



Volunteer Code of Conduct Policy

Reference Number:	4.29
Type:	Council
Category:	Safety and Community
Relevant Community Plan Outcome:	<ul style="list-style-type: none"> Capitalise on partnerships, build community resilience and sense of belonging. Create opportunities for community leadership and civic participation.
Responsible Officer(s):	Manager Organisational Development
First Issued/Approved:	September 2008
Minutes Reference:	CoS 1/05/2017, Item 3.23
Last Reviewed:	May 2017
Next Review Due:	May 2019
Applicable Legislation:	Local Government Act 1999; Criminal Law Consolidation Act 1935, Children's Protection Act 1993, Volunteers Protection Act 2001, Occupational Health Safety and Welfare Act 2012, Independent Commissioner Against Corruption Act 2012 (SA) (ICAC Act)
Related Policies:	Children and Vulnerable Persons Policy, Volunteer Policy, Staff Performance Management Policy; Gifts, Benefits and Hospitality Policy; Media and Communications Policy; Customer Experience Policy; Equal Opportunity, Discrimination, Harassment and Bullying Policy; Privacy Policy; Electronic Communications 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 Council 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 corporate values define the way in which we approach our work and are fundamental to the development of a constructive organisational culture.

These corporate values are:

Achievement: We strive for excellence in everything we do by setting challenging but realistic goals that support community needs, and pursue them with enthusiasm. Each and every employee has a part to play in achieving this ambition, and is accountable for their contribution.

Innovation: We look for creative solutions to problems, find new ways of doing things, share new ideas, identify continuous improvement opportunities and take some calculated risks. When things go wrong, we use this as an opportunity to learn from our experience.

Encouragement: We encourage and support each other's efforts to improve, and recognise each other's achievements. We are honest to ourselves, each other and our community, we communicate openly and show each other respect. .

Enjoyment: Work should be satisfying, fulfilling and fun. We promote a workplace that is friendly and supportive, and one where we share and celebrate our successes. .

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 Council 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 Council 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 Council's policies and procedures.

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 in carrying out their functions.

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

- Integrity & Honesty
- Respect
- Accountability

Within each of these principles are expected standards of behaviour.

Integrity & Honesty

A Volunteer must be fair and honest in their dealings with individuals and organisations.

Influences on Decision Making

A Volunteer must not influence any person in an improper way to try to obtain any advantages or favours.

Conflict of Interest

A volunteer must not place themselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence them in the performance of their duties. If there is a conflict of interest, whether real or perceived, this should be reported through the relevant coordinator [refer to *Conflict of Interest Guidelines*]. What constitutes a conflict of interest is clearly defined in the Local Government Act 1999 [Chapter 7, Part 4, Division 3].

Accepting Gifts & Benefits

A volunteer must never solicit, demand or request any gifts or benefits, nor accept gifts or benefits either for themselves or for another person, which might in any way, either directly or indirectly, compromise or influence them in their role. However on occasion volunteers may be offered gifts as a thank you from clients. A volunteer may accept token gifts (e.g. fruit, flowers, chocolates) but may not accept gifts of cash [refer to *Gifts, Benefits & Hospitality Policy*]. Any gifts or benefits that are accepted in their role must be declared to the relevant coordinator.

A volunteer who is offered benefits with a value in excess of \$50 must declare the benefit, which may be accepted with the prior approval of the volunteer coordinator or respective Manager. Where permission has not been given, the volunteer has the responsibility to politely refuse the gift.

Public Image of Council

Volunteers are responsible for providing an accurate and fair representation of Council decisions, and to behave in a manner that maintains and enhances the image of the Council. They are asked to refrain from public criticism of fellow volunteers, employees, Council members, decisions of Council, or Council's policies and practices. They must also refrain from public comment on behalf of the Council. The *Media and Communications Policy* identifies those persons who are authorised to make media statements on behalf of Council.

Respect

All volunteers must treat others with respect at all times and have confidence and trust in others, on the understanding that this is reciprocal.

Customer Service

All volunteers are asked to be customer focused and strive to provide excellent customer service. They must behave in a professional manner and treat members of the public with honesty, fairness, sensitivity and dignity. They should not make promises to customers/ratepayers which cannot be kept.

Behaviour Towards Each Other

All volunteers must treat fellow volunteers, employees and Council members with trust, honesty, fairness, sensitivity and dignity. Those who supervise or manage other volunteers have a special responsibility to model this kind of behaviour.

Workplace Health & Safety

All volunteers have the right to work in a safe working environment, including one that is free from any form of discrimination, harassment or workplace bullying. They must contribute to building a workplace that tolerates differences and that is free from intimidation, bullying and harassment. Volunteers should make themselves aware of the Equal Opportunity, Discrimination, Harassment and Work Health, Safety and Welfare requirements and the basic provisions of the various Acts and Regulations that apply to their job]. These are outlined in the Volunteer Information Handbook provided at induction.

Privacy

Council has information about individuals, businesses and commercial issues that is private and sensitive. Volunteers must keep this information confidential at all times [refer Council's *Privacy Policy*].

Dress Code

All volunteers must wear appropriate clothing for the tasks they are performing and are required to wear their identification badge whenever they are performing duties for Council. Safety clothing and personal protective equipment such as safety shirts, safety footwear, safety gloves, eye protection and hard hats must be worn when provided for specific tasks.

Accountability

Use of Council Resources and Information

Volunteers must strive to achieve best use of Council resources and information as they are publicly funded. They have a duty to ensure resources are used ethically, effectively, efficiently and carefully in the course of their duties and must not use them for private purposes unless a lawfully authorised and proper payment is made where appropriate. Examples of breaches of this would be use of a Council vehicle when not authorised, or unauthorised private use of Council equipment.

Complying with the law

Volunteers must observe all legislative and regulatory requirements and comply with all relevant Council policies, procedures, guidelines and role descriptions as outlined in the Volunteer Handbook and as given to them by their Coordinator or supervisor.

Safeguarding Council property and information

Volunteers are expected to treat Council property and information with due care and to ensure that it is secured against theft or misuse. They must take care to maintain the integrity and security of official documents or information in their possession, for which they are responsible, or to which they have access to e.g. Community Bus client address lists. They must treat confidential items and discussions on Council business with the strictest confidence. When they leave the Council they must continue to respect the confidentiality of information gained while volunteering.

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:

- Any **deliberate unsafe act** which results in, or could lead to, injury to a second person or damage to Council property
- Any **criminal act** committed as a volunteer of the Council, including fraud
- Deliberate **vandalism, sabotage or damage** to Council property
- **Physical or verbal abuse** by a volunteer against any fellow volunteer, employee of council 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, employees of council or members of the general public
- **Accepting gifts or rewards** from a person to show an advantage to that person in their business dealings with the Council
- **Disclosing** anything relating to the business or transactions of any person having business relations with the Council so as to afford an advantage to any other person
- **Discriminating** against, or giving preference to, any person wishing to make use of the services of the Council
- Drinking **alcohol** or being **intoxicated** on the job to an extent which will impair work performance and/or judgement
- The use of, or being under the influence of non-prescribed **drugs**, while on the job which will impair work performance and/or judgement
- **Gross insubordination** or failure to comply with a lawful instruction
- **Theft** of Council property or stealing from other volunteers or employees of Council

Suspension or loss of driver's license – only applicable to those volunteers whose role is dependent upon them holding a drivers 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 Services Development Officer or with an Organisational Development staff member.

4. Definitions

Key Term – Acronym	Definition
Volunteer	A person registered with Council 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: _____