

VOLUNTEERS

CODE OF CONDUCT



The Volunteer Code of Conduct has been prepared to provide all Volunteers with consistent guidelines for acceptable standard of professional conduct and mutual respect at the City of Karratha.

1.0 CONFLICTS OF INTEREST

1.1 Disclosure of Interest

Volunteers will adopt the principles of disclosure of financial interest as contained within the Local Government Act 1995 – Section 5.59. It is not always easy to determine if a conflict of interest is financial or is in relation to impartiality; it may in fact have elements of both. Ignorance of the law requiring disclosures is not a defence.

“Interest” means an interest that could, or could reasonably be perceived to, adversely affect the impartiality of the person having the interest, and includes an interest arising from kinship, friendship or membership of an association resulting in a financial benefit.

A conflict of interest is a situation arising from conflict between the performance of volunteering services and private or personal interests. It's not wrong to have a conflict of interest, what matters, is how you deal with it. Where a volunteer has any doubt as to whether he or she has a conflict of interest in a particular matter, the person should immediately declare their conflict of interest to their supervisor.

1.1.1 Public Dealings

When dealing with the public whilst performing volunteer services, volunteers are expected to ensure that public interest is their first priority.

Putting the public interest first means:

- Being impartial and unbiased;
- Acting fairly and justly;
- Being accountable and transparent;
- Doing our job effectively and efficiently; and
- Behaving in accordance with the City's Volunteers Code of Conduct.

As a volunteer of the City of Karratha, it is the expectations that you make declaration to your supervisor should any of the following conflict of interests arise.

1.1.2 Private Interests

Private interests are those interests that can bring benefit or disadvantage to us as individuals, or to others whom we may wish to benefit or disadvantage.

1.1.3 Financial Interest

A financial interest exists when it is reasonable to expect that the matter will, if dealt with by the local government, in any particular way, result in a financial gain, loss, benefit or detriment for the person or a close associate.

Financial interests are not just situations where money changes hands, but can also involve anything with a financial value, such as, owning property, business partnership, position in a company, election donations, shares, debts, hospitality and gifts.

1.1.4 Impartiality Interest

Interests affecting impartiality, are interests that would give rise to a reasonable belief that the impartiality of the person having a personal interest would be adversely affected.

Interests affecting impartiality may not have a financial component or value and may involve:

- family relationships;
- friends and enemies;
- religious and cultural obligations;
- memberships in clubs, groups or organisations;
- beliefs, values and attitudes;
- volunteer commitments;
- reputation, power and influence.

2.0 PERSONAL BENEFIT

2.1 Use of Confidential Information

Volunteers shall not use confidential Council information to gain improper advantage for themselves, or for any other person or body. All employees are expected to act in a manner consistent with their obligation to act impartially, and to not improperly cause harm or detriment to any person when representing the City.

2.2 Intellectual Property

The title to Intellectual Property in all duties relating to volunteer services will be assigned to the City upon its creation unless otherwise agreed to in writing.

2.3 Improper or Undue Influence

Volunteers shall not take advantage of their position to improperly influence Elected Members or City's Employees in the performance of their duties, or functions, in order to gain undue or improper (direct or indirect) advantage, or gain benefit for themselves or for any other person or body.

2.4 Gifts and/or Favours

Volunteers must not accept a gift or favour from a person -

- a) who is undertaking or seeking to undertake; or
- b) who it is reasonable to believe is intending to undertake

a decision that will provide a direct or indirect benefit to that person, or an associate of that person.

Gifts or favours obtained in other circumstances must be reported to the volunteer's supervisor who will determine the disposition of the gift or favour.

3.0 CONDUCT

3.1 Personal Behaviour

c) Volunteers shall:-

- Act, and be seen to act, in accordance with the requirements of the law and the terms of this Code;
- Perform their duties impartially and in the best interests of their communities, uninfluenced by fear or favour; and
- Act in good faith (i.e. honestly, for the purpose, and without exceeding their powers) in the interest of the City of Karratha and the community.

d) Volunteers shall not:-

- Make allegations which are improper or derogatory (unless true and in the public interest);
- Make allegations about any individual without substantiating them with their supervisor and / or the Human Resources Department; or
- Display any form of conduct, whilst representing the City, which may cause any reasonable person unwarranted offence or embarrassment.

All complaints will be investigated in accordance with the City's Grievance Resolution Procedure and should not be shared with individuals who are not legitimately part of the investigation process. False allegations will not be tolerated.

- e) The Volunteers Code of Conduct has been prepared to provide all Volunteers with consistent guidelines for acceptable standard of professional conduct and mutual respect within the office.

The City of Karratha reserves the rights to cease the relationship with a volunteer should he/she be found of not abiding by the Volunteer Code of Conduct.

Expected Behaviours - the following is an outline of the Behaviours that Volunteers are expected to display at all times when representing the City:

- Volunteers shall not in any way be verbally aggressive, intimidating or derogatory to another Volunteer, Employee, Elected Member or member of the general public, including use of offensive language.
- Any Volunteer who needs to discuss work related problems with another Volunteer and / or Employee(s) will do so in a courteous and non-aggressive manner.
- Differences of opinions should be discussed only between the parties involved, and should not be discussed with others, with the exception of the Supervisor or Grievance Officer, should a mediator be required.
- Any Supervisor witnessing verbal harassment will address the situation immediately and appropriately.

3.2 Particular Obligations

Volunteers must:

- While providing volunteering services, give their whole time and attention to the business of the City of Karratha, and ensure that their services are carried out efficiently, economically and effectively, and that their standard of work reflects favourably both on them and on the City;
- Carry out lawful directions given by any person having authority to give such directions;
- Give effect to the lawful policies, decisions and practices of the City, regardless of whether or not the volunteer personally agrees with or approves of them; and
- Attend their workplace in a functional manner, and are not to be under the influence of drugs and/or alcohol as outlined in the Alcohol and Drugs Policy.

Volunteers will at all times exercise reasonable care and diligence in the performance of their volunteer service and be consistent in their decision making, while treating all matters on their individual merits.

3.3 Honesty and Integrity

Volunteers will-

- Observe the highest standards of honesty and integrity, and avoid conduct which might suggest any departure from these standards.
- Be frank and honest in their official dealings with each other.
- Report immediately any suspicious behaviour to the City's Public Interest Disclosure Officer (PID Officer) or Chief Executive Officer, where they have good reasons to suspect any fraud, corrupt, criminal or unethical conduct.

3.6 Administrative and Management Practices

Volunteers will ensure compliance with proper and reasonable administrative practices and conduct, and professional and responsible management practices.

3.7 Standard of Dress

Volunteers are not required to wear the corporate uniform. It is preferable for volunteers to wear the colours of the City's corporate uniform but this is not compulsory. Garments are not to include low cut necklines, exposed mid-ribs, mini skirts or transparent material. Garments are not to include branding for another organisation or potentially offensive words, terms, logos or pictures.

Garments are to be clean, neatly pressed and maintained in good order. All clothing work by volunteers should comply with the City's Sun Safety Policy.

Volunteers are expected to comply with the City's dress guidelines at all times. Management reserves the right to raise the issue of dress code with volunteers who do not meet these guidelines.

3.8 Communications and Public Relations

Volunteers are not authorised to speak on behalf of the City. All enquiries (including requests to comments on social media) are to be forwarded to the Manager Marketing & Communications.

4.0 DEALING WITH COUNCIL PROPERTY

4.1 Use of Local Government Resources

Volunteers will:

- be scrupulously honest in their use of the City resources and shall not misuse them or permit their misuse (or the appearance of misuse) by any other person or body;
- use the City resources entrusted to them effectively and economically in the course of their duties; and
- not use the City resources (including the services of Council Employees) for private purposes.

5.0 OCCUPATIONAL HEALTH AND SAFETY

5.1 Duties of volunteers

A volunteer shall take reasonable care –

- a) to ensure his or her own safety and health at work; and
- b) to avoid adversely affecting the safety or health of any other person through the act or omission whilst performing volunteering duties.

A volunteer contravenes this section if the volunteer –

- a) fails to comply, so far as the volunteer is reasonably able, with instructions given by the City for the safety or health of the volunteer or for the safety or health of other persons; or
- b) fails to use such protective clothing and equipment as is provided, or provided for, by the City in a manner in which he or she has been properly instructed to use it; or
- c) misuses or damages any equipment provided in the interests of safety or health; or
- d) fails to report forthwith to the City—
 - i. any situation at the workplace that the volunteer has reason to believe could constitute a hazard to any person that the employee cannot correct; or
 - ii. any injury or harm to health of which he or she is aware that arises in the course of, or in connection with performing his or her volunteer services.