

VOLUNTEER CODE OF CONDUCT

CITY OF MANDURAH

WELCOME

I am very pleased to welcome you on board as a volunteer at the City of Mandurah.

The contribution of volunteers is greatly valued and enables delivery of an enhanced range of programs and services for our community.

Volunteers play an important role in forging strong bonds between the community and the City, this Code of Conduct has been developed to provide guidance to volunteers on the City's values and principles along with expected standards of behaviour when representing the City.

I thank you for your commitment to the City of Mandurah.

Casey Mihovilovich, Chief Executive Officer

INTRODUCTION

The purpose of the Volunteer Code Conduct (Code) is to:

- Provide practical guidance as to what is expected of a volunteer and what is considered acceptable behaviour when representing the City;
- Establish agreed standards of appropriate behaviour and a shared understanding of the role and responsibilities of volunteers;
- Provide a reference for volunteers in resolving conflict; and
- Gain explicit agreement from volunteers to self-monitor their behaviour and comply with the standards.

COMPLIANCE WITH THE CODE OF CONDUCT

Volunteers are personally responsible for understanding the Code of Conduct obligations and ensuring their compliance with the Code of Conduct, Line Managers supervising volunteers are responsible for ensuring the volunteers are provided with Code of Conduct and managing compliance with the Code of Conduct.

Any complaint of non-compliance with the Code of Conduct is to be reported to the relevant Volunteers Line Manager, Volunteer Coordinator or the City's People & Culture Team.

APPLICABILTY

The Code is binding on all Volunteers of the City.

At the time of accepting a volunteer role with the City, all Volunteers are required to sign and accept that they have read and understood the Code (refer Attachment A). This demonstrates commitment to the City's values and expected behaviours of volunteers.

The Code does not apply to volunteers engaged by third party organisations.

CITY OF MANDURAH VALUES

This Code of Conduct sets out the principles of conduct and behaviour expected and required of City of Mandurah Volunteers. The Code is built on the City's Values that are designed to assist and provide guidance to Volunteers in the fulfilment of their duties and form the foundation of trust and respect from our community.

When volunteering at the City we require everyone to model the City's values which are:

- **Courage:** Be brave and resilient. Embrace change.
- **Connected:** One team. One community.
- **Innovative:** Lead the way. Have a can-do attitude.
- **Integrity:** Do it right. Do it safe.
- **Excellence:** Be accountable. Deliver exceptional service.

1. RIGHTS OF A VOLUNTEER

Volunteers have a right to:

(a) Be treated respectfully and in line with the City's Values.
(b) Be provided with an opportunity to undertake a volunteer induction programme with the City.
(c) Receive appropriate training, support and supervision to undertake their duties as a volunteer.
(d) Be recognised for their contribution.
(e) Work in a safe and healthy environment.

2. PERSONAL INTEGRITY

Volunteers are expected to act with care and diligence and carry out their volunteer role in a manner that is honest, fair and impartial.

4. COMPLIANCE WITH RELEVANT ORDERS

It is important that Volunteers make themselves aware of, understand and act in compliance with the requirements of:

- Volunteers Code of Conduct (this document);
- CoM-HRM 05 - Volunteer Management Policy;
- CoM-FCM 04 - Cash Handling Policy;
- Volunteer Insurance arrangements; and.
- The duties assigned to the volunteer role(s).

Volunteers must comply with any lawful and reasonable management direction.

Any queries regarding the above should be directed to the Line Manager and/or Volunteer Coordinator.

5. PERSONAL PRESENTATION

Volunteers are expected to comply with neat and professional dress standards at all times and wear a name badge or other form of identification as directed by Line Manager or Volunteer Coordinator.

6. DEALINGS WITH OTHERS

Volunteers will treat all members of the community, other volunteers and City employees with respect, courtesy and professionalism. Volunteers behaviour should reflect the City's values and contribute towards creating and maintaining a safe and supportive workplace.

All City services must be delivered in accordance with relevant policies and procedures, and any issues resolved promptly, fairly and equitably.

The City has a zero tolerance for discrimination, bullying, harassment and this applies in the workplace. The City will investigate all complaints of discrimination, harassment, intimidation, threats and physical violence and will take remedial action as necessary.

The City encourages all Volunteers to support the culture of preventing bullying, harassment and discrimination in the workplace, by reporting any potential incidents to the Volunteer Coordinator, Line Manager or the City's People Services team in order that a full and thorough investigation can be undertaken.

7. USE OF CITY RESOURCES

Volunteers are provided with the appropriate resources to undertake the duties and responsibilities for their volunteer role. City resources are not to be utilised for private or personal activities.

Volunteers should at all times:

- Make honest use of City resources;
- Seek to use such resources effectively and appropriately in the performance of duties in a proper and responsible manner; and
- Advise the Line Manager or Volunteer Coordinator if they become aware of any misuse of City resources.

8. CONFLICT OF INTEREST

Volunteers will ensure that there is no actual (or perceived) conflict of interest between their personal interests and the impartial fulfilment of their volunteer duties.

Volunteers must advise the Line Manager and/or Volunteer Coordinator of any perceived or actual conflict of interest as soon as practicable.

9. WORK, HEALTH AND SAFETY

The City has an obligation to provide a safe working environment.

