

Introduction

1.1 Background

- 1.1.1 Volunteers, like paid employees are a public face representing Council though they give their time freely. Volunteers are a part of the overall structure of the Council they work within.
- 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 abide by the philosophy and ethos of the Council.
- 1.1.3 The Council has significant commitment to volunteers having substantial responsibility toward them, inclusive of recognising National Standards for Involving Volunteers in Not for Profit Organisations. Volunteers also have rights which are contained in legislation.
- 1.1.4 Volunteers, unlike paid staff, are not covered by industrial arrangements, this Code of Conduct identifies that 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 Council.
- 1.1.5 Volunteering is work which is:
- benefit to the community
 - performed by one's own free will, and
 - delivered without monetary reward

Volunteers play an integral role within society, initiating and enhancing the services provided by employed staff, without being a substitute for paid work.

1.2 Purpose

This document sets out the standard of conduct expected of all volunteers registered with the Council.

1.3 Scope

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

2. DEFINITIONS

Volunteer	a person who willingly provides unpaid help in the form of time, service or skills through the Council's volunteer program.
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2.1 References

- 2.1.1 Local Government Act 1999 (SA);
- 2.1.2 Independent Commissioner Against Corruption Act 2012 (SA) (ICAC Act);
- 2.1.3 Work Health and Safety Act 2012 (SA) (WHS Act) and Regulations;
- 2.1.4 Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations (2001).
- 2.1.5 Volunteer Protection Act (2001) and Regulations
- 2.1.6 Children and Young People (Safety) Act 2017
- 2.1.7 Child Safety (Prohibited Persons) Act 2016
- 2.1.8 COVERING ALL BASES: A Guide to Best Practice Management of Volunteers in Local Government, Local Government Association Mutual Liability Scheme

3. CODE OF CONDUCT

3.1 General duty

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

3.2 Principles and Barunga West Core Values

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

- Integrity;
- Respect; and
- Accountability.

Council has adopted a 'One Team' core values of

- Trust – Believe in each other and retain confidentiality;
- Pride – In what we have to offer each other and the community;
- Respect – Be honest, have regard and exhibit professional behaviours;
- Listen – Active listening; respond appropriately, defer judgement and provide feed back which shows you have been listening; and
- Support – make time, be an important team player, offer your time and help.

Council is committed to working together in the best interest of the organisation, and its volunteers and the community in which it operates.

3.3 Integrity

- 3.3.1 Volunteers must act fairly, honestly and proper manner according to legislation when carrying out their roles. Inclusive of but not limited to:
- (a) behaving in a reasonable, just and non discriminatory way;
 - (b) acting in good faith, not for improper or ulterior motives;
 - (c) adhering to guidelines relating to acceptance of gifts and gratuities;
 - (d) able to formally identify themselves as a registered Council volunteer.
- 3.3.2 Volunteers must act with reasonable care, be diligent in the performance of their role, ensuring they:
- (a) carry out lawful policies, instructions and decisions of their designated supervisor in a respectful manner;
 - (b) in so far as is reasonably practicable, based on individual experience and training, be aware of effectiveness and efficiency of activities and services for which they are responsible.
 - (c) report of suspicion that a child or young person may be at risk as mandated in legislation.
- 3.3.3 Volunteers must guard against a conflict of interest by:
- (a) abiding by Council guidelines and policies regarding receiving gifts, benefits or reimbursements;
 - (b) ensure personal interest does not improperly influence the way in which duties are delivered;
 - (c) declare any known conflict of interest and not participate in any decision making process where they have a conflict of interest.

3.4 Respect

- 3.4.1 Volunteers must be fair, honest and transparent dealing with individuals and organisations. Behave in a manner facilitating constructive communication between Council, staff, other volunteers and the community.
- 3.4.2 This means volunteers will:
- (a) deliver honesty and fairness with all members of the community;
 - (b) demonstrate courteous, 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 designated supervisor in a timely manner if unable to perform the role for any reason.

3.4.3 When representing Council in the community, volunteers will:

- (a) provide accurate and fair representation of Council decisions;
- (b) abide by Council Social Media Policy;
- (c) conduct themselves in a manner that will not reflect unfavourably on Council;
- (d) 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.
- (e) dress appropriately, abiding safety and hygiene requirements for their role.

3.4.4 Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles, achieving Council's objectives by:

- (a) seeking and developing relationships with fellow volunteers and staff which is cooperative, productive, constructive, based on mutual trust and respect;
- (b) conducting relationships with courtesy and respect;
- (c) acknowledging the value of diversity, the right of all points of view and to be heard and considered;
- (d) contribute to a working environment free from harassment or bullying.

3.5 Accountability

3.5.1 Information obtained by volunteers in the course of duties and functions is respected and used in a careful, prudent manner. Volunteers understand that:

- (a) information obtained as a result of their role is not wilfully disclosed for any purpose resulting in adverse impact upon Council;
- (b) not make comments to the media unless authorised by the CEO or appropriate delegate as outlined in the Social Media Policy;
- (c) respect and maintain confidentiality of information volunteers have as a result of their role at Council (not being information that is generally available to the public). This obligation extends beyond the term of engagement;
- (d) upon leaving the Council, there is no right to information contained in Council's e-mail or network file systems.

- 3.5.2 Volunteers must use Council resources in a proper and responsible way:
- (a) being mindful of the way in which resources are deployed;
 - (b) give consideration to budget provisions and guarding against wasteful practices;
 - (c) ensure resources are used in the community's interest; and
 - (d) avoid wilful damage of Council property including information technology systems.

