



CUMBERLAND
CITY COUNCIL

Volunteer Induction Handbook

from Cumberland City Council



Welcome to Country

Jumna ya wogal wal ya pemel jumna mingan jumna tamu. Ngalaringi wyanga pemal.

Ngalaringi babuna wal gnia ya pemal da lo-loley dice wara mooting jumna banga nolla ya.

Pemal jumna wal gnia koi mund wal tati pemal jumna annagar dice.

Eorah wal mullana wal mingan jumna gai gnia bou gu-nu-gal nglaringi go-roong dyaralang.

Nglaringi go-roong dyaralang. Ngalaringi bou ngalaringi jam ya tiati nglaringi bubuna jumna.

Mittigar gurrung burruk gneene da daruga pemal.

Didjeree Goor

We were the first carers of the land, we took only what we needed from our Mother Earth. Our ancestors knew how to take care of the land, so as to continue their survival. We do not own the land, but we are charged with the care of it. As custodians of this land we ask that all people join us and preserve what we have left for future generations. We must protect the few sites we have to ensure our culture continues. In the language of our ancestors we welcome you to Darug Lands.

Thank you.

Welcome to Country by Darug Elder Aunty Edna

Contacts

Volunteer Programs Officer:

Phone: 02 8757 9252

Email: volunteer@cumberland.nsw.gov.au

Please send enquiries about the volunteer program to volunteer@cumberland.nsw.gov.au

My supervisor:

Name:

Position:

Phone number:

Email:

Your supervisor is your first point of contact. Direct all questions to your supervisor. If your supervisor is unable to assist, please contact Council's Volunteer Program Officer.

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NAME:
David

POSITION:
Head Volunteer

LOCATION:
Merrylands Garden

TIME IN SERVICE:
7 Years



What do you enjoy
about volunteering?



Watching
flowers and
vegetables
grow.

Welcome

Welcome to the Cumberland City Council Volunteer Program

This Volunteer Induction Booklet includes information that will assist you to perform your volunteer role with Council.

Use this handbook as a reference whilst you are volunteering with Cumberland City Council.

If you have any questions regarding volunteering, please speak to your supervisor or Council's Volunteer Program Coordinator on 8757 9252 or volunteer@cumberland.nsw.gov.au

We hope that your work with Cumberland City Council is rewarding.

Thank you for volunteering with us.



About Cumberland City Council

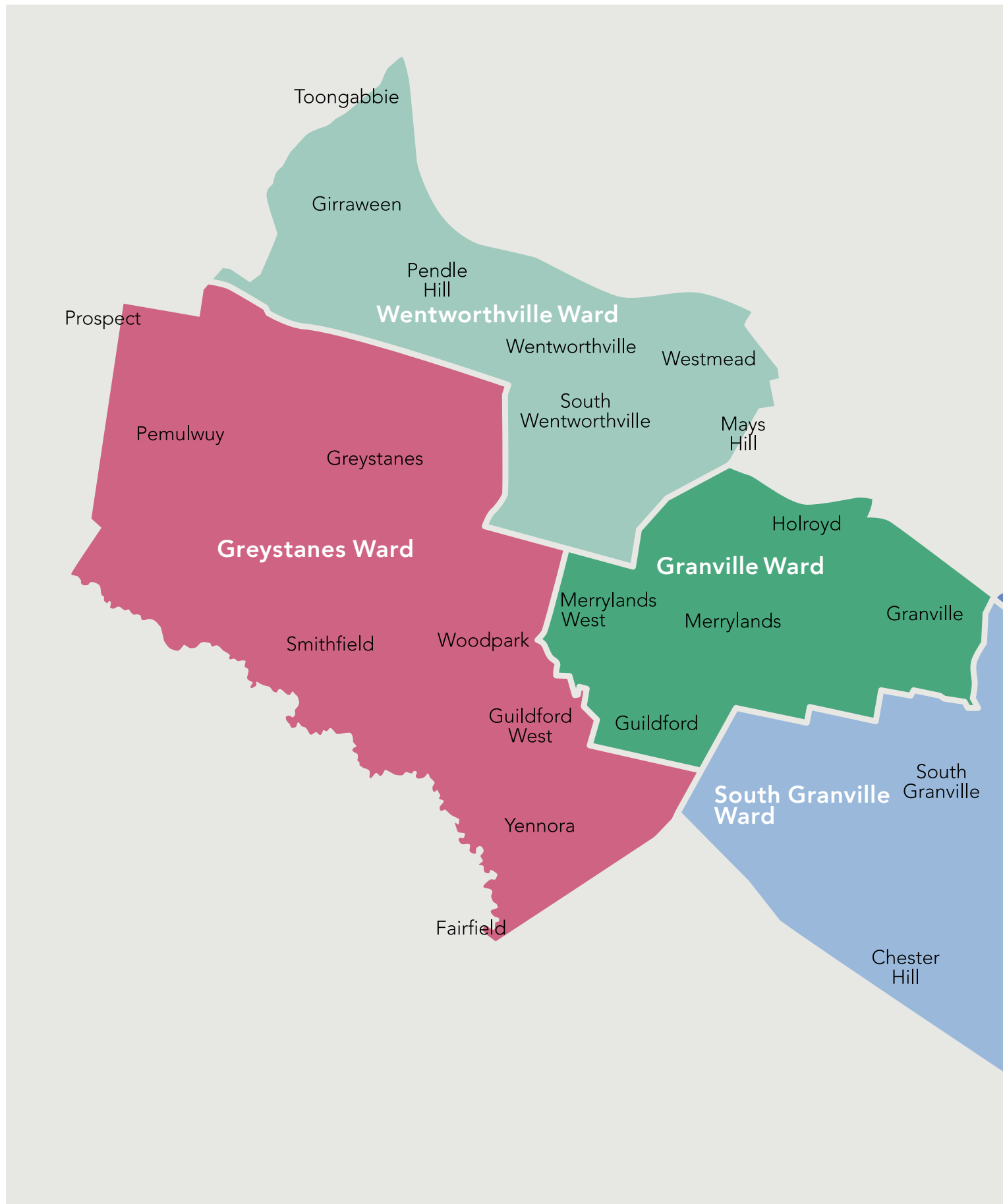
Cumberland City Council is one of the most culturally diverse Local Government Areas (LGA) in NSW, with a large range of languages, religions, and countries of birth, creating an unrivalled vibrancy to the area. Approximately 242,500 residents have chosen to live in the Cumberland City area, making it also one of the most populous LGAs in NSW. Cumberland's community vision is: "Welcome, Belong, Succeed", which is a broad statement developed with the people who live in, do business and visit the Cumberland City area.

Located in the geographical heart of Sydney, Cumberland City Council is also the epicentre of modern multicultural Australia. From the 2016 Census, half (52%) of all residents born overseas and a quarter of these (25%) having arrived in Australia in the last five years, the area is for many their first introduction to life in Australia. Council is determined that all its residents, businesses and visitors feel they are welcome; that people and families from different cultural backgrounds can come together and belong; and that anyone, through hard work and with the support of their community can succeed.

