. Partial Disablement

- 75% of average weekly income up to a maximum of \$2,250 per week.

This benefit is payable up to a maximum of 156 Weeks (3 years) from date of Injury*.

SECTION C: Injury Assistance Benefits

This section will cover 100% of actual non-medical related expenses incurred for home help, child-minding, home tutorial, travelling and the like up to a maximum of \$20,000*.

SECTION D: Non-Medicare Medical Expenses

The benefits in this section are to a maximum of \$20,000 per person.

The benefits provided under this section of the policy can only be provided by the Insurer as allowed under the provisions of the Private Health Insurance Act 2007, specifically Part 4-2 and the Rules attaching to the Act. That is cover can only be provided where a Volunteer is providing services to an educational, religious, charitable, benevolent, sporting or youth organisation, directly or indirectly connected with or on behalf of the Council.

Incident and Hazard Notification Form

Volunteers and Field Staff ONLY

Verbally notify Workgroup/Team Leader ASAP if the incident involves urgent attention.

Type of Incident:	
--------------------------	--

Section 1 – Reporting Details	
Report received from:	
Name:	
Filling out on behalf of:	
Business unit:	
Safety representative(s) of your business unit:	
Coordinator:	
Police report number:	
Plant/registration number of council vehicle:	
Description of Incident	
Date of incident:	
Time of Incident:	
Who the incident was reported to in the first instance:	
Location/address of incident/hazard:	
Task being carried out at the time:	
At the time of application is this incident a <i>loss time injury</i> ?	
How and why did the incident happen? Hazard description:	
Immediate action taken:	
Witnesses (if any)	
Name:	
Injury Details (if applicable)	
Part of body injured:	
Type of injury:	
Cause of injury (specify):	
Medical action:	
Report lost time injuries:	
If different from above (name, address and contact number of person injured)	
Name:	
Address:	
Contact number:	
Photos:	

CM 22/123029

Respectful Workplace Policy

Reference Number:	7.33
Classification	Internal - Procedure
First Issued/Approved:	Executive Team Meeting 19 June 2020
Review Frequency:	2 Years
Last Reviewed:	October 2020
Next Review Due:	October 2022
Responsible Officer(s):	Manager People & Culture
Minutes Reference:	Exec Meeting – June 2020
Applicable Legislation:	Age Discrimination Act 2004 (Commonwealth) Australian Human Rights Commission Act 1986 (Commonwealth) Disability Discrimination Act 1992 (Commonwealth) Equal Opportunity Act 1984 (SA) Fair Work Act 1994 (SA) Racial Discrimination Act 1975 (Commonwealth) Racial Vilification Act 1996 (SA)Sex Discrimination Act 1984 (Commonwealth) Work Health Safety Act 2012 (SA) Workplace Gender Equality Act 2012 (Commonwealth)
Relevant Policies:	Staff Code of Conduct Policy Staff Performance Management Policy Volunteer Code of Conduct Policy City of Charles Sturt Enterprise Agreements City of Charles Sturt Leadership Team Employment Agreements (Common Law)
Related Procedures:	
Compliance Standard:	

1. Purpose

The City of Charles Sturt (CCS) recognises that everybody has the right to be treated with respect and dignity whilst at work, and that issues can arise at work that may cause an employee to feel aggrieved, such as incidents of harassment or bullying.

The purpose of this Policy is to outline the grievance resolution procedures/options and to serve as a resource for employees to ensure that, where issues arise, they can be resolved through timely, constructive discussions. The procedures described in this document are designed for the resolution of grievances, complaints, or problems related to internal workplace matters affecting employees.

The City of Charles Sturt acknowledges that while the circumstances of individual grievances, complaints or problems will be unique, the investigation and resolution of such matters will be approached with procedural fairness, dignity and an appropriate level of confidentiality and support. On occasion, an

informed judgement may be made to diverge from the procedures outlined in order to maintain procedural fairness, dignity, and appropriate levels of confidentiality and support.

The Policy applies to all workers (employees, contractors, consultants, students, volunteers), of the City of Charles Sturt.

