

Conduct Standard

Principles of Conduct

Royal Adelaide Hospital will ensure that persons desiring to act as a volunteer on its site familiarise themselves with the content of this standard. It is a requirement that as part of the permission granted to them to act as a volunteer, they are at all times whilst performing volunteering functions, to conduct themselves in a manner consistent with the values and standards of professional conduct that are set out herein.

Democracy

Volunteers support the government of the day, in achieving the common good, primarily by providing services to the community. An emerging feature of South Australia's democracy is a higher level of collaboration between the public sector and the community in the design and delivery of services and the involvement of people in decisions that affect their lives.

Impartiality

Volunteers must be detached from political influence and the influence of partisan interests within the community. Instead volunteers must rely on evidence to provide objective advice and implement directions promptly and thoroughly.

Volunteers must not publicly criticise the government, staff or other volunteers in any forum including on social media sites.

Accountability

Volunteers are accountable for exercising their delegated authority and for performing their role within the values and standards of conduct outlined in these principles.

Diversity

Volunteers should be as diverse as the community it serves. The views and experiences of all people should be respected, regardless of nationality, gender, cultural or social background, sexuality, religion, age, or physical or intellectual ability.

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Values

The South Australian Public Sector is continuously evolving. Values have been defined for the public sector which is in part based on the traditional tenets of public service. Yet they also reflect the evolution of the sector, and the modern world in which it operates.

All volunteers should endeavour to embody the values in their volunteering efforts.

The values are:

Service

Proudly serve the community and Government of South Australia

Professionalism

Strive for excellence

Trust

Have confidence in the ability of others

Respect

Value every individual

Collaboration and Engagement

Create solutions together

Honesty and Integrity

Act truthfully, consistently, and fairly

Courage and Tenacity

Never give up

Sustainability

Work to get the best results for current and future generations of South Australians.

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Volunteer Conduct Standards

General compliance

Volunteers will act in a manner consistent with all legislation, industrial instruments, policies and procedures and lawful and reasonable directions relevant to their role.

Professional and courteous behaviour

Volunteers must at all times display professional behaviour and treat others with respect and courtesy. Volunteers are seen as representing the public sector agency in which they work and must act in a manner which will not in any way discredit the Government.

Public comment

Volunteers will only make public comment in relation to their functions, the public sector or government policies and programs when specifically authorised to do so, and will restrict such comment to factual information and professional advice. Volunteers have the right to contribute to public discussions on community and social issues in a private capacity.

Handling official information

Volunteers with access to official information will ensure it is only used for official purposes and will be handled according to relevant legislation and public sector agency policies and procedures. Volunteers will only disclose official information acquired through the course of their volunteering when required to do so by law or where appropriately authorised by the Royal Adelaide Hospital.

Use of government/public resources

Volunteers shall use government/public resources responsibly and only for the appropriate purposes as authorised. Government/public resources include physical, financial, technological and intellectual property.

Conflicts of interest

Volunteers must guard against a conflict of interest by ensuring that personal interest does not improperly influence the way in which they carry out their duties. Volunteers must declare any known conflict of interest and not participate in any decision making process where they have a conflict of interest.

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Acceptance of gifts and benefits

Volunteers will not, for themselves or others seek or accept gifts or benefits that could be reasonably perceived as influencing them. Volunteers must comply with any policies of their public sector agency in relation to accepting, declaring and/or recording the receipt of gifts or benefits.

Criminal offences

Volunteers will advise their Team Leader Volunteer Services Unit if they are charged with a criminal offence, and if admitted or proven, there would be the propensity for the volunteer, agency, public sector and/or Government is brought in to disrepute.

Reporting unethical behaviour

Volunteers will report to the appropriate authority workplace behaviour that violates any law, is a danger to the environment, or represents corrupt conduct and maladministration, as defined in the Independent Commissioner Against Corruption Act 2012. The Whistleblowers Protection Act 1993 informs volunteers of their rights and responsibilities where applicable in the particular circumstances.

Volunteer Rights

The South Australia Public Sector is committed to applying the Volunteering Australia National Standards to processes and practices involving volunteers.

Accordingly, it supports the following as the basic rights of a volunteer.

Volunteers have the right

- > to perform their duties in a safe working environment;
- > to be engaged in a manner that does not offend equal opportunity and anti-discrimination legislation;
- > to be adequately covered by insurance in connection with their volunteering functions;
- > to be given accurate and truthful information about the organisation for which they are volunteering;
- > to be reimbursed for out-of-pocket expenses upon the production of proof of expenditure;
- > to be given a copy of the relevant Royal Adelaide Hospital volunteering policies and procedures;
- > not to do the work of paid staff during industrial disputes;
- > to be provided with a description of their functions and agree to the hours they will perform as a volunteer;

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- > to be provided with orientation to the organisation;
- > to have their confidential and personal information dealt with in accordance with the principles of the Information Privacy Principles;
- > to be provided with the appropriate training, assistance and information to meet the responsibilities of their volunteering role and functions;
- > to receive support and feedback in relation to the performance by them of their volunteering functions; and
- > to be acknowledged and appreciated for their contribution to the Royal Adelaide Hospital, public sector and community.

Volunteers have a responsibility to

- > provide current personal details in order for agencies to undertake the selection and registration of volunteers and administer their duty of care responsibilities (including undertaking a screening assessment);
- > become familiar with and comply with the Conduct Standard and any relevant Central Adelaide Local Health Network procedures;
- > be reliable and accountable for their actions as a volunteer;
- > respect the privacy of others;
- > carry out volunteering functions according to the role description;
- > in so far as is reasonably practicable, to work in a safe manner and take reasonable care for their own health and safety,
- > ensuring their actions do not adversely affect the health and safety of others;
- > be committed to the Royal Adelaide Hospital, the public sector and its volunteer philosophy;
- > undertake training as required;
- > value and support others; and
- > provide reasonable notice if unable to continue volunteering.

I understand and agree to abide by the Volunteer Conduct Standard.

Volunteer Name _____

Signature _____ Date _____