If you would like to learn more about the community in Cumberland City and the services Council offers to its residents watch the following two short videos using the links below:

- community video: cumberland.nsw.gov.au/who-lives-Cumberland-area
- council services video: youtube.com/watch?v=FQI7_KhRDYc

Cumberland City Council is made up of 5 wards

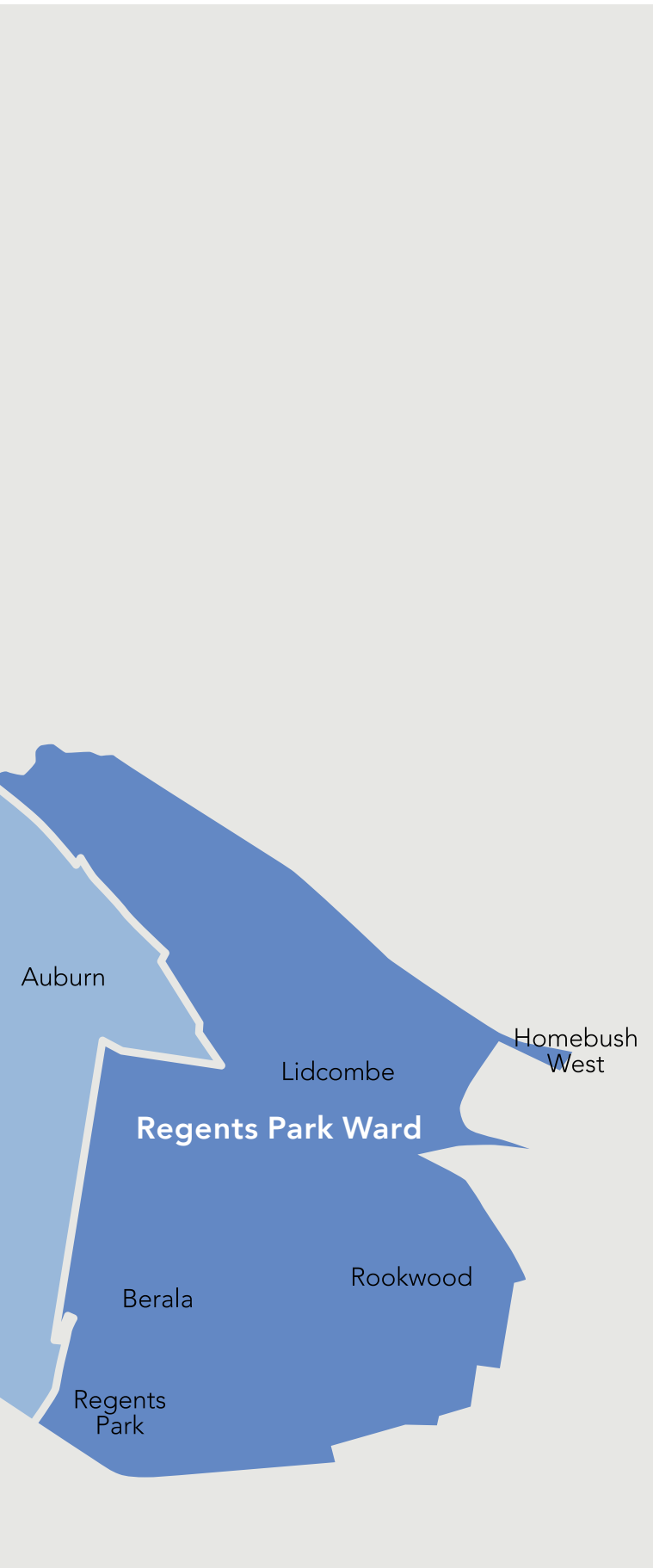


Cumberland City Council Community Strategic Plan 2017 – 2027

This plan sets out the community's vision for the future; the strategies in place to achieve it, and how progress towards or away from the vision will be measured. The Community Strategic Plan was developed after an extensive community engagement process. It identified six strategic goals:

- a great place to live
- a safe accessible community
- a clean and green community
- a strong local economy
- a resilient built environment
- transparent and accountable leadership.

Cumberland City Council values the contribution of volunteers and recognises that the work they undertake contributes to improving the quality of life and the quality of the environment in the Cumberland City area. Volunteers support Council to achieve the strategic goals of the Community Strategic Plan. The Community Strategic Plan can be found on Council's website: cumberland.nsw.gov.au



Cumberland Volunteer Policy

Council's Volunteers Policy commits Council to creating opportunities for volunteers that are productive, meaningful and of benefit to the community and the volunteer. Council will ensure that all volunteers are treated as equals, trained where necessary, given appropriate recognition and support and protected through the provision of a safe and healthy workplace. Council is committed to increasing volunteering opportunities that will lead to skills development and learning opportunities.

Volunteers work alongside staff to deliver and enhance a broad range of services and programs offered by Council. The activities undertaken are of benefit to the Council and the local community and complement, but do not replace, the services and programs provided by paid staff. Volunteers also assist Council by developing links in the local community and encouraging community cohesion and independence.

Cumberland City Council is committed to best practice in volunteer management and ensuring it meets the National Standards for Involving volunteers in not-for-profit organisations.