Dispute resolution procedures relating to a question, dispute or difficulty concerning the interpretation, application, or operation of an Award/Enterprise Agreement or Common Law Employment Contract (Contract) will be resolved in accordance with the provisions of that particular Award/Enterprise Agreement or Contract.

2. Definitions

2.1 Bullying

Bullying is repeated actions and practices that are directed to one or more employees, which are unwanted and may be done deliberately or unconsciously, but clearly cause humiliation, offence and distress. These may interfere with job performance of employee(s) and/ or cause an unpleasant working environment.

Bullying behaviours may include (but are not limited to):		
• Verbal abuse (e.g. teasing, yelling, swearing) • Belittling someone through sarcasm or insults • Over checking work • Inappropriate written notes • Lack of acceptance of new employees • Slamming doors/other items	• Focusing on weaknesses/ ignoring strengths • Threatening and intimidating statements or actions • Unjustifiable refusal of leave, training or promotion • Withholding information and misinforming • Silent treatment/ ignoring	• Giving someone the majority of unpleasant tasks or an unreasonable amount of work • Ostracising and isolating • Being the subject of gossip • Hiding one's belongings • Being blamed for things beyond your control

Bullying is NOT:
• Reasonable direction and constructive criticism/feedback • Legitimate Performance Management processes • Feedback or counselling to ensure Duty of Care (WHS Act requirement) • A decision not to offer a promotion to an employee where due process has been followed.

2.2 Complainant

A Complainant is an employee who has made a formal complaint against another member of the City of Charles Sturt or about a decision of the City of Charles Sturt, in line with this Policy.

2.3 Respectful Workplace Partners

Respectful Workplace Partners are employees who are specifically trained to assist employees with any concerns they have in relation to harassment, discrimination and bullying issues.

The role of a fully trained "*Respectful Workplace Partner*" in the workplace is to provide employees with access to the processes, structures and support mechanisms that ensure allegations of unlawful discrimination, harassment and workplace bullying are managed with procedural fairness, dignity and an appropriate level of confidentiality. They are not mediators, counsellors or advocates for employees

involved in a matter, but they can provide an independent perspective for employees and, ultimately, they may assist an employee to reach their full potential within a respectful culture.

In accordance with the City of Charles Sturt's Respectful Workplace Policy, they promote a culture of respect and tolerance, where diversity is valued and people are encouraged to contribute positively to the work environment, whilst ensuring it is free from any form of discrimination, harassment or bullying.

2.4 Diversity

Diversity is about valuing and utilising the differences between people and groups to achieve effective working relationships within the organisation and the community.

Diversity, in the context of groups of human beings, means understanding that everyone is unique, recognising our individual differences. The differences can be in race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs or other ideologies. In a work environment, diversity is about valuing and utilising the differences between people and groups to achieve effective working relationships within the organisation and the community.

2.5 Discrimination

Discrimination is treating someone unfairly due to their race, gender (including gender history), sexual orientation, marital or domestic partnership status, pregnancy, disability or impairment, religious (including religious appearance or dress) or political conviction, age, family responsibility (including association with a child), family status or spouse/partner's identity. These grounds may change as legislation is amended.

2.6 Equity

Equity refers to the right of everyone at the City of Charles Sturt to carry out their job in a work environment free from harassment, discrimination, bullying and victimisation.

2.7 Grievance

Refers to a complaint made against an employee or decision of the City of Charles Sturt. A grievance is a clear statement by an employee of a work-related problem, concern or complaint.

2.8 Grievance Process

Refers to the processes an employee may use in order to resolve a genuine grievance in their workplace.

2.9 Harassment

Harassment is defined as any unwelcome, offensive comment or action (single or sequence) relating to the grounds of discrimination. It is behaviour towards another employee that is offending, humiliating or intimidating. For example:

- Jokes, slurs, comments or email messages which demean and belittle an individual(s) and are based on the grounds of discrimination
- Refusal to work with a person because of one of the grounds of discrimination.

2.10 Procedural Fairness

Requires a fair and proper procedure to be followed when making a decision and is concerned with the procedure/process used by a decision-maker, rather than the actual outcome reached.

2.11 Respondent

Refers to an individual employee or group of employees against whom a complaint has been made, in line with this Policy.

