



Code of Conduct for Volunteers

Endorsed by Council 14 February 2017

MITCHAM

public policy

TABLE OF CONTENTS

1. PREAMBLE3
2. PURPOSE3
3. SCOPE3
4. DEFINITIONS3
5. PRINCIPLES.....4
6. POLICY STATEMENT5
7. POLICY REVIEW6
8. VERSION HISTORY6
9. DOCUMENT CONTROL6

MITCHAM

1. PREAMBLE

This Code of Conduct is a public declaration of the principles of good conduct and standards of behaviour that the City of Mitcham has decided its stakeholders could reasonably expect of Council volunteers to demonstrate in the performance of their duties and functions and the standard volunteers can expect of each other. This Code is required by the *Local Government Act 1999*, section 110.

1.1. Background

- 1.1.1 Volunteers, like paid employees are a public face of the City of Mitcham and even though they give their time freely, they are still a part of the overall structure of Council.
- 1.1.2 Rights and responsibilities set the standards of a volunteer program within any Council and assist both the Council and each volunteer to understand their role.
- 1.1.3 The Council has a significant commitment to its volunteers and has substantial responsibilities towards them including recognising the *National Standards for Volunteer Involvement 2015* Volunteers also have rights which are contained in legislation.
- 1.1.4 Volunteers have the same level of responsibility as the paid workforce with regard to their behaviour and activities while carrying out their duties for the City of Mitcham.

1.2. Volunteering is work which is:

- Of benefit to the community
- Done of one's own free will, and
- Done without monetary reward.

Volunteers play an integral role within society in general by initiating and enhancing the services provided by Council.

2. PURPOSE

This document sets out the standard of conduct expected of all volunteers registered with the Council. In return Council has declared some principles which shall be afforded to all volunteers.

3. SCOPE

The standards outlined in this document relate to all volunteers registered with the City of Mitcham and are in addition to any statutory requirements of the *Local Government Act 1999*.

4. DEFINITIONS

Volunteer means a person who is registered with Council and has approval by the City of Mitcham to undertake activities in designated volunteer positions, without coercion and for no financial reward, except reimbursement for approved out of pocket expenses. People undertaking volunteering to meet Centrelink requirements are considered volunteers.

ICAC Act means *Independent Commissioner Against Corruption Act 2012 (SA)*

5. PRINCIPLES

5.1. General duty of volunteers

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

5.2. Principles of this Code of Conduct

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

- 1 Integrity;
- 2 Respect; and
- 3 Accountability.

5.2.1 Integrity

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:

- a) behaving in a reasonable, just and non-discriminatory way;
- b) acting in good faith and not for improper or ulterior motives;
- c) adhering to the guidelines that relate to the acceptance of gifts and gratuities;
- d) being able to formally identify themselves as a registered Council volunteer at all times.

5.2.2 Respect

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

This means Volunteers will:

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

5.2.3 Accountability

Volunteers understand that:

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

Volunteers must use Council resources in a proper and responsible way by:

- a) being mindful; of the way in which resources are deployed;
- b) giving consideration to budget provisions and guarding against wasteful practices;
- c) ensuring that resources are used in the community's interest; and
- d) avoiding the wilful damage of Council property including information technology systems.

5.3. Gifts

The City of Mitcham acknowledges the right residents have to give volunteers gifts of appreciation. To avoid any misunderstandings, the following guidelines are to be adhered to:

- Volunteers may only accept gifts of a perishable nature. This can include - biscuits, chocolates, flowers, sweets.
- Volunteers must not accept cash, furniture, jewellery or other property of sentimental or monetary worth.

If you are in doubt about what is a reasonable gift, please discuss the situation with your supervisor.

6. POLICY STATEMENT

Compliance with this Code of Conduct

- Volunteers are personally responsible for ensuring their compliance with this Code of Conduct;
- Council staff supervising volunteers are responsible for monitoring volunteer compliance with this Code of Conduct;
- 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 Council's complaint handling process;

- 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;
- Volunteers may be public officers for the purposes of the ICAC Act. Conduct which breaches this Code may be misconduct under the ICAC Act;
- Investigations undertaken by Council 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;
- 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'.

7. POLICY REVIEW

This policy will be reviewed biennially.

8. VERSION HISTORY

VERSION	AUTHOR(S) POSITION	CHANGES	DATE
1	Manager, People and Culture	New	14/02/17

9. DOCUMENT CONTROL

Responsible Department:	People and Culture		
Applicable legislation:	Local Government Act 1999 Work Health and Safety Act 2012(SA) Independent Commissioner Against Corruption Act 2012 (SA)		
Related Policies & Corporate Documents:	Discipline Policy & Procedure Equity and Diversity Policy & Procedure Volunteer Policy		
Additional References	HR Policies and HR Delegations National Standards for Volunteer Involvement (2015) Volunteer Protection Act (2001)		
Endorsed by Council:	14/02/17	Item No:	7.3
Effective Date:	14/02/17	Next Review Date:	February 2019
TRIM Record Number:	15.102650	TRIM Folder No:	FF/2017/468
Template Folder No:	FF/2012/245	Template Record No:	12.60143[v4]