Definition of volunteering

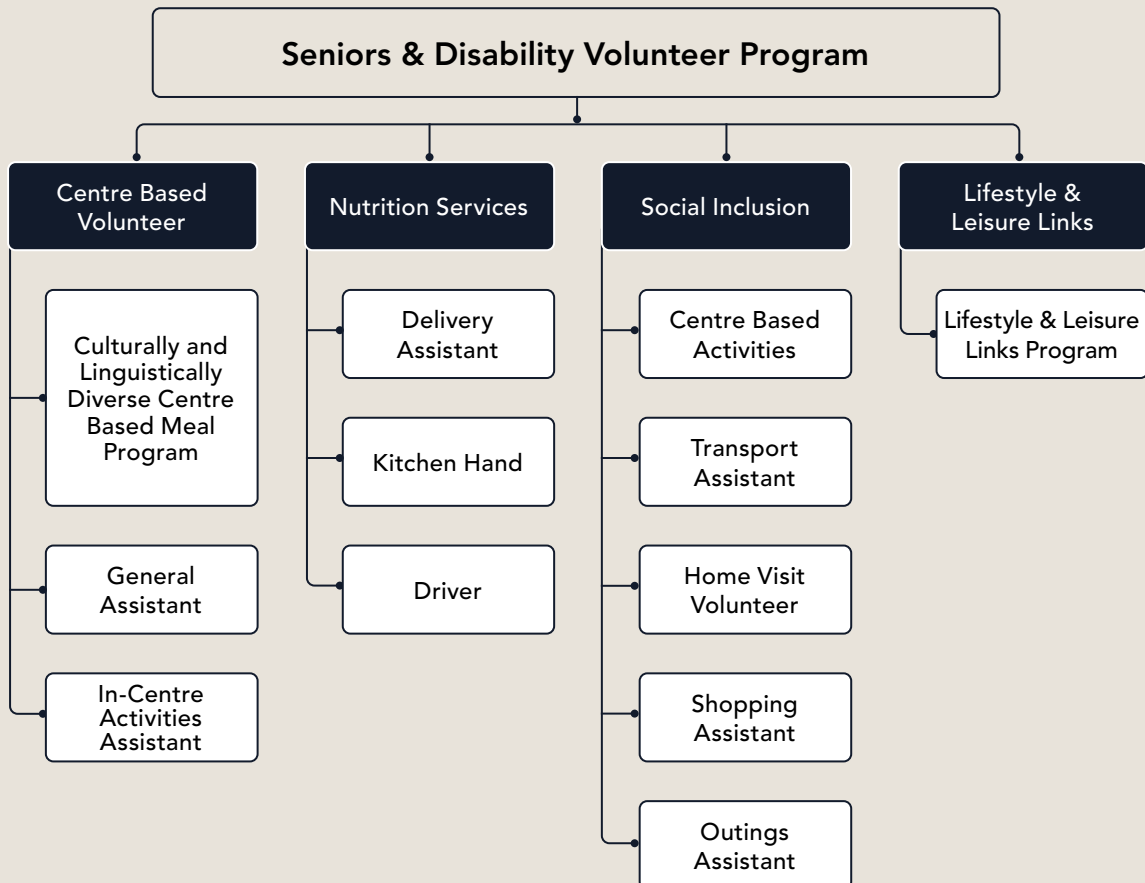
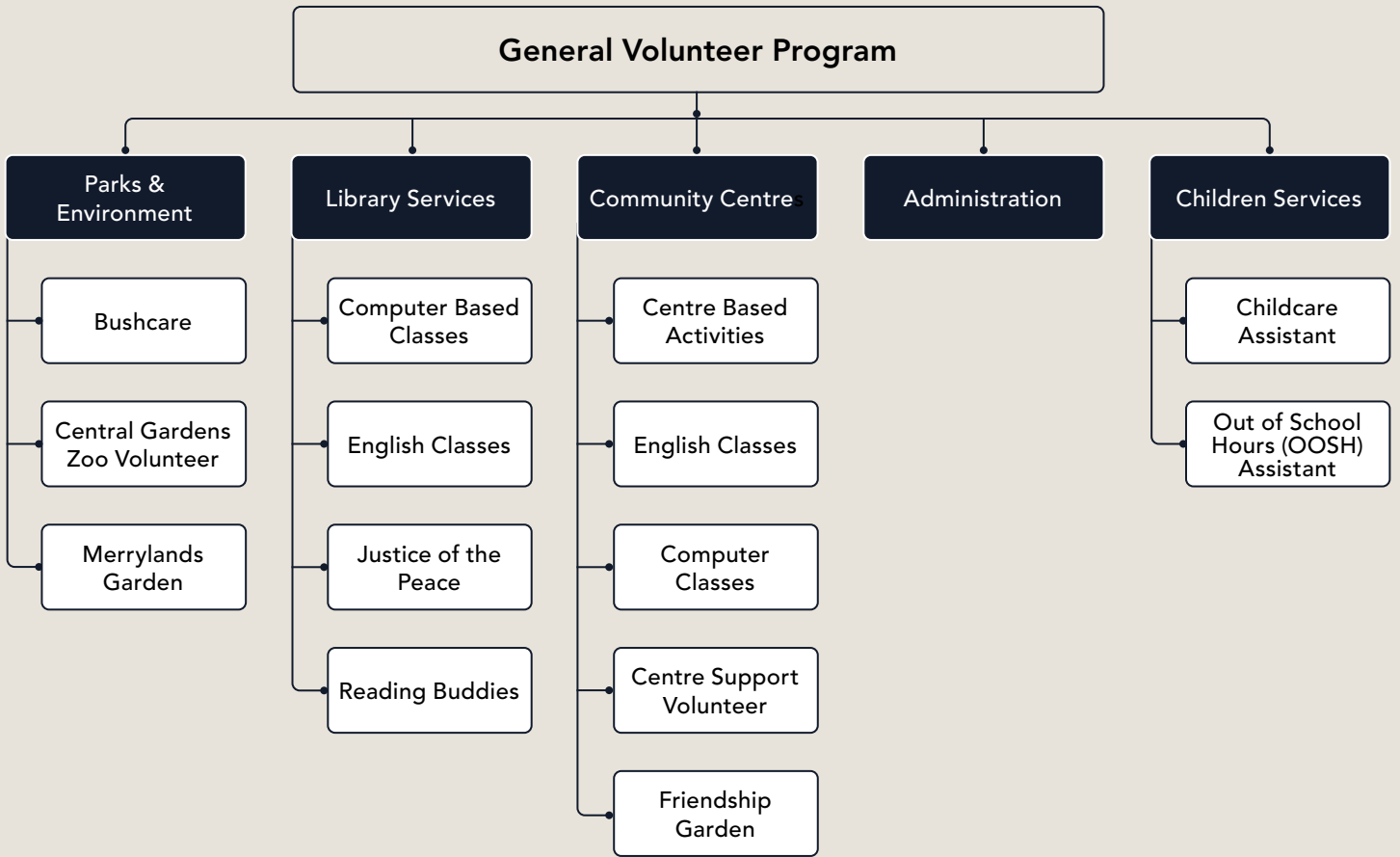
Cumberland City Council's Volunteer Policy defines a volunteer as a person who supplies labour:

- for no financial reward by Council
- at no direct financial cost to the volunteer.
- of their own free will and without coercion.
- for community benefit, self-benefit, and environmental benefits
- in designated volunteer positions as determined by Council.

Volunteer positions

Volunteers are an essential part of the Cumberland Community. Cumberland City Council's Volunteer Program offers the following volunteering opportunities:

Volunteer positions



Rights and responsibilities

Cumberland City Council volunteers rights and responsibilities

Volunteers have the right to:

- be treated as co-workers. This includes clear job descriptions, agreement with agreed working hours and the purpose of the position, equal employment opportunity, work health and safety, anti-discrimination legislation and organisational grievance processes
- be asked for your permission before any job-related reference, police or other checks are conducted
- be given accurate information about the organisation for which you are working. Be kept informed of organisational changes and the reasons for the changes
- be provided with sufficient training to fulfil the assigned work and receive on-going relevant training
- be provided with a place to work and suitable tools for the job
- work in a healthy and safe environment.
- refuse to do a task that you would feel uncomfortable undertaking
- have your confidential and personal information dealt with in accordance with relevant privacy legislation
- be heard and make suggestions.
- be adequately covered by insurance
- be given a verbal reference or statement of service, if appropriate.

Volunteers have the responsibility to:

- be sure you really want to volunteer and know why
- offer your services only if you believe in the value of what you are doing
- respect confidentiality and privacy
- be punctual, accountable, and reliable. Notify the organisation if you are unable to attend. Give notice if your availability changes or you are leaving the organisation

- carry out the duties listed in your volunteer position description. Take the job seriously and behave responsibly
- report any injuries or hazards you notice in the workplace to your Volunteer Supervisor
- abide by Cumberland City Council's policies and Code of Conduct
- undertake required training provided, observe the Code of Conduct, Work Health & Safety policies and Privacy Law in relation to the organisation, other staff and volunteers
- welcome supervision and ask for support when needed
- value and support other team members
- avoid over-extending yourself, recognise personal limitations and say 'no' when appropriate. Prioritise self-care and not make promises you cannot keep.

Cumberland City Council rights and responsibilities

Cumberland City Council has the right to:

- interview volunteers to decide where the volunteer's skills can best be utilised and assign tasks deemed beneficial to both, the volunteer, and the designated team
- expect volunteers to perform their agreed role with a commitment of professionalism, reliability, and dedication
- be informed of any changes in agreed arrangements with volunteers
- discuss the volunteer's performance and any need for change
- release inappropriate volunteers if necessary.

Cumberland City Council has the responsibility to:

- recruit volunteers in accordance with equal opportunity and anti-discrimination legislation.
- interview and screen volunteers
- provide volunteers with an information package consisting of a position description, and other information related to their role
- provide a safe and healthy work environment
- provide support and supervision
- provide adequate insurance coverage
- brief, train and induct volunteers
- provide a grievance procedure
- acknowledge volunteers' contributions.

NAME:
Anthony

POSITION:
English Conversation
Class Tutor

LOCATION:
Libraries

TIME IN SERVICE:
5 weeks

What do you enjoy about
volunteering here?

“

I love the area ...
meeting people
with different life
experiences.

Anthony
Sheehan

Volunteering guidelines

Code of Conduct

All Cumberland City Council officials, regardless of their employment status, role or position must be familiar with and follow the spirit and content of the Code of Conduct. Volunteers are regarded as Cumberland City Council officials.

We want you to uphold the highest standards of behaviour to ensure communities have trust and confidence in local government.

In an event of misconduct or breach to the Code of Conduct, Cumberland City Council has the right to dismiss a volunteer.

- Please see the Appendix 1 Volunteer Summary of Cumberland City Council Code of Conduct.

Working with Children Check

Cumberland City Council is committed to the provision of a safe environment for children and young persons. All volunteers over the age of 18 years, who come into contact with children in their volunteer role are required to complete a Working with Children Check and provide this number and their date of birth to the Volunteer Programs Officer for verification. This check is available online and is free for volunteers.

Working with Children Checks are provided by the NSW Children's Guardian. There is no cost for a Volunteer Check. For more information or to make an application please visit: www.ocg.nsw.gov.au

Police Check

Volunteers working in "Sensitive Positions" are required to complete a National Police Criminal Record check. This check is free for volunteers.