2.12 Sexual Harassment

Sexual Harassment is any unwelcome behaviour of a sexual nature in the working environment. Sexual Harassment is not confined to a particular gender or sexuality.

Examples of sexual harassment behaviours may include (but are not limited to):		
• Written (including electronic media) or verbal comments about physical appearance or sexual preference • Jokes, comments or innuendo of a sexual nature • Staring, leering or gesturing in a sexual way	• Deliberate physical contact of a sexual nature, such as pinching, patting or brushing against another person's body • Displays of sexually graphic material, e.g. posters, pictures, electronic images	• Requests or demands for sexual favours • Coerced sexual activity • Offensive telephone calls, text messages or voicemails • Sexual assault • Persistent questioning and/or unwelcome attention about a person's private life.

2.13 Victimisation

Victimisation means treating someone unfairly because they have acted on the rights given to them by equal opportunity laws or because they supported someone else who acted on these rights. Victimising behaviour can include terminating, reducing working hours or labelling the victim as a 'complainer'.

2.14 Volunteer

A volunteer is a person who carries out community work on a voluntary basis for CCS and receives no remuneration for the work.

2.15 Worker

For the purposes of this operating guideline, the term 'worker' will encompass all persons employed by CCS, contractors, consultants, labour hire and work experience students undertaking work at Council.

3. **Roles and Responsibilities**

All workers of the City of Charles Sturt must take all reasonable steps to ensure that the work environment is free of harassment, discrimination, bullying and victimisation and model appropriate behaviours in line with this Policy.

It is also important that any parties involved in an investigation assess and decide (with the support of People & Culture, if required) whether their individual involvement in an investigation may jeopardise procedural fairness. If so, appropriate action should be taken.

In addition:

Employees	• Treat all employees and customers equally, in a non-discriminatory manner with consideration and respect • Attend training relating to Respectful Workplace provided by the City of Charles Sturt • Report incidents/grievances early to prevent an escalation of the situation and to facilitate a positive, timely and effective resolution. • Comply with the Staff Code of Conduct Policy and the City of Charles Sturt Vision and Values • Maintain confidentiality during and after the grievance resolution process, taking into account that the details of the grievance will require discussions with the respondent(s), as well as with management
Leaders	• Promote the processes contained within this Policy and model appropriate behaviour to their employees • Ensure that all employees attend appropriate training and that they are acting in a non-discriminatory manner in the workplace, free of harassment and/or bullying • Ensure that any grievances are dealt with fairly and expeditiously using the agreed procedures • Ensure employees are aware of avenues of redress and understand the requirements of this Policy • Ensure all records and information relating to grievances are kept confidential and stored in a secure manner • Ensure employees are not victimised because of lodging a grievance • Ensure the complainant and respondent are advised of the outcome of the grievance resolution process, including any remedial or corrective action to be taken • When approached by an employee, provide support and advice in relation to the grievance resolution process, including assisting with preparing documentation, etc. • Ensure employees are aware of the support options available to them, including the Employee Assistance Program (EAP). • Ensure that all of CCS's business processes and practices (including recruitment processes and training) are implemented in a fair and equitable manner and consideration is given to the diverse nature of our employees, customers and the community.
People & Culture	• Administer and review this Policy and associated training • Manage the Respectful Workplace Peer Support Network, including the recruitment and their training • Provide guidance, advice and support in both informal and formal processes and resolutions • Undertake investigations with relevant parties, including interviewing witnesses and keeping records, in line with this Policy • Make recommendations in relation to whether a matter can be substantiated and appropriate courses of action (e.g. disciplinary measures) • Ensure the actions are completed within the designated timeframe • Provide advice and guidance as requested throughout all stages of the grievance resolution processes • Actively raise the level of awareness of the principles and practices of this

	• Policy and promote an environment for all employees that is free of discrimination, bullying and harassment • Ensure that all of CCS's business processes and practices (including recruitment processes and training) are implemented in a fair and equitable manner and consideration is given to the diverse nature of our employees, customers and the community.
General Manager	• Give due consideration to any grievance lodged in accordance with this Policy.
Respectful Workplace Partners	• Provide employees with the necessary information regarding the options for resolving a grievance relating to bullying and/or harassment • Provide support for employees with a grievance relating to bullying and/or harassment. This support may include attending meetings as a support person, assisting in putting grievances in writing and discussing the problem • Escalate issues to Team Leaders, Managers or People & Culture as required.