Volunteers are expected to understand their responsibilities and obligations under, and comply with, Work, Health and Safety legislation, the City's WHS procedures, the City of Mandurah Work Health Safety and Wellbeing Policy and participate in WHS induction programs where required

Volunteers should:

(a) Ensure they are working in a safe manner and not do anything that will adversely affect the safety of themselves or another person; and

(b) Promptly report any incidents, hazards or unsafe conditions which you encounter to the Line Manager and/or Volunteer Coordinator.

Volunteers must:

(a) Take ownership for being personally fit for work; and

(b) Volunteers must wear personal protective equipment as instructed by the Line Manager or Volunteer Coordinator.

10. SMOKING, ALCOHOL AND DRUGS

All City buildings and vehicles are designated as non-smoking areas.

Volunteers must not be affected by drugs or alcohol whilst volunteering their time to the City.

11. COMMUNICATION

Volunteers acknowledge that, unless otherwise authorised by the City, statements to the media on behalf of the City are only to be made by the Mayor or the CEO.

All aspects of communications by volunteers involving the City's activities should be accurate, polite and professional and must reflect the status and objectives of the City.

12. RESOLVING CONFLICT

Where possible Volunteers and Employees will aim to resolve any conflict that may arise as efficiently and confidentially as possible.

Volunteers should report any ongoing conflicts to the Line Manager or Volunteer Coordinator.

Where a Volunteer has a complaint regarding their treatment within the City they should raise this matter with the Line Manager or Volunteer Coordinator.

13. MISCONDUCT

Instances of misconduct by Volunteers will be managed in accordance with POL-HRM 05 Volunteer Management.

Misconduct is a breach of conduct or behavioural standards required by the City.

Misconduct includes (but is not limited to):

(a) Breaching a City Policy, Procedure or Job Instruction Guide - relevant to the volunteers duties being undertaken.
(b) Intentionally or recklessly breaching guidelines and processes that the City has explicitly deemed mandatory.
(c) Failing to comply with the Code.
(d) Failing to follow a lawful and reasonable management direction.
(e) Consistently failing to meet the requirements of the City in relation to Culture and Values.
(f) Failing to disclose information to the City that may adversely impact a volunteer's capacity to perform the inherent requirements of their role.
(g) Using abusive or offensive language in the workplace.
(h) Acts of dishonesty.
(i) Intentionally, or recklessly misusing or damaging the City's resources or property.
(j) Unreliable and pattern of non-attendance.
(k) Theft of City property or funds.
(l) Behaviour which is deemed offensive, such as verbal, physical, psychological, sexual or emotional abuse or harassment of a person.
(m) Intoxication resulting from misuse of substances resulting in behaviour which is deemed offensive or threatens the safety of person/s.
(n) Falsification of any record for personal gain or for the benefit or disadvantage any other person.

Volunteers found to be engaging in criminal misconduct could result in the City reporting this matter to police.

14. PRIVACY AND CONFIDENTIALITY

Volunteers need to be sure that they are not breaching any data protection, confidentiality or privacy requirements when using the City's systems.

Passing on personal information to other individuals or third parties is not permitted.

15. PUBLIC INTEREST DISCLOSURE

Volunteers should be aware of the Public Interest Disclosure Act 2003, which provides people who make disclosures of public interest information with certain immunities, protections and remedies and imposes certain responsibilities.

Further information can be found on the City's website:
https://www.mandurah.wa.gov.au/council/governance/conduct

16. CHILD SAFE

The City is committed to being a child-safe organisation and has zero tolerance for child abuse.

The City complies with the Reportable Conduct Scheme and associated legislation.

The City supports and is guided by the 10 National Principals for Child safe Organisations.

Volunteers should immediately report to the CEO, or appointed officer, any allegation or incident of child abuse or maltreatment that they suspect may have occurred.

16. DEFINITIONS

Line Manager A Coordinator who has overall responsibility for running the business area

Volunteer Volunteers of the City are defined as person who:

- Undertake activities without monetary reward;
- Undertake activities as requested, of their own free will;
- Undertake activities of benefit to the City and the Mandurah Community;
- Undertake activities that complement but do not replace the services provided by paid employees; and
- Are appointed directly by a City Officer for a role that directly supports service delivery.

Volunteer Coordinator A City of Mandurah Officer who has been tasked with coordinating the management of volunteers in accordance with the City's policies and procedures.

Document Control:

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CITY OF MANDURAH

When completed, this declaration is classified OFFICIAL Sensitive

CODE OF CONDUCT DECLARATION

I,

……..……

(print name)

declare I am a Volunteer for the City of Mandurah.

I acknowledge I have read the Code of Conduct and all policies contained/referenced therein, understand the content and agree to be bound by them.

I understand and acknowledge that I can request further training, prior to signing, if required.

Signed ……..

Date …….

Please return completed declaration to Line Manager or Volunteer Coordinator.

The City of Mandurah collects and uses your personal information to administer its services and functions. By completing and submitting this declaration, you acknowledge that you have read and understood the City of Mandurah's Privacy Policy and how your personal information will be collected, used and disclosed. Your information will only be used or disclosed for this purpose or a related purpose you would reasonably expect, unless required or authorised by law. For more information on how your personal information is managed, please visit the City's website.