3.6 Compliance

- 3.6.1 Volunteers are personally responsible for ensuring their compliance with this Code of Conduct.
- 3.6.2 Council staff supervising volunteers shall be responsible for monitoring volunteer compliance with this Code of Conduct.
- 3.6.3 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 Council's Complaints Policy.
- 3.6.4 Volunteers are entitled to representation during consideration of an allegation of non-compliance against them. Investigation and management of the matter will have regard to the principles of fairness, equity and natural justice.
- 3.6.5 Volunteers may be public officers for the purposes of the ICAC Act. Conduct which breaches this Code may be misconduct under the ICAC Act.
- 3.6.6 Investigations undertaken by the 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.
- 3.6.7 The consequences of breaching this Code may result in 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'.

3.7 Training

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

4. RIGHTS AND RESPONSIBILITIES

4.1 Volunteers have the right to:

- 4.1.1 be treated fairly and respectfully and as an important member of the team
- 4.1.2 be recruited in accordance with equal opportunity and anti-discrimination legislation;
- 4.1.3 be given accurate and truthful information about the volunteer program;
- 4.1.4 work in a healthy and safe environment in accordance with the Work Health and Safety Act and Regulations;
- 4.1.5 appropriate personal accident insurance coverage
- 4.1.6 be given or have access to any Council policy or procedure that affects their roles;
- 4.1.7 have a current written role or position description and agreed hours of contribution;
- 4.1.8 be provided with training relevant to their assigned or agreed roles, or as legislated;
- 4.1.9 have their confidential and personal information dealt with in accordance with the principles of the Council's privacy policy [if applicable];
- 4.1.10 be provided with appropriate training, supervision and support to carry out their roles;
- 4.1.11 not to fill a position previously held by a paid worker;
- 4.1.12 to decline or withdraw from their volunteer role at any time.

4.2 Volunteers have a responsibility to:

- 4.2.1 become familiar with and work within Councils policies and procedures
- 4.2.2 provide current personal details to Council in order for Council to undertake the selection and registration of volunteers and administer their duty of care responsibilities
- 4.2.3 accept any direction and supervision from appropriate Council paid staff
- 4.2.4 be reliable and accountable for their actions;
- 4.2.5 respect and maintain confidentiality
- 4.2.6 carry out the role according to the role description;
- 4.2.7 agree to work in a safe manner and not put others at risk;
- 4.2.8 be committed to the Council and its volunteer philosophy;
- 4.2.9 undertake training as required by the Council;
- 4.2.10 attend team meetings and performance reviews as required by Council;

- 4.2.11 give reasonable notice before leaving the Council's volunteer program;
- 4.2.12 value and support other team members;
- 4.2.13 have respect for the environment, Council premises and equipment;
- 4.2.14 comply with the requirements of this document.

4.3 Council has a right to:

- 4.3.1 Retain the personal information of volunteers in line with best practice standards;
- 4.3.2 make decisions about the placement of volunteers;
- 4.3.3 review volunteer performance according to Council policies and procedures;
- 4.3.4 expect volunteers to perform given tasks to the best of their ability;

- 4.3.5 expect from all volunteers respect and courtesy towards clients, paid and voluntary staff and other stakeholders;
- 4.3.6 establish the parameters and guidelines of volunteer roles;
- 4.3.7 refuse a volunteer placement or to end a placement if:
 - there is a perceived risk to the customers' or volunteers health or welfare;
 - suitable volunteer duties are not available or no longer available;
 - the volunteer does not comply with Council policy and procedures, including this Code;
 - the volunteer does not comply with the role or position statement;
 - the volunteer is not covered by the Councils personal accident insurance or other relevant insurance.

4.4 Council has a responsibility to:

- 4.4.1 Ensure 'working with children checks' are undertaken for all volunteers working with children or young people under the Child Safety (Prohibited Persons) Act 2016
- 4.4.2 Approving any reasonably practicable budgetary expenditure necessary for the effective and efficient management of volunteers
- 4.4.3 Implement a volunteer management system that meets the best practice management of volunteers and meets audit and legislative requirements; Ensure the staff supervising volunteers have the skills and capacity to do so effectively
- 4.4.4 Retain volunteer personal information in a secure and safe system to ensure volunteer privacy
- 4.4.5 provide any necessary training to volunteers or staff with the responsibility for managing volunteers;

- 4.4.6 set clear lines of communication about complaints and conflict resolution procedures;
- 4.4.7 provide working conditions that meet safe work standards;
- 4.4.8 include volunteers in relevant decision making processes;
- 4.4.9 provide supervision and support by an appropriately skilled staff member;

- 4.4.10 provide emergency procedures guidelines;
- 4.4.11 provide clear policies relating to the role of volunteers and their management within the Council.
- 4.4.12 Recognise the vital role volunteers have within their organisation.

5. AVAILABILITY & GRIEVANCES

This Code of Conduct is available for inspection at the Council office at 11 Bay Street, Port Broughton during ordinary business hours.

It is also available for inspection, download or printing, free of charge, from Council's website www.barungawest.sa.gov.au

Any grievances in relation to this Code or its application should be forwarded in writing addressed to the Chief Executive Officer, Barunga West Council, PO Box 3, Port Broughton SA 5522.

6. REVIEW

This Code of Conduct shall be reviewed Barunga West Council within (4) years of the issued date.

Date	Revision Number	Reason for Amendment
	01	First Adopted by Council
March 2019	02	DRAFT Review. Inclusion of Children & Young People (Safety) Act 2017, Child Safety (Prohibited Persons) Act 2016. Reference to Barunga West One Team core values in 3.2. Inclusion of 4.4.1 referring to volunteer child safety checks.