4. Grievance Resolution Process

The following options are available to employees who are feeling aggrieved due to an issue arising at work (e.g. perceived harassment/bullying issues).

Sensible time limits shall be allowed for the completion of the various stages. The process contained in the Formal Grievance stage should, if possible, take place within two (2) weeks of the employee formally lodging the grievance.

A grievance will not be referred to the next stage until a genuine attempt to resolve the matter has been made at the earlier stage (if appropriate).

4.1 Self Help

Self Help is when an employee feels able to deal with or resolve a grievance on their own.

An employee may also seek advice and support from a Leader, Peer Support (for bullying and harassment issues) or People & Culture in order to assist them in resolving the issue.

Methods may include:

- Approaching the person who is causing the issue and agreeing on a resolution (e.g. bullying/harassment issues, explaining that their behaviour is not welcome and asking them to stop)
- Writing to the person outlining the issue and seeking a mutual resolution.

Advantages of Self Help	When Self Help may not be an option...
• Keeps the issue at the local level • Positive self-development opportunity for complainant • Allows other party the opportunity to correct inappropriate behaviour prior to formal action • Minimal disruption to the workplace	• If complainant is intimidated by the person and is not capable of tackling the problem alone • The employee/decision maker concerned is in a position of authority • The behaviour may warrant actioning of other options due to 'duty of care' or may constitute a criminal offence

4.2 Informal Intervention

If an employee does not consider Self Help as an option, they may choose to advise their Leader of the issue, including details of the nature of the issue and the parties involved, in order for their Leader to intervene.

If the Leader is a party to the issue, the employee may request People & Culture and/or the next level leader to intervene on their behalf.

Informal Intervention focuses on conciliation and therefore a noblame approach is taken and no disciplinary action will arise. When requested to intervene on the complainant's behalf the Leader or People & Culture representative will be required to do the following:

- Discuss the situation with the complainant and other parties to the issues (either together or
- separately) in a confidential setting
- Discuss appropriate options for resolution with the parties concerned (including reviewing the
- decision(s) if applicable)
- If a resolution is reached, the issue is closed. If a resolution is not reached, the employee may
- choose to initiate the Formal Grievance process.

Advantages of Informal Intervention	When Informal Intervention may not be an option...
• Issues resolved without a formal process • Maintains working relationships • It is an educative, not punitive process • The number of people involved is limited • Issues confined to the immediate workplace.	• The behaviour may warrant actioning of other options due to 'duty of care' • The behaviour may constitute a criminal offence

Note: A formal written grievance is not required during this process.

4.3 Formal Grievance

An employee may choose to follow the formal process in the following circumstances:

- The Self Help and Informal Intervention options have been exhausted
- The seriousness of the situation warrants a formal process (i.e. duty of care/possible criminal offence)
- Victimisation has occurred as a result of using the Self Help and/or Informal Intervention options
- An employee is being harassed/bullied by a person in authority or external to the organisation
- The respondent has denied allegations.

If this option is chosen, the complainant is required to submit a written grievance to the Manager People & Culture outlining the nature of the issue, the parties involved, and the steps taken to resolve the issue.

The Manager People & Culture or their representative may:

- Refer the complainant back to the relevant Manager with advice for resolution or
- Initiate an investigation into the matter (refer to Appendix B) or

- Bring the parties together with the aim of resolving the matter through internal or external mediation or
- Seek to resolve the matter directly (only when all other avenues have been unsuccessful).

