



# DISTRICT COUNCIL OF LOXTON WAIKERIE

## Code of Conduct for Volunteers

<b>Policy Identification:</b>	
Policy type:	Council
Summary:	This code provides guidelines for volunteers to participate within council programs
Record Number:	
Date of adoption or approval:	October 2009
Last date of review:	June 2020
Next review date:	June 2024 (Every 4 years)
Authorised by:	Council
Responsible Department:	Corporate and Community Services
Responsible Officer:	Director Corporate and Community Services
Review Officer:	Community Development Officer
Consultation required:	
Relevant references:	COVERING ALL BASES: A Guide to Best Practice Management of Volunteers in Local Government, Local Government Association Mutual Liability Scheme.
Delegations:	
Legislation:	Children and Young People (Safety) Act 2017 Children's Protection Regulations 2010 Local Government Act 1999 (SA) Equal Opportunity Act 1992(Cwth) Volunteer Protection Act 2001 Volunteer Protection Regulations 2004 Work Health and Safety Act 2012 Independent Commissioner Against Corruption Act 2012. Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations (2001).
Related Policies:	Volunteer Policy Code of Conduct for Employees Child Safe Environments Policy & Code of Conduct Staff and Volunteer Equal Opportunity Discrimination, Harassment and Bullying Policy

### 1. Purpose

The District Council of Loxton Waikerie's (Council) Volunteer Code of Conduct (the Code) is a public declaration of the principles of good conduct and standards of behaviour that others could reasonably expect we demonstrate when performing our duties and functions.

The Code supports our commitment to excellent customer service, and contributes to the maintenance of a positive, supportive culture based on shared values.

We all have a role to play in ensuring that we follow the highest standards of behaviour in our relationships with others. This Code guides and supports us in demonstrating these high standards of behaviour.

Volunteers forge a strong bond between Council and its community by:

- encouraging community engagement, participation and independence
- providing additional access to resources and information
- value adding to services responsive to community need
- increasing opportunities for social interaction, support and satisfaction
- extending the reach or impact of council services and events.

The District Council of Loxton Waikerie acknowledges and values the services of volunteers in improving the quality of community life within the local Council area.

## 2. Principles

This policy has been developed to meet Council's core values. Our core values are the principles, attributes and qualities we hold as important that we will display in the way we go about our business.

### Core Values

*We are*  
**GENUINE**

Adhering to moral and ethical principles, being honest, accountable, trustworthy and authentic.

*We will*  
**LISTEN**

Communicating as well as engaging the community in an open, honest and constructive manner at all times.

*We are*  
**CARING**

Showing respect, compassion and empathy and being supportive of each other and our community.

*We will be*  
**INNOVATIVE**

Seeking out and making use of new ideas and opportunities, showing initiative and being progressive, proactive and creative.

*We are*  
**UNITED**

Working as a team in an inclusive, co-ordinated and collaborative manner to achieve our common goals.

*We will aim for*  
**EXCELLENCE**

Consistently delivering quality service outcomes and endeavouring to be a high performance organisation.



## 3. Scope

This document sets out the guidelines for participation by all registered volunteer members with the District Council of Loxton Waikerie's registered activities and programs.

## 4. Definitions

**Volunteer** means a person who willingly provides unpaid help in the form of time, service, or skills through the Council's volunteer program. (*Volunteering Australia, 2015*)

## 5. References

- Local Government Act 1999
- Information Privacy Principles (IPPs) and Privacy Act 1988
- Independent Commissioner Against Corruption Act 2012 (ICAC Act)
- Work Health and Safety Act 2012 (WHS Act)
- Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations 2001.
- Volunteer Protection Act 2001
- COVERING ALL BASES: A Guide to Best Practice Management of Volunteers in Local Government and Local Government Association Mutual Liability Scheme.