A 'Sensitive Position' is one where a volunteer may:

- be working with vulnerable people such as elderly and frail, young children and individuals with disability
- be working in a service users' home
- have cash handling responsibilities.

NAME:
(L to R) Karissa, Larissa and Kate

POSITION:
Zoo Assistant

LOCATION:
Central Garden Zoo

TIME IN SERVICE:
6 months – 2 years



Larissa: I grew up visiting the park regularly and have always enjoyed visiting. I like to get hands on experience with a range of animals.

Kate: To get some experience handling wildlife and explore the opportunities available in the wildlife industry.

Why did you choose to volunteer?

Two young women are sitting on a dark wooden bench outdoors. They are both wearing khaki long-sleeved shirts with a circular logo on the left chest and the word "VOLUNTEER" on the right chest. The woman on the left is wearing blue jeans and brown boots, and is smiling. The woman on the right is wearing dark pants and brown boots, and has a neutral expression. The background is a blurred green garden with various plants and a black metal fence.

““

I wanted to take my passion for animals to the next level. – Karissa

Use of Council equipment & resources

Where volunteers are provided with equipment to assist in performing their duties, it is the volunteer's responsibility to ensure the equipment is used correctly and within guidelines. If the equipment is damaged or not working, the Volunteer Supervisor needs to be informed immediately.

Cumberland City Council resources and equipment must not be used for private purposes by volunteers.

Cumberland City Council is not liable for any fine or infringement received by volunteers such as parking, speeding, light camera or any other, resulted from actions of volunteers.

Privacy and confidentiality

During involvement with Cumberland City Council, volunteers will encounter information which must be kept confidential at all times. This information must not be discussed or disclosed to any unauthorised person or organisation.

Media protocol

Cumberland City Council volunteers are not permitted to address or make comment to media on behalf of Council. This policy is also extended to social media updates.

Grievance and complaints

Volunteers should raise concerns with their supervisors, where there are concerns about their workplace, a customer, their role, or the professional conduct of others in the team.

Supervisors will take the appropriate steps to resolve the issue. Where the matter of concern is in relation to Volunteer Program, Cumberland City Council Service or Volunteer's supervisor; volunteer must notify the relevant officers in charge of the Cumberland City Council Volunteer Program via volunteer@cumberland.nsw.gov.au or 02 8757 9000.

All Complaints must be in writing. The Volunteer Program Coordinator will escalate the matter to the appropriate person in Council in a private and confidential manner.

Supervision

Regular volunteer supervision sessions will be held by Volunteer Supervisors or Volunteer Programs Officers. Volunteers may approach them at any time to discuss an issue. Volunteers will undertake an Annual Review with the Volunteer Programs Officer.

During induction and on-boarding, volunteers will be given an induction kit which includes Cumberland City Council's Volunteer Induction Handbook (Code of Conduct, Australian Government Fair Work document), Volunteer Position Description, Volunteer Program Agreement & Insurance, Code of Conduct Declaration.

Suitable training and ongoing support will be offered to volunteers. Volunteers may be required to attend compulsory training such as Volunteer Induction Training or Work Health and Safety Training.

NAME:
Harshpreet

POSITION:
Administration
Volunteer

LOCATION:
Various

TIME IN SERVICE:
4.5 Months

What do you enjoy about volunteering with Cumberland City Council?

“

My volunteer supervisor has made ... volunteering a fun task.



Work Health & Safety

Volunteers must abide by Cumberland City Council's Work Health and Safety Policy.

What do volunteers need to do?

Volunteers have health and safety duties to:

- take reasonable care for their own health and safety
- take reasonable care to ensure they don't affect the health and safety of other people, for example, other volunteers, members of the public or clients they may be assisting
- comply, so far as they are reasonably able, with any reasonable instruction that is given to them by Council.

If a volunteer is injured through an accident in the course of duties as a volunteer, you must immediately report the matter to your supervisor or the Volunteer Program Coordinator and complete an Incident Report. Volunteers are covered by Council's current Group Personal Accident Insurance Policy.

Reporting incidents

If you are injured while volunteering with Council, you must report your injury to your Supervisor so that the right first aid or treatment is provided, and the incident is recorded in the injury management system. All incidents are to be reported.

Return to Work Coordinator contact: 8757 9688 / 0478 361 500

Personal Protective Equipment (PPE)

Personal Protective Equipment refers to anything used or worn to minimise the risk to workers' health and safety. This may include, but is not limited to:

- boots
- ear plugs
- face masks
- gloves
- goggles
- hard hats
- high visibility clothing
- respirators
- safety harnesses
- safety shoes
- sunscreen.



Why did you choose
to volunteer with us?

“

Volunteering is
a community
service and it is
my passion.

Where necessary volunteers will be provided personal protective equipment by their Supervisor. All volunteers who are working with the bush care team and/or the wildlife care and conservation team must have their own safety shoes prior to start.

Smoking in the workplace

Smoking is not allowed in any of Council's offices, buildings (including community centres), vehicles and plant machinery. In addition, smoking is not permitted within 4 metres of any public building.

Emergency situations

In emergency situations, your first point of contact is your supervisor. You must follow instructions given by the Emergency Warden, who is a staff member coordinating the emergency response, e.g. an evacuation.

Alcohol and other drugs

All volunteers must comply with Council's Alcohol and Other Drugs Policy. Council has a primary duty of care to ensure the health, safety, and welfare of all Council officials, including volunteers in the workplace.

The organisation enlists a variety of strategies, programs, and procedures to ensure that appropriate education, training, health, and preventative programs are in place to help build a resilient and supportive workplace.

Volunteers are obliged to present themselves for work in a fit state to carry out their work activities without exposing themselves, their co-workers, or other people in the workplace to unnecessary risks to health and safety.

The inappropriate use of alcohol and other drugs can negatively affect work performance and may jeopardise the health, safety and wellbeing of our workers and volunteers.

Volunteers, like all other workers, are required to participate in an alcohol and other drug testing program as provided by the Alcohol and Other Drug Policy.

The procedure includes a blood alcohol limit of 0.05 and testing of workers and volunteers can occur under the following conditions:

- **voluntary** – For volunteers who wish to be tested for alcohol or other drugs
- **post reportable incident** – Testing may take place where an incident occurred that resulted in personal injury, involved vehicle damage, resulted in property damage and/or any incident that had the potential for significant risk of harm or injury to persons or equipment. This will take place within 12 hours after the incident. Volunteers found to be under the influence of alcohol or other drugs may be removed from the workplace in accordance with Council's Drug and Alcohol Policy
- **reasonable suspicion** – Testing can take place if there is a reasonable suspicion that a volunteer is impaired by drugs or alcohol
- **random** – Testing of the workforce on a random basis will take place from time to time
- **limited random** – for workers who have given a confirmed positive result for alcohol and other drugs.

The alcohol and other drugs testing is not designed to be punitive, but rather to ensure Council is able to provide a safe workplace for all workers.

If you provide an unconfirmed result (including refusing to undergo a test), you will not be able to return to volunteering until you provide a negative result.

Volunteers found to be under the influence of alcohol or other drugs may be removed from the workplace in accordance with Council's Alcohol and Other Drugs Policy.

NAME:
Ron


POSITION:
Justice of the Peace

LOCATION:
Libraries

TIME IN SERVICE:
18 months

Why did you choose
to volunteer with us?

“
I like to give
my time and
meeting new
people.”

A man with a grey beard and glasses, wearing a tan bucket hat and a tan button-down shirt with a 'VOLUNTEER' patch, is smiling. He is standing in front of a white storage unit filled with various items. The background is slightly blurred, showing more of the storage unit and some outdoor greenery.

Why did you
choose to
volunteer?

“
I wanted to be
involved in bush
regeneration
and the
environment.”

NAME:
Geoff

POSITION:
Bushcare Volunteer

LOCATION:
Various

TIME IN SERVICE:
1 year

Volunteer program coordination

The Volunteer Programs Officer oversees Council's Volunteer Programs. They are responsible for managing the program effectively and efficiently and are your first point of contact for any enquires.

At the beginning of your volunteer placement you will be assigned a Volunteer Supervisor.

The Volunteer Supervisor is a Cumberland City Council staff member who will oversee your daily work, organise times and days for you to volunteer and provide you with feedback and training opportunities.

References

At the end of your volunteer placement your supervisor can provide you with a Statement of Service which outlines how many hours you spent volunteering, your specific role(s) and the tasks involved.

You may ask your supervisor to be a referee on your resume. Please inform them before you provide their details to any potential employer.

VOLUNTEER

NAME:
(L to R)
Sebnem & Francisca

POSITION:
Garden Volunteer

LOCATION:
Friendship Garden

TIME IN SERVICE:
1.5 years

Why did you choose to volunteer?

Francisca: I wanted to offer my services to the community when I retired. Also, to utilise my time more efficiently. A way of making new friends and know more about the community in the area.



“
I want to help
the environment,
develop skills,
knowledge and
socialise. – Sebnem

Appendices



CUMBERLAND
COUNCIL

Cumberland City Council Code of Conduct (Volunteers' Summary)

Part 1

1 Why is a Code of Conduct required?

A Code of Conduct is required:

- to describe the standards of conduct that are expected
- to encourage Council officials to act honestly and exercise a reasonable degree of care and diligence which is also a statutory duty
- to enhance public confidence in the integrity of local government.

Who does the Code of Conduct apply to?

All Cumberland City Council officials, regardless of their employment status, role or position must be familiar with and follow the spirit and content of the Code of Conduct.

Cumberland City Council officials include:

- Councillors
- Council Committee Members
- Delegates of the Council
- all Council employees whether they are permanent, temporary, casual, apprentices and trainees, regardless of whether they work full-time, part-time or on a flexible employment arrangement
- contractors, consultants, and labour hire workers who perform work for the Council through a commercial contract
- employees of other organisations or agencies who are working in Council on a secondment arrangement
- students doing unpaid work experience or unpaid placements
- volunteers.

Expected standards of behaviour

We want you to uphold the highest standards of behaviour to ensure communities have trust and confidence in local government.

You must:

- conduct yourself in a manner that will not bring Council into disrepute
- act lawfully and honestly, and exercise due care and diligence
- comply with Council's policies and procedures

- treat others with respect and not harass or discriminate against them, or support others to do so on the grounds including, but not limited to sex, pregnancy, age, race, responsibilities as a career, marital status, disability, homosexuality, transgender or if a person has an infectious disease
- consider issues consistently, promptly, fairly and in a non-discriminatory manner
- ensure each decision is properly made and dealt fairly with all parties involved taking into consideration all facts known to you and having regard to the merits of each case
- disclose and appropriately manage conflicts of interest
- use and secure information appropriately and not disclose confidential information
- use Council resources ethically, effectively, and efficiently.

Conflict of interest

Conflicts of interest involves a conflict between a Cumberland City Council Official's public duty and their personal or private interests. A conflict of interest exists if a reasonable person would perceive that you could be influenced by a private interest when carrying out your public duty.

There are two types of interests:

- pecuniary interest
- non-pecuniary interest.

Pecuniary interests are those where there is a reasonable likelihood or expectation of appreciable financial gain or loss to you and/or persons related to you.

Non-pecuniary interests are private or personal interests that commonly arise out of family or personal relationships or involvement in sporting, social or other groups and may include an interest of a financial nature.

Both type of interests, need to be declared **before** commencing any related work, this includes volunteer work.

Examples of pecuniary interests for volunteers:

- your partner owns a company which is tendering for work with the Council. This becomes a pecuniary interest if you are privy to confidential information relating to any Council tenders that your partner's company has an interest in

- you work at a local not-for-profit organisation and apply for a project to be funded by Council's Community Grants Program.

Non-pecuniary interests that must be declared

Any dealings you have with the Council in a personal capacity, as well as any dealings with the Council by your:

- relatives including relatives of current and former spouse/s or de facto partner/s
- other persons living in the same household
- nominees and Trustees
- friends
- business Relationships
- organisations, sporting bodies, clubs, corporations, or associations of which you are a member.

Any kind of relationship whether it be significant or a less than significant, must be disclosed.

Examples of non-pecuniary interests for volunteers

You volunteer with the Seniors and Disability Team. Your mother is also on the waiting list to receive a service from that team.

When and how is a conflict of interest disclosed?

When you become aware that a personal interest may conflict with your public duty, discuss the matter with your supervisor. Request and fill out the "Conflict of Interest Declaration Form" and submit it to your supervisor and Volunteer Coordinator.

How can a conflict of interest be managed?

Conflict of interest arising out of pecuniary interest and significant non-pecuniary interest can be managed by either removing the source of the conflict, by relinquishing or divesting the interest that creates the conflict or by reallocating the conflicting duties to another Council official, and having no involvement in the matter, by absenting yourself from the issue.

Part 2

Current and additional (secondary) employment

What is secondary employment?

Unpaid or voluntary work is not regarded as secondary employment; however, conflict of interest issues may still arise and request and fill out the "Conflict of Interest Declaration Form" and submit it to your supervisor and Volunteer Coordinator.

Secondary employment includes any paid employment with another person or organisation outside Council and includes self-employment, online business, independent contracting or consultancy services to someone outside of Council and real estate business or employment by a family company. Paid employment already held by a person at the time of their employment by Council is also secondary employment.

Why is secondary employment required to be reported and approved?

Secondary employment can give rise to:

- possible conflict of interest
- misuse of Council resources, equipment, facilities or confidential information
- opportunities for corrupt conduct which could discredit or disadvantage the Council
- complaints from the public
- adverse effects on volunteer performance of their duties at Council including health and safety risks such as fatigue.

How can additional (secondary) employment be managed:

- new volunteers declare existing employment and other volunteer work they participate in before they start with Council. Further information will be derived during the induction process
- all volunteers participate in an annual refresher Code of Conduct training session through an E-Learning module.
- existing volunteers complete a Secondary Employment Application Form annually

- the application will be reviewed by the department manager and then approved or refused by the Director along with conditions subject to which the approval is granted
- in the instance where the application is refused, the volunteer may request a review of the decision
- volunteers granted approval should advise the Volunteer Program Coordinator of any changes to their secondary employment conditions during the year
- all volunteers will be prompted by the Volunteer Program Coordinator to renew their secondary employment status annually by following the same procedure.

What are personal dealings with the council?

Personal dealings with the council are dealings in your personal capacity with the Council as a ratepayer, recipient of a council service or an applicant.

You must:

- follow the procedure as a normal member of the community
- avoid any action that could lead members of the public to believe that you are seeking preferential treatment.
- you must not take or influence others to take advantage of your position with Council to obtain a private benefit for yourself or any other person.
- you must not expect or request preferential treatment in relation to any matter in which you have a private interest because of your position
- you must not access Council information and resources for personal purposes and must not influence others to do so
- you must not approach Council staff, to discuss your personal dealings with the Council, e.g. your personal development application.

Part 3

Assessing and using Council information

- Only access Council information needed for Council business and not use that Council information for private purposes, including but not limited to financial benefit or improper advantage for yourself or for others.
- Only release Council information in accordance with established Council policies and procedures and in compliance with relevant legislation.
- Only release Council information to Cumberland City Council employees or advisers in the proper performance of your responsibilities and duties as a volunteer. If unsure, discuss with your supervisor first.
- You must maintain the integrity and security of confidential documents or information in your possession, or for which you are responsible.

Accessing and using Council resources:

- Council resources include all people and property resources belonging to the Council including, but not limited to, physical, human, financial, technological and intellectual resources
- all Council officials must use Council resources ethically, effectively, efficiently and carefully and must be scrupulous in the use of Council property, including intellectual property, official services and facilities
- Council officials must not misuse Council resources and must avoid any action or situation that could be perceived as misuse for personal benefit. Infrequent, short and minimal private use may however be made of phones, photocopiers, printers, email and internet, at the discretion of your supervisor.

Cumberland City Council's communication devices include:

- telephones including hard wired, cordless and mobiles
- computers, laptops and tablets
- email, fax, internet, intranet and two-way radios.

Council officials must not:

- use Council's communications devices to intentionally create, store, transmit, post, communicate or access fraudulent, offensive and inappropriate information, data or material
- express personal opinions as those of the

organisation

- intentionally download or load unauthorised software
- spend an inappropriate amount of time utilising Council's Internet for personal use
- make or send fraudulent, unlawful, abusive and spam information, calls, messages or emails
- post any personal opinion of nature in any public websites including facebook and twitter that would harm the reputation of the Council.

What are considered gifts and benefits?

Any kind of gift, benefit, prize, cash, gift vouchers, lottery tickets, shares, credit cards, debit cards with credit on them, prepayments such as phone or internal credit, membership or entitlements to discounts, hospitality including food, meals, drink, lodging and entertainment are considered gifts and benefits.

Gifts and benefits also include, but are not limited to:

- tickets to major sporting events (such as state or international cricket matches or matches in other national sporting codes (including the NRL, AFL, FFA, NBL) and corporate hospitality provided at such events
- invitations to and attendance at events organised by suppliers
- the use of facilities such as gyms, use of holiday homes and free or discounted travel
- access to confidential information
- free access to services which are normally charged at a fee
- point accrual for discount and loyalty programs if used for personal benefit.

How to handle offers of gifts and benefits

- Council officials should refuse a gift. Gifts can be an attempt to secure favourable treatment.
- Council officials must also take all reasonable steps to ensure that their immediate family members do not receive gifts or benefits that make it look as though there is an attempt to secure favourable treatment. Immediate family members ordinarily include parents, spouses and de facto partners, children, grandchildren and siblings of the Council official and their spouse.

- Where you receive a gift or benefit that cannot reasonably be refused or returned, you must surrender the gift to the Governance Team unless the nature of the gift or benefit makes this impractical. e.g. dinner supplied at a work event.
- Gift must be reported to Council's Governance team – regardless if you accept or reject it.
- Not following these regulations could constitute a possible act of misconduct and may lead to disciplinary action under the Code of Conduct. Serious breaches by Council officials such as soliciting, or attempt to solicit, or knowingly accepting gifts and benefits could constitute bribery, and will be reported to the General Manager, Internal Ombudsman, Mayor and the Independent Commission Against Corruption (ICAC).

Part 4

Interactions between Council volunteers and Councillors

Direct communication with Councillors on official Council matters is not allowed unless authorised by the General Manager in writing.

The Code of Conduct does not prevent the Councillors and volunteers from communicating generally. Both the parties may be present at social and community events from time to time and in such occasions informal interactions are common and part of social behaviour. However, care must be taken to refrain from discussing matters relating to council business.

Volunteers must not engage in inappropriate interactions with Councillors, including but not limited to:

- discussing individual or operational staff matters
- refusing to give information to a particular Councillor, while making the same information available to other Councillors
- providing ad hoc advice to Councillors and administrators without recording or documenting the interaction
- participating in political activities which conflict with the performance of volunteer duties.

Fraud and corruption prevention

Cumberland City Council does not tolerate misconduct, fraudulent or corrupt conduct by any Council official. Council is committed to proactively maintain an organisation underpinned by ethics and integrity, free of fraud and corruption.

All Council officials have a role to play in the prevention, detection and reporting of fraud. Council officials have an obligation to report cases of suspected fraud or corrupt conduct either through Council's internal reporting procedure or relevant external agency.

Staff and the community are a primary source of information when it comes to fraud and corruption detection. Tip Offs and Whistleblowing accounts for detection of 50% of fraud and corruption cases. The balance is detected by monitoring of suspicious transactions, fraud risk management, internal audit, and external audit.

Fraud & corruption

Fraud is a deliberate and premeditated turn of events which involves the use of deception to gain advantage from a position of trust and authority. The type of events include acts of omission, theft, the making of false statements, evasion, manipulation of information and numerous other acts of deception.

Corruption is the deliberate, dishonest, or preferential use of power or position, a breach of public trust or the misuse of resources, information, or material acquired in the course of official functions.

Reporting fraud and corruption

Cumberland City Council is committed to keeping your identity, and the fact you have reported wrongdoing, confidential.

Any volunteer who makes a report of suspected fraud or corrupt conduct is protected from reprisal under the:

- Cumberland City Council's Code of Conduct
- Cumberland City Council's Public Interest Disclosures Policy
- Public Interest Disclosure Act 1994 and Public Interest Disclosure Act 2013.

The Public Interest Disclosure Acts provide protection for people reporting wrongdoing by imposing fines and imprisonment on anyone who takes reprisal or detrimental action against the individual making the protected disclosure.

Reporting fraud or corruption within council

The reporting of fraud or corruption within Council is an essential process that is handled and dealt with confidentially and ensures anonymity. The following are the steps you should take if you suspect any fraud or corrupt behaviour:

1) Terminate the involvement or interaction with the person

If the behaviour was evident in relation to some activity you were undertaking for the person or their associates, cease that activity immediately. If the behaviour was evident in relation to any interaction with the person, remove yourself from the matter.

2) Check the Code of Conduct

The Code of Conduct outlines the necessary steps in reporting any fraud or corrupt behaviour.

3) Notify your Volunteer Supervisor

Inform your supervisor of the incident, including all relevant details, as soon as possible and confirm with your supervisor what action he or she will take. If your manager is involved in the incident, then report it to an appropriate senior officer.

4) Notify your Volunteer Program Coordinator

This step is only necessary if you believe your supervisor is involved in the incident or your supervisor does not seem to be making any appropriate actions to resolve the incident. The Volunteer Coordinator is considered the next appropriate senior officer.

5) Notify the Governance Team

If you feel that you cannot discuss the matter with any officer from the volunteer's management team, it is advised that you inform a Governance Officer instead.

6) Keep a record of the events

It is important to have a clear record of what you believe happened. As soon as possible, make notes about what you saw and heard. Such information may be used later as evidence to support your version of events.

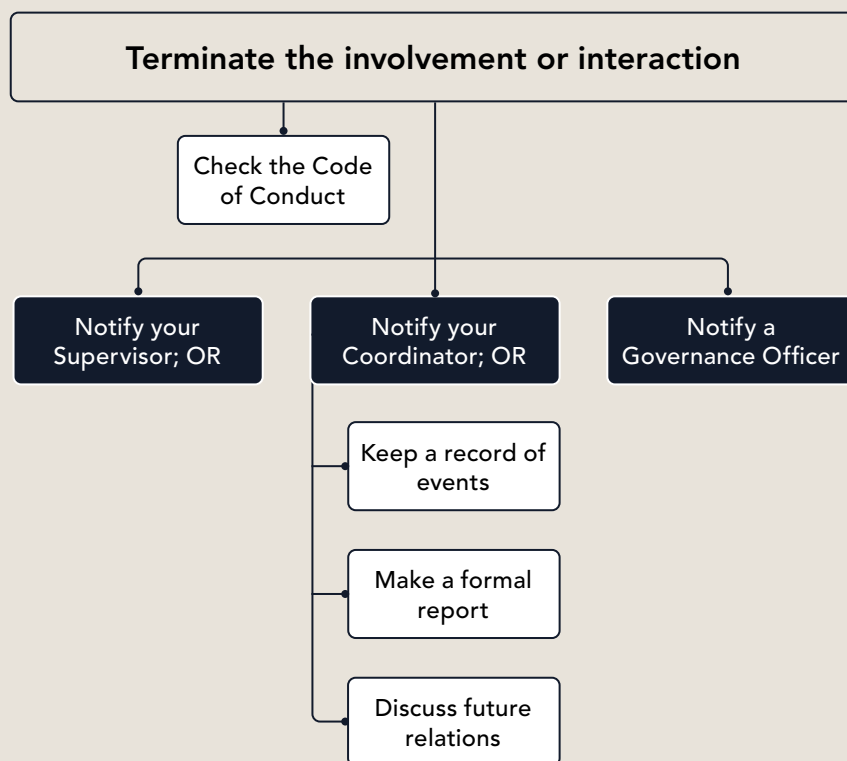
7) Make a formal report

Prepare a formal report for Council, include the date, time, place, witnesses, any previous context, the circumstances of the behaviour (what it involved and what you think was intended), who took part in the activity and their contact details (if known), what you said or did, any other relevant details including your signature and the date. The report should be provided to the appropriate officer and you should keep a copy for your records.

8) Discuss future relations

Discuss with the appropriate officer handling the matter and exactly how future relations with the person who exposed fraud or corrupt behaviour should be conducted.

I Reporting Fraud or Corruption within council



Reporting to an external investigating authority

- The Independent Commission Against Corruption (ICAC) – for corrupt conduct.
- The ICAC Inspector – for disclosures about the ICAC or its staff.
- The NSW Ombudsman – for maladministration.
- The Police Integrity Commission (PIC) – for police misconduct.
- The PIC Inspector – for disclosures about the PIC or its staff.
- The Office of the Local Government, Department of Premier and Cabinet – for serious and substantial waste in local government (reports about serious and substantial waste in State Government agencies should be made to the Auditor General).
- The Information Commissioner – for disclosures about a government information contravention.

Volunteer Code of Conduct Breaches

- Not following these regulations could constitute a possible act of misconduct and may lead to disciplinary action under the Code of Conduct.
- Serious breaches by Council officials will be reported to the General Manager, Internal Ombudsman, Mayor and the Independent Commission Against Corruption (ICAC).

Relevant policies, guidelines and forums

- Code of Conduct
- Compliments & Complaints Management Policy
- Councillor & Staff Interaction Policy
- Fraud and Corruption Prevention Policy
- Fraud and Corruption Prevention Plan
- Media Policy
- Public Interest Disclosure Policy
- Secondary Employment Policy and Form
- Gift and Benefit Guidelines and Form
- Conflict of Interest Form



Bushcare volunteer

Fair Work Ombudsman – Unpaid Work



Australian Government

Fair Work
OMBUDSMAN

Unpaid Work

Unpaid work can take on different forms - including vocational placements, unpaid internships, unpaid work experience and unpaid trials. Unpaid work arrangements can be entered into for a number of reasons. These include:

- to give a person experience in a job or industry
- to test a person's job skills
- to volunteer time and effort to a not-for-profit organisation.

These arrangements can be initiated by employers, the person wanting the work or experience, or education/training institutions.

Is unpaid work lawful?

Some unpaid work arrangements are lawful and others are not. Depending on the nature of the arrangement, the person doing the work may be an employee and be entitled to be paid the legal minimum rate of pay for the type of work they're doing, along with other minimum employment entitlements.

Whether an unpaid work arrangement is lawful under the *Fair Work Act 2009* (FW Act) depends on:

- whether an employment relationship exists, or
- whether the arrangement involves a vocational placement.

Vocational placements

A vocational placement is a formal work experience arrangement that is part of an education or training course.

Vocational placements can give students important skills to help them transition successfully from study to work, while giving industry and business the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Vocational placements that meet the definition under the FW Act are lawfully unpaid, regardless of whether an employment relationship exists or not.

For more information, including the criteria that an arrangement must meet to be a vocational placement under the FW Act, see our [Vocational placements fact sheet](#).

Is there an employment relationship?

Where an unpaid work arrangement is not a vocational placement, the arrangement can only be lawful if no employment relationship exists. If there is an employment relationship, the person is actually an employee and entitled to conditions under the FW Act including:

- a minimum wage

- the National Employment Standards
- the terms of any applicable award or enterprise agreement.

To work out whether or not a person is an employee each case must be considered on its own facts. There is no definition of employment under the FW Act. Instead, it is a matter of working out whether the arrangement to work involves an employment contract. That contract does not have to be in writing; it can be a purely verbal agreement.

For an employment contract to exist it must be clear that:

- the parties intend to create a legally binding arrangement
- there is a commitment to perform work for the benefit of the business or organisation
- the person performing the work is to get something in return (which might be just experience or training)
- the person must not be performing the work as part of a business of their own.

When looking at whether an employment relationship exists, the nature of an arrangement should be considered, not just how the parties have chosen to describe it. The following factors should be considered:

1. What is the nature and purpose of the arrangement?

Was it to provide a learning experience or was it to get the person to do work to assist with the ordinary operation of the business or organisation? Where the arrangement involves productive work rather than just meaningful learning, training and skill development, it is likely to be an employment relationship.

2. How long is the arrangement for?

The longer the period of the arrangement, the more likely the person is an employee. Although even relatively short engagements can still be an employment relationship.

3. How significant is the arrangement to the business?

Is the work normally performed by paid employees? Does the business or organisation need this work to be done? The more integral the work is to the function of the business, the more likely it is that an employment relationship could be found.

4. What are the person's obligations?

In some cases a person might do some productive work to aid their learning. An employment relationship is unlikely to be found in these circumstances if:

- the role is primarily observational and,
- the expectation or requirement to perform such activities is incidental to that learning experience and not primarily for the operational benefit of the business or organisation.

5. Who benefits from the arrangement? The main benefit from a genuine unpaid work arrangement should flow to the person undertaking the role. If the business or organisation is gaining a significant benefit from the person's work, an employment relationship is more likely to exist.

While a person is not prevented from taking up employment with a business or organisation after completing an unpaid work arrangement, each situation should be carefully considered to determine if an employment relationship had been formed earlier.

Unpaid trials (skill demonstration)

Sometimes a person is asked or required to perform work or undertake a trial to be evaluated for a vacant position. This skill demonstration is used for the purposes of determining a prospective employee's suitability for a job. It is often referred to as a work trial.

A brief work trial can be legally unpaid if it is necessary to evaluate someone's suitability for the job, and:

- it involves no more than a demonstration of the person's skills, where they are relevant to a vacant position
- it is only for as long as needed to demonstrate the skills required for the job. This will be dependent on the nature and complexity of the work, but could range from an hour to one shift
- the person is under direct supervision of the potential employer (or other appropriate individual) for the entire trial.

Any period beyond what is reasonably required to demonstrate the skills required for the job must be paid at the appropriate minimum rate of pay. If an employer wants to further assess a candidate's suitability, they could employ the person as a casual employee and/or for a probationary period and pay them accordingly for all hours worked.

Example 1

Jack applies for a job as a trades assistant at a local panel beaters. As part of the applicant screening process, Jack is advised by the owner that on the day of the interview he'll need to show he knows his way around a car and a workshop, because it's a minimum requirement of the job. Jack agrees.

To do this, after the interview, Jack is asked to follow one of the tradesmen doing body repairs. The tradesman watches Jack to make sure he knows how to work safely and use the right tools. Jack shows he meets the minimum criteria for the role and the owner offers Jack the job.

Jack's brief trial was reasonable to demonstrate his skills and he does not need to be paid for the trial.

Example 2

Jessica sees an advertisement on her university notice board for a job as a barista at a campus café.

The position was advertised for Monday, Tuesday and Thursday mornings from 7 am to 12 pm. The successful candidate needs to have at least 3 years' experience and be able to make a wide range of coffees.