4.4 Grievance Substantiated

If, after consideration of the above, the People & Culture representative and/or the relevant Leader determine the grievance is substantiated, the following will occur:

- Action taken to protect the complainant from victimisation for making the grievance
- The respondent is directed to undertake appropriate counselling
- Disciplinary proceedings are initiated (where appropriate), in line with the *Staff Performance Management Policy*
- Both parties are advised of the outcome of the formal determination through a formal determination letter
- Any official documentation relating to the grievance e.g. written apology, official warning(s) will be filed by People & Culture within confidential containers in Content Manager

4.5 Grievance NOT Substantiated

If the People & Culture representative and relevant Leader determine the grievance is not substantiated, the matter will be closed. In this event the People & Culture representative and/or relevant Leader will:

- Ensure that the complainant is not subjected to victimisation or any other inappropriate behaviour
- Advise both parties of the outcome of the formal determination through the formal
- determination letter

If an employee is not satisfied with the outcome of the grievance, they may choose to escalate the grievance to the relevant General Manager. The Manager People & Culture and the General Manager will then meet with the employee and the affected parties to bring the matter to a conclusion. Any determination made by the General Manager with regard to the grievance will be final.

4.6 External Options

It is preferable that grievances are resolved using the internal processes outlined above, however, if a complainant is uncomfortable with these processes or in the event that the grievance is not resolved to the satisfaction of the complainant, they may elect to raise their concerns with any of the following groups:

- their Union
- SafeWork SA
- Equal Opportunity Commission SA
- Fair Work Commission (SA)

Complainants need to be aware that there are time limits for making grievances in a range of jurisdictions and should seek advice about the options from their union or legal adviser.

4.7 Outcomes

The following outcomes may eventuate at the completion of the grievance resolution process:

- Through attaining a better understanding of the situation, the complainant may no longer feel aggrieved by the action/decision
- The complainant/respondent may receive a verbal or written apology
- One or both parties may agree to participate in some form of counselling or
- Discipline or Performance Management processes may be initiated in accordance with the Staff Performance Management Policy where the CCS Code of Conduct was found to have been breached, and/or where misconduct/misdemeanours or unsatisfactory performance were identified.

4.8 Documentation

The relevant facts and particulars of the case must be clearly identified and documented throughout all stages of the grievance resolution process.

5. **Support and Further Information**

5.1 Leaders

The Leader will normally be involved in the resolution of grievances as part of the informal and formal process. However, employees may feel more comfortable in approaching their leader or People & Culture for support and advice at an earlier stage.

In some instances, the complainant may choose to bypass the Leader and go directly to the next level leader or to People & Culture. This may occur if the Leader is a party to the grievance.

5.2 Employee Assistance Program (EAP)

CCS recognises that the experiences of dealing with a grievance (as complainant, respondent or witness) can be highly stressful and emotional.

Employees have access to various confidential counselling and psychological support services through the City of Charles Sturt Employee Assistance Program. Details of these services are available on the Mine.

The “Manager Assist” service offered by Human Psychology is available to provide Leaders with advice and professional support in relation to workplace issues and challenges.

5.3 Respectful Workplace Partners

Respectful Workplace Partners are employees who are specifically trained to assist employees with concerns they have in relation to harassment/discrimination and bullying issues.

Further information (including a list of current Respectful Workplace Partners) can be found on the Myne.

Role of a Respectful Workplace Partner is to...	Role of a Respectful Workplace Partner is NOT to...
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• Act as a point of contact for employees regarding harassment/discrimination and/or bullying • Provide informal support and assistance in line with this Policy • Maintain confidentiality of any issues raised or advice given • Listen and discuss options and accompany employees to interviews/meetings if requested	• Take action without the consent and agreement of the complainant • Become involved in investigating grievances • Become involved if either party is closely associated with them – the grievance should instead be referred to another Respectful Workplace Partner • Take action or provide advice which may be beyond their competence • Judge matters as too trivial or show prejudice to either party
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Volunteer Code of Conduct Policy

Reference Number:	4.29
Type:	Council
Category:	Safety and Community
Relevant Community Plan Outcome:	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 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
Responsible Officer(s):	Manager People & Culture
First Issued/Approved:	September 2008
Minutes Reference:	CoS 6/11/2023, Item 4.51
Last Reviewed:	November 2023
Next Review Due:	November 2025
Applicable Legislation:	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)
Related Policies:	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
Related Procedures:	

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 volunteer
 - 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 organization

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