

# Volunteer Handbook



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# OUR values...

All Councillors, Staff and Volunteers at the City of Albany will be...

## focused on community outcomes

This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.

## united by working & learning together

This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance. We will commit to a culture of continuous improvement.

## accountable for our actions

This means we will be transparent in our decision making. We will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners.

## proud of our people and our community

This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be committed to serving the diverse needs of the community while recognising we can't be all things to all people.

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## Introduction

The City of Albany manages over 300 staff and 1200 volunteers who assist in delivering essential services to our community.

It is acknowledged that volunteers:

- volunteer their time willingly for the common good and without financial gain;
- are the lifeblood of the Albany community providing many essential services that without their dedication would simply not exist.

The City of Albany currently utilise volunteers to deliver the following volunteer programs:

- Albany Heritage Park (Princess Royal Fortress and National Anzac Centre)
- Albany Public Library
- Albany Visitors Centre
- Bush-Carers
- Camp Hosts
- Council committees
- Events
- Vancouver Arts Centre
- Volunteer Bush Fire Brigades

## Scope

This framework applies to volunteers formally engaged by the City of Albany and staff assigned responsibility for volunteer management.

## Context: Code of Conduct

The City of Albany Code of Conduct requires that volunteers, staff, members of committees and elected members act in a manner that complements the values expected from the community:

- Act lawfully;
- Act with honesty and integrity;
- Act with reasonable care and diligence;
- Avoid damage to the reputation of the City of Albany;
- Base decisions on relevant and factually correct information;
- Be open and accountable to the public;
- Ensure that decision-making takes into account the interests of the City of Albany ratepayers and residents as a whole;
- Not be impaired by mind affecting substances such as drugs and alcohol; and
- Treat others with respect and fairness.

A full copy of the Code of Conduct is available from your Volunteer Supervisor on request or from the City of Albany website.

## Legislative and Strategic Context

The National Standards for Volunteer Management (2015), principles guided the development of this document:

- Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisation's strategic aims and incorporated into its evaluation framework.
- Effective volunteer involvement requires organisational leadership, and a culture and structure that supports and values the role of volunteers.
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices.

## Review Position and Date

The document owner in consultation with a volunteer working group are to review this document every two years.

## Associated Documents

The following documents have a bearing on this document:

### Policy Positions:

- Council Policy: Code of Conduct (Council Members, Committee Members, Staff and Volunteers)
- City Policy: Volunteer Management Policy
- City Policy: Grievance Management Policy & Procedure

### Forms:

- City of Albany Volunteer Application Form
- City of Albany Volunteer Induction Checklist
- City of Albany Volunteer Role Description

### Process & Terms of Reference:

- City of Albany Volunteer Application and Screening Process
- City of Albany Volunteer Working Group Terms of Reference

## Definitions

The key terms and acronyms used in the policy, and their definitions.

**HRO** means Human Resource Office at the City of Albany.

**Volunteering (2015):** Volunteering is time willingly given for the common good and without financial gain.

**Formal Volunteering** is an activity which takes place through not-for-profit organisations or projects and is undertaken:

- for no financial payment;
- in designated volunteer positions only;
- of the volunteer's own free will and without coercion; and
- to be of benefit to the community and the volunteer.

**Volunteer Supervisor** mean the designated contact person responsible for supervising volunteers' activities.

**Volunteer Program Manager** mean the designated line manager responsible for the volunteer program.

**Volunteer Role Description** is a structured document that defines the activities allocated to the position as it is expected be performed after customary orientation and training.

## Volunteer Rights & Responsibilities

As a Volunteer of the City of Albany you have the right to:

- work in a healthy and safe environment;
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- be adequately covered by insurance;
- be given accurate and truthful information about the organisation for which you are working;
- be reimbursed for out of pocket expenses;
- be given a copy of the organisation's Volunteer Policy and any other policy that affects your work;
- not fill a position previously held by a paid worker;
- not do the work of paid staff during industrial disputes;
- have a role description and agreed working hours;
- have access to a grievance procedure;
- be provided with orientation to the organization;
- have your confidential and personal information protected; and
- be provided with sufficient training to do your role.

The City of Albany has the right to:

- receive as much effort and service from a volunteer as a paid worker, even on a short-term basis;
- select the best volunteer for the role by interviewing and screening all applicants. This might include reference and police checks and, where appropriate, a prohibited employment declaration for roles that involve working directly with children;
- expect volunteers to adhere to their role descriptions/outlines and the City's code of conduct practice;
- expect volunteers to undertake training provided for them and observe safety rules;
- make the decision regarding the best placement of a volunteer;
- express opinions about poor volunteer effort in a diplomatic way;
- expect loyalty to the organisation and only accept constructive criticism;
- expect clear and open communication from the volunteer;
- negotiate work assignments; and
- dismiss volunteers under certain circumstances [see Termination by City of Albany: Misconduct].

## VOLUNTEER RELATED MATTERS

### Acceptance of Gifts

The City of Albany is governed by the *Local Government Act 1995* and the rules prescribed in the *Local Government (Administration) Regulations 1996* which has rules in relation to the acceptance which applies to staff and volunteers.

Volunteers cannot accept gifts as a result of the performance of their volunteer duty unless it is of a token value.

If you are unsure, please contact your Volunteer Supervisor or Volunteer Program Manager for advice.

## Alcohol & Drugs/Smoke Free Environment

The City of Albany is committed to providing volunteers with a smoke, drug and alcohol free environment and commitment and cooperation is required from all.

Alcohol is permitted to be served at approved staff, volunteer and City of Albany social occasions.

The unlawful distribution, dispensation, possession of any illegal drugs on City of Albany premises or shared spaces is prohibited.

A volunteer who is convicted of a drug or alcohol offence must notify their Volunteer Supervisor and/or Volunteer Program Manager of such conviction immediately.

A volunteer is forbidden to drive a City of Albany vehicle while under the influence of alcohol, medication that may impair driving ability or illegal drug.

If failure to comply with this policy results in a volunteer being fined or having their license suspended while driving a City of Albany vehicle the Chief Executive Officer must be notified immediately.

## Communication and Support Paths

Your Volunteer Supervisor is there to support you in your volunteering role and is your first point of contact if you have any concerns with your volunteering role, or require additional assistance.

If you find that you need additional support the City of Albany has arrangements with a number of private providers to provide confidential and professional assistance.

A maximum of 2 separate visits, with two counselling sessions, will be provided free of charge each year.

Contact our Human Resources Office or your Volunteer Supervisor should you require more information.

## Confidentiality

Except when expressly authorised by the City of Albany, a volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of the City of Albany or any of its clients, staff or volunteers which may come to their knowledge during their period of volunteering.

Volunