

Introduction

The Volunteer Code of Conduct (the Code) applies to all persons participating as a volunteer within City programs, services, and City administered Committees and Advisory/ Working Groups. This document sets out the general principles to maintain ethical standards and guide behaviours of volunteers across the City of Wanneroo.

While the Code is a helpful resource, it does not cover every situation you may face as a volunteer, so it is important to use good judgement in everything you do and to ask for guidance if you are unsure about the right course of action.

It should be noted that this Code does not over-ride any legislation or law. Should the Code be inconsistent with any legislation or law, the legislation or law will take precedence.

If you are unsure of anything contained in this Code, seek advice BEFORE you act!

You can seek advice or further information on anything contained in this Code from your Volunteer Leader. Alternatively contact the City's Volunteer Development Officer, volunteering@wanneroo.wa.gov.au or phone on 9405 5600.

Our Values

As a volunteer you are representing the City when undertaking your volunteer role. The City has adopted five corporate values which distinguish and guide our professional conduct and personal behaviour while in the workplace.

Make sure your actions always reflect our values. You should always follow our Code and comply with the City's policies, procedures, all relevant laws and regulations and complete any assigned training.

Customer Focused - delivering service excellence

- We act in and advocate for the community's best interest.
- We provide accurate and consistent information.
- We take a keen interest in the work of others.
- We strive to deliver better value to our customer.

Collaboration - together we are stronger

- We engage and consult with others appropriately.
- We share resources, ideas and information.
- We develop purposeful and positive relationships and networks with customers, stakeholders and peers.

Improvement - finding simpler, smarter and better ways of working

- We use each customer experience as an opportunity to improve.
- We continually review through questioning and debate.
- We embrace change.
- We tap into our creative capacity.
- We strive for excellence.

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Respect - trusting others and being trustworthy

- We act professionally with courtesy and integrity.
- We are inclusive by accepting and valuing diversity and by treating others fairly and with dignity.
- We share openly, honestly and appropriately.
- We genuinely consider and respond to the needs of others.

Accountability - accepting responsibility and meeting commitments, on time and to standard

- We clarify expectations up front.
- We demonstrate high and proactive concern for health, safety, environment, community and the City's reputation.
- We adhere to corporate policies and procedures and legislative requirements.
- We avoid waste.

Ethics in Practice

Personal behaviour

Harassment and bullying in any form – verbal, physical, or visual is unacceptable and will not be tolerated. If you believe you have been bullied or harassed in the course of your volunteering work, by any employee, contractor, or by any member of the public, we strongly encourage you to immediately report the incident to your Volunteer Leader, or the Volunteer Development Officer.

Professional conduct

The City is committed to a supportive workplace, and actively creates and promotes an environment that is inclusive of all people and their unique abilities, strengths and differences. We work better together because of our differences, not despite them. You are required to respect and value the diversity of the City's workforce and community members in the course of your volunteering role.

Professional commitment

As a volunteer you play an important role in contributing to the success of the City and as such you must make a commitment to comply with internal rules, policies and procedures, as well as conduct yourself with integrity. You should endeavour to ensure that your actions will not adversely affect your volunteer duties or endanger the health, safety or welfare of others in the workplace or in the community.

Communication and information

Our reputation, by which we build trust with our community, is our most valuable asset and it is up to all of us to make sure that we continually earn that trust and not do anything that may bring the City's reputation into disrepute.

You must exercise caution and be careful when considering disclosing confidential information. You must ensure that external communications (including online and social media posts) do not disclose City information that may be confidential or represent (or otherwise give the impression) that you are speaking on behalf of the City unless you are authorised to do so. The same applies to communications with the media.

Record-keeping and use of information

Our procedures limit access to and the use of information held by the City and require everyone to take measures to protect that information from unauthorised access or use. Volunteer Mentors or Leaders will provide further information on record keeping and use of information requirements if required for the volunteer role performed.

Fraud, corruption and misconduct

The City considers fraud, corruption and misconduct to be serious matters. Such behaviours are unacceptable and the City adopts a zero tolerance approach towards such behaviour. All allegations of corrupt conduct will be investigated and may result in possible immediate removal from a volunteering role and the City's volunteer register.

Use of public resources

The City provides the tools and equipment needed to do your volunteer role effectively but relies on you to be responsible and not wasteful with the resources you are given. City resources should be used diligently, efficiently and for their intended purpose. Simply put, the money spent on behalf of the City is public funds.

Gifts and benefits

Volunteers must avoid situations that may give rise to the appearance that a person or body, through the provision of gifts, benefits or hospitality of any kind, is attempting to secure favourable treatment from you.

Do not demand or accept in connection with your volunteer duties any gifts, benefits, hospitality, fee, commission, reward or gratuity of any kind which is outside the scope of your volunteer role. If you require further information, please ask your Volunteer Leader, or the Volunteer Development Officer.

Conflicts of interest

A conflict of interest exists where a reasonable and informed person would perceive that you could be influenced by a private interest when carrying out your volunteer duties.

You must avoid or appropriately manage any conflict of interests. The onus is on you to identify a conflict of interest and take the appropriate action to manage the conflict. When considering whether or not you have a conflict of interest, it is always important to think about how others would view your situation.

Ensure personal or financial interests do not conflict with your ability to perform your volunteer duties in an impartial manner and declare any conflict between your personal and volunteering duty as soon as it is known. If in doubt consult your Volunteer Leader, or the Volunteer Development Officer.

REVISION HISTORY

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