

Volunteer code of conduct

Introduction

The *Volunteer Code of Conduct* is an important document which guides the conduct expected of all volunteers participating in activities associated with the Parks and Wildlife Division in the Northern Territory. It reflects the values, standards and expected ethical conduct within the Northern Territory Government operating environment.

As a Division of the Department of Tourism and Hospitality, there is additional legislation which Parks and Wildlife is required to abide by, including the *Public Sector Employment and Management Act 1993*, *Territory Parks and Wildlife Conservation Act 1976*, *Northern Territory Anti-Discrimination Act 2002*, *Care and Protection of Children Act 2007* and the *Work Health and Safety (National Uniform Legislation) Act 2011*.

It is a requirement for volunteers to act in a manner consistent with the principles, values and standards of professional conduct that are set out below:

Volunteer Responsibilities

- At all times remain respectful of the public, other volunteers and staff members, treating people with courtesy, sensitivity, honesty and fairness.
- Understand volunteers are offering their services free of charge and will not receive any remuneration for those services (excluding some pre-approved 'out of pocket' expenses).
- Actively participate in any necessary training and induction sessions provided.
- Follow all reasonable directions provided by Parks and Wildlife staff.
- Not to consume alcohol or use illicit drugs or be under the influence of alcohol or illicit drugs, while participating in volunteer activities.
- Understand that volunteers have no legal authorisation to perform compliance/inspection duties under the *Territory Parks and Wildlife Conservation Act 1976*.
- Only undertake activities that have been approved by Parks and Wildlife.
- Take reasonable care of your own health and safety, and that of others who may be affected by your work, complying with the Parks and Wildlife's Work Health and Safety procedures and the *Work Health and Safety (National Uniform Legislation) Act 2011*, ensuring to report any accident, injury or near miss immediately to Divisional staff.
- Only use or modify Division infrastructure or property when approved; and appropriately use and maintain Division equipment in line with Standard Operating Procedures.
- Refrain from imposing religious, political or personal opinions/ comments on the public, other volunteers and staff members.
- Wear appropriate clothing for volunteer activities, including any uniform provided in a neat and tidy manner.
- Have the necessary clearance checks, licences and/or requirements to participate in activities.
- Not to disclose or use for personal gain official Northern Territory Government information that may be obtained during volunteer activities.
- Not to utilise official facilities, equipment or resources for private purposes.
- Ensure that personal interests do not influence the way volunteer activities are conducted and declare any known or perceived conflict of interest.

- If representing a Parks and Wildlife volunteer program or activity; refer all media enquiries to a Division staff member and do not make any public comments (including social media).
- Not to make any online comment or post any sensitive material that might cause damage to the Division's reputation or invite negative public perception.
- Understand that the NTG has a no tolerance policy for negative comments posted online about other volunteers, managers, customers, visitors or the agency.
- Understand that Parks and Wildlife has the right to not accept, suspend or dismiss volunteers (if deemed necessary).

Parks and Wildlife Responsibilities

- Provide a safe working environment for all volunteers participating in endorsed activities.
- Implement Work Health and Safety procedures that include site induction, risk assessments and hazard reduction controls.
- Provide appropriate training, assistance and information to enable volunteers to confidently participate in activities and meet the requirements of their role and functions.
- Provide a working environment that is reflective of equal opportunity and anti-discrimination legislation.
- Provide information to volunteers regarding Voluntary Workers Insurance.
- Provide a grievance/dispute resolution procedure.
- Provide reasonable out-of-pocket expenses (upon proof of expenditure; prior approval required).
- Ensure any personal information is collected and stored in accordance with the principles set out in the Northern Territory *Information Act 2002*.
- Provide support and feedback in relation to the performance of volunteers working on endorsed activities.
- Recognise and acknowledge volunteers' contribution to Parks and Wildlife, the environment and community.

<https://worksafe.nt.gov.au/forms-and-resources/bulletins/information-for-volunteers>

<https://www.volunteeringsa-nt.org.au/volunteers/volunteer-rights-and-responsibilities>

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Acronyms	Full form
NTG	Northern Territory Government

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