



Volunteer Code of Conduct Policy

Adopted	7 May 2014
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Review Date	May 2016

1. Purpose

The Southern Mallee District Council 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 Southern Mallee District Council

3 Policy Statement

The Southern Mallee District Council 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

3.1 Achievement

We want the Southern Mallee District Council to be an exemplary organisation, and we will pursue this goal energetically and enthusiastically

3.2 Innovation

This means we need to be innovative, to find new ways of doing things, share new ideas, be creative and take some calculated risks. When things go wrong, we need to learn from our mistakes

3.3 Encouragement

We must encourage and support each other's efforts to improve, and recognise each other's achievements. We need to be honest to ourselves and each other, communicate openly and show each other respect

3.4 Enjoyment

Work should be satisfying, fulfilling and fun. The workplace should be friendly and supportive, where we share and celebrate our successes

3 Policy Statement

3.4 Enjoyment

This Southern Mallee District Council Volunteer Code of Conduct Policy is a public declaration of the principles of good conduct and standards of behavior that Council volunteers are expected to demonstrate in the performance of their duties and functions. By consistently applying these standards of behavior, we enhance public trust and confidence

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 Work Health and Safety Act 2012 [including the Regulations] 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 behaviors it outlines are a reference point to help make decisions in situations it does not cover. This policy sets the minimum requirements of behavior in carrying out their functions

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

3.5 Integrity

3.6 Honesty

3.7 Respect

3.8 Accountability

Within each of these principles are expected standards of behavior

3.9 Integrity & Honesty

Volunteers must be fair and honest in their dealings with individuals and organisations

3.10 Influences on Decision Making

Volunteers must not influence any person in an improper way to try to obtain any advantages or favours

3 Policy Statement

3.11 Conflict of Interest

Volunteers 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. What constitutes a conflict of interest is clearly defined in the Local Government Act 1999 [Chapter 7, Part 4, Division 3].

3.12 Accepting Gifts & Benefits

Volunteers 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. Volunteers may accept token gifts [e.g. fruit, flowers, chocolates] but may not accept gifts of cash. Any gifts or benefits that are accepted in their role must be declared to the relevant coordinator.

An example of a breach of this policy would be to accept a gift from an elderly resident in return for a favor

3.13 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 Chief Executive Officer identifies those persons who are authorised to make media statements on behalf of Council

3.14 Respect

Volunteers must treat others with respect at all times and have confidence and trust in others, on the understanding that this is reciprocal dignity. They should not make promises to customers/ratepayers which cannot be kept

3 Policy Statement

3.15 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 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 behavior

3.16 Behavior 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 behavior

3.17 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 Occupational Health, Safety and Welfare requirements and the basic provisions of the various Acts and Regulations that apply to their job.

3.18 Privacy

Council has information about individuals, businesses and commercial issues that is private and sensitive. Volunteers must keep this information confidential at all times.

3.19 Dress Code

Volunteers must wear appropriate clothing for the tasks they are performing 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.

4 Accountability

4.1 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.

4.2 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 Induction Handbook and as given to them by their Coordinator or supervisor.

4.3 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. 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.

4.4 Breaches of Policy / Disciplinary action

Where a volunteer inappropriately acts outside this Volunteer Code of Conduct Policy 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 termination of their role.

Serious misconduct resulting in summary [instant] dismissal includes

4.4.1 Any deliberate unsafe act which results in, or could lead to, injury to a second person or damage to Council property

4.4.2 Any criminal act committed as a volunteer of the Council, including fraud

4.4.3 Deliberate vandalism, sabotage or damage to Council property

4 Accountability

4.4 Breaches of Policy / Disciplinary action

4.4.4 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 behavior or other forms of harassment towards fellow volunteers, employees of council or members of the general public

4.4.5 Accepting gifts or rewards from a person to show an advantage to that person in their business dealings with the Council

4.4.6 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

4.4.7 Discriminating against, or giving preference to, any person wishing to make use of the services of the Council

4.4.8 Drinking alcohol or being intoxicated on the job to an extent which will impair work performance and/or judgment

4.4.9 The use of, or being under the influence of non-prescribed drugs, while on the job which will impair work performance and/or judgment

4.4.10 Gross insubordination or failure to comply with a lawful instruction

4.4.11 Theft of Council property or stealing from other volunteers or employees of Council

4.4.12 Suspension or loss of driver's license – only applicable to those volunteers whose role is dependent upon them holding a drivers 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.

5 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 or with a Southern Mallee District Council Department Manager

6 Further Information

Members of the public may inspect this Policy on Council's website www.southernmallee.sa.gov.au and at the principal office of the Southern Mallee District Council at Day Street, Pinnaroo SA 5304.

On payment of a fee, a copy of this Policy may be obtained from the Council, or otherwise may be downloaded for free from the Council's website.

Any queries in relation to this Policy should be directed to the Chief Executive Officer contactable at the principal office on 8577 8002.

7 Policy Review

This policy will be reviewed within two years or as required by Council.

The Council may at any time alter this policy, or substitute a new policy.