## 6. 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
- 3 accountability.

### 6.1 Integrity

- 6.1.1 Committed to 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.
- 6.1.2 Committed to act with reasonable care and 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 practical, based on individual experience and training, be aware of the effectiveness and efficiency of the activities and services for which they are responsible.
- 6.1.3 Committed to guard against a conflict of interest by:
- a) abiding by Council guidelines and policies regarding receiving gifts, benefits or reimbursements
  - b) ensuring that personal interest does not improperly influence the way in which they carry out their duties
  - c) declaring any known conflict of interest and not participating in any decision making process where they have a conflict of interest.

### 6.2 Respect

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

- 6.2.2 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.

- 6.2.3 If representing the Council in the community, volunteers agree to:
- (a) provide an accurate and fair representation of Council decisions
  - (b) abide by the Council media policy and do not make any statement on behalf of the Council to the media, unless delegated by the Chief Executive.
  - (c) conduct themselves in a manner that will not reflect unfavourably on the Council
  - (d) dress appropriately and to the safety standard for their role.

- 6.2.4 Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving the Council's objectives by:
- (a) seeking to develop a relationship with fellow volunteers and staff that is cooperative, productive and constructive and based on mutual trust and respect
  - (b) conducting the relationship with courtesy and respect
  - (c) acknowledging the value of diversity and the right of all points of view to be heard and considered
  - (d) contributing to a working environment that is free from harassment or bullying.

### **6.3 Accountability**

- 6.3.1 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 the Council
  - (b) they must respect and maintain the confidentiality of information that volunteers have as a result of their role at the Council (not being information that is generally available to the public) and acknowledge this obligation extends beyond the term of their engagement
  - (c) upon leaving the Council, they have no right to any information contained in the Council's e-mail or network file systems.
- 6.3.2 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.

## **7. Compliance with this Code of Conduct**

- 7.1 Volunteers are personally responsible for ensuring their compliance with this Code of Conduct.
- 7.2 Council staff supervising volunteers are responsible for monitoring volunteer compliance with this Code of Conduct.
- 7.3 Questions of compliance raised by other volunteers, staff, Council Members and members of the community regarding this Code will be considered by the Chief Executive or his/her nominee, in accordance with the Council's complaints process.
- 7.4 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.
- 7.5 Volunteers may be public officers for the purposes of the ICAC Act. Conduct which breaches this Code may be misconduct under the ICAC Act.
- 7.6 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.
- 7.7 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'.

## **8. Training**

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

## **9. Rights and Responsibilities**

Volunteers have the right to:

- 9.1.1 be treated fairly and respectfully and as an important member of the team
- 9.1.2 be recruited in accordance with equal opportunity and anti-discrimination legislation
- 9.1.3 be given accurate and truthful information about the volunteer program
- 9.1.4 work in a healthy and safe environment in accordance with the Work Health and Safety Act
- 9.1.5 appropriate personal accident insurance coverage
- 9.1.6 be given or have access to any Council policy or procedure that affects their roles
- 9.1.7 have a current written role or position description and agreed hours of contribution
- 9.1.8 be provided with training relevant to their assigned or agreed roles, or as legislated
- 9.1.9 have their confidential and personal information dealt with in accordance with the principles of the Council Privacy Policy
- 9.1.10 be provided with appropriate training, supervision and support to carry out their roles
- 9.1.11 not to fill a position previously held by a paid worker
- 9.1.12 to decline or withdraw from their volunteer role at any time.

Volunteers have a responsibility to:

- 9.2.1 become familiar with and work within Council's policies and procedures
- 9.2.2 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
- 9.2.3 accept any direction and supervision from appropriate Council paid staff

- 9.2.4 be reliable and accountable for their actions
- 9.2.5 respect and maintain confidentiality
- 9.2.6 carry out the role according to the role description
- 9.2.7 agree to work in a safe manner and not put others at risk
- 9.2.8 be committed to the Council and its volunteer philosophy
- 9.2.9 undertake training as required by the Council
- 9.2.10 attend team meetings and performance reviews as required by Council
- 9.2.11 give reasonable notice before leaving the Council's volunteer program
- 9.2.12 value and support other team members
- 9.2.13 have respect for the environment, Council premises and equipment
- 9.2.14 comply with the requirements of this document.