At her interview, Jessica is advised that she will need to work the first week unpaid to give the café manager time to see whether or not she is suitable for the job. She is also advised that if she isn't able to work any of the shifts in the first week, she needs to advise the manager the night before and arrange someone to cover her shift.

The duration of the 'trial' and the requirements placed on Jessica suggest that the arrangement is an employment relationship, meaning that she should be paid for all hours worked at the appropriate minimum rate of pay.

Example 3

Mina applies for a job as a receptionist at a medical centre. After the interview, the manager calls Mina to ask her to do a trial on the weekend so they can make sure that she can handle working over a busy period. Mina agrees, and performs a shift on a Saturday morning. On the day, the manager shows Mina how to answer the phone, transfer calls, book and cancel appointments, and take payments at the end of a consultation.

Mina spends the morning performing these duties. At the end of her shift, the manager advises that she has done a good job, but she is not able to offer her the position until she gets it approved at a meeting on Wednesday. The manager advises Mina that if she could cover the shifts on Monday and Tuesday, it would show her commitment to the position and give her a better chance of getting the job. The manager advises Mina she would not be paid for these shifts.

Even though the manager called the period a work trial, in reality the time worked on the Saturday involved Mina being trained in skills she needed to be able to do the job. It is likely to represent actual hours of work, rather than a legitimate work trial. Further, the additional time worked on Monday and Tuesday is likely to represent an unreasonable time for demonstration of skills and abilities. Mina should be paid for all the hours that she worked.

Unpaid work experience and unpaid internships

A work experience arrangement or internship is when a person works for a business to gain experience in a particular occupation or industry. These arrangements can be a valuable way for prospective employees to make the transition from study to work or explore a new career path. Sometimes these arrangements span several months and can lead to ongoing employment.

An unpaid work experience arrangement or unpaid internship can be lawful if it is a vocational placement (see section above) or if there is no employment relationship found to exist. In particular:

- the person must not be doing “productive” work
- the main benefit of the arrangement should be to the person doing the placement, and
- it must be clear that the person is receiving a meaningful learning experience, training or skill development.

Example 4

A local council has advertised an internship program for high school or university students interested in government processes. The internships have been advertised as unpaid positions and students are allowed to select the hours they spend at the council office over a two week period.

The council is careful to ensure that the role is mainly observational and there is no expectation that the students will perform productive work during their internship. The student is gaining the main benefit from the arrangement. It is unlikely that an employment relationship has been created in this case, and the internships are lawfully unpaid.

Example 5

A publishing company has advertised an internship program for recent graduates of copywriting and journalism university courses.

The advertisement calls for applicants who are passionate about their career and who are looking for experience as a gateway to future employment opportunities. The company advises that it will recruit for the positions based on academic transcripts, work experience and references. The positions are unpaid, but the advertisement notes that the successful candidates will receive perks and networking opportunities throughout their internship.

The positions are advertised for three months full-time, with the possibility of ongoing employment based on the candidate’s performance during the internship.

The duties listed include general administration, event planning, and proof reading, with some opportunities for writing depending on performance.

Despite the offer of non-monetary perks, work experience and networking opportunities, the company will receive the main benefit out of this relationship as it involves significant productive work to be performed by the interns for the company. It is likely that an employment relationship will be formed in this case, meaning that the internship should be paid.

Volunteering

A volunteer is someone who does work for the main purpose of benefitting someone else, such as a church, sporting club, government school, charity or community organisation. Volunteers are not employees and don’t have to be paid. As with work experience and internship arrangements, all relevant factors must be considered to determine whether a person is a genuine volunteer or whether, in fact, an employment relationship exists even though the worker is called a ‘volunteer’.

Key characteristics of a genuine volunteering arrangement include:

- the parties did not intend to create a legally binding employment relationship
- the volunteer is under no obligation to attend the workplace or perform work
- the volunteer doesn’t expect to be paid for their work.

The more formalised that volunteer work arrangements become (for instance if the volunteer is expected to work according to a regular roster) the greater the possibility that an employment relationship will be found. It is less likely that an employment relationship will be found to exist where the volunteer work is undertaken for selfless purposes or for furthering a particular belief in the not-for-profit sector.

Example 6

Franko approaches a soup kitchen run by his local charity to ask about volunteering. He fills in an application form and meets with the volunteer coordinator who explains the roles and responsibilities of volunteers. Franko will be helping in the kitchen, serving and cleaning. The coordinator confirms that he will not be paid and that and he only needs to attend when he is available.

Franko agrees to volunteer once a week when he can and understands he will not receive payment. Franko is not an employee and the charity does not have to pay him for his time.

Other laws

Even if an unpaid work arrangement is lawful under the FW Act, it is important to be aware that other laws may still apply in relation to matters such as work health and safety or discrimination.

Further information

For information and resources to help you understand your rights and obligations on the topic of unpaid work, visit www.fairwork.gov.au/unpaidwork or contact the Fair Work Infoline on 13 13 94.

Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS)
on **13 14 50**

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: **13 36 77**. Ask for the Fair Work Infoline **13 13 94**

Speak & Listen: **1300 555 727**. Ask for the Fair Work Infoline **13 13 94**

If you get injured at work

If you get injured at work



- 1 Tell your employer**

Tell your employer as soon as you can. Your employer must notify the insurer within 48 hours. If your injury is serious, your employer must notify SafeWork NSW immediately on 13 10 50.
- 2 See your doctor**

See your doctor and get a *certificate of capacity* for your employer to send to the insurer.
- 3 Recover at work**

If you are able, stay at work or plan how to return to suitable work as early as possible.

You can make a workers compensation claim which may cover medical expenses, and weekly payments if you need time off work. Contact your employer's insurer for more information.

RECOVER BETTER AT WORK Evidence shows you recover from an injury better at work than at home. Being off work can affect your health and wellbeing, your financial situation and your relationships with family and friends. If a co-worker is off injured, stay in touch and support their return to work.

Your employer's workers compensation insurer is: **State Cover Mutual Limited**

Your return to work coordinator is: **Erica Harris 8757 9688 / 0478 361 500**

SafeWork NSW is the work health and safety regulator. The State Insurance Regulatory Authority (SIRA) regulates workers compensation insurance in NSW. The Workers Compensation Independent Review Office (WIRO) manages workers' unresolved enquiries, or workers' complaints about insurers. For more information go to safework.nsw.gov.au or sira.nsw.gov.au or call 13 10 50. For WIRO go to wiro.nsw.gov.au or call 13 94 76.

This poster summarises the requirements of the *Workplace Injury Management and Workers Compensation Act 1998* with regard to notifying injuries and making claims. Every employer must ensure information regarding notifying injuries and making claims is available at all times to workers as required under section 231 of the *Workplace Injury Management and Workers Compensation Act 1998*.

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Appendix 4

Cumberland City Council emergency contact numbers

Volunteer Programs Officer

Phone: 8757 9252

Mobile: 0478 361 508

Email: volunteer@cumberland.nsw.gov.au

Seniors & Disability Volunteer Programs Officer

Phone: 8757 9768

Mobile: 0439 017 468

Email: volunteer@cumberland.nsw.gov.au

Reporting Injury

Phone: 8757 9688

Mobile: 0478 361 500

Email: whs@cumberland.nsw.gov.au

Complaints and Feedback Coordinator

Phone: 8757 9287

Email: Dio-Antonio.Pullan@cumberland.nsw.gov.au

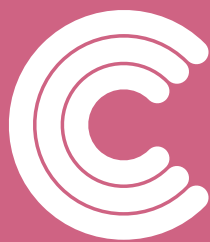
Customer Service

Phone: 02 8757 9000

Email: council@cumberland.nsw.gov.au







CUMBERLAND
CITY COUNCIL

Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160

T 8757 9000 **F** 9840 9734 **E** council@cumberland.nsw.gov.au

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