Council has a right to:

- 9.3.1 retain the personal information of volunteers in line with best practice standards
- 9.3.2 make decisions about the placement of volunteers
- 9.3.3 review volunteer performance according to Council policies and procedures
- 9.3.4 expect volunteers to perform given tasks to the best of their ability
- 9.3.5 expect from all volunteer's respect and courtesy towards clients, paid and voluntary staff and other stakeholders
- 9.3.6 establish the parameters and guidelines of volunteer roles
- 9.3.7 refuse a volunteer placement or to end a placement if:
  - there is a perceived risk to the customers' or volunteer's 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.

Council has a responsibility to:

- 9.4.1 approving any reasonably practicable budgetary expenditure necessary for the effective and efficient management of volunteers
- 9.4.2 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
- 9.4.3 Retain volunteer personal information in a secure and safe system to ensure volunteer privacy
- 9.4.4 provide any necessary training to volunteers or staff with the responsibility for managing volunteers
- 9.4.5 set clear lines of communication about complaints and conflict resolution procedures
- 9.4.6 provide working conditions that meet safe work standards
- 9.4.7 include volunteers in relevant decision making processes
- 9.4.8 provide supervision and support by an appropriately skilled staff member
- 9.4.9 provide emergency procedures guidelines
- 9.4.10 provide clear policies relating to the role of volunteers and their management within the Council
- 9.4.11 Recognise the vital role volunteers have within their organisation

## **10. Review**

This Code of Conduct will be reviewed by the District Council of Loxton Waikerie in consultation with employees and volunteers and the relevant registered industrial associations representing employees, within twelve months after each general election of Council.

The volunteer programs listed within the Acknowledgement of the Code of Conduct for Volunteers will be reviewed regularly to ensure that it is accurate.

#### 11. Availability of the policy

This policy will be available for inspection at the Council Offices at Loxton or Waikerie during ordinary business hours at no charge.

Copies of this Policy will also be available from Councils website [www.loxtonwaikerie.sa.gov.au](http://www.loxtonwaikerie.sa.gov.au) or postal copies may be obtained from the Council Office, free of charge.

#### 12. Document history and version control

Date	Version	Authorisation: Council/ Committee/ Senior Management Team	Amendment details
18/12/2015	1.0	Council meeting of 18 December 2015	First version
20/04/2018	1.1	Council meeting of 20 April 2018	Addition of version control, document history protocols, core values and notation of the review process to ensure that the list of council volunteer programs are accurate
19/06/2020	1.2	Council meeting of 19 June 2020	<ul style="list-style-type: none"> <li>• Numbering and general formatting</li> <li>• References and legislation</li> <li>• Volunteer and Council's relationship to its community</li> <li>• Definition of volunteers</li> <li>• Rights and Responsibilities for Volunteers and Council</li> </ul>



## DISTRICT COUNCIL OF LOXTON WAIKERIE

### Acknowledgement of the Code of Conduct for Volunteers

I, \_\_\_\_\_ (print name) acknowledge that I have received a copy of the District Council of Loxton Waikerie Code of Conduct for Volunteers (adopted by Council on 19 June 2020) which applies to all volunteers of Council. I understand the obligations, and I agree to apply this Code to the way I approach my volunteering activities while engaged as a volunteer with the District Council of Loxton Waikerie.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer program: (please tick which Council volunteer programs you are involved with)

- Loxton Library and Information Centre
- Loxton Christmas Lights
- Waikerie Library and Information Centre
- 'The Pines' Loxton's Historic House and Garden
- Tree Carers
- Rose Carers
- Waikerie Parks and Gardens
- Other (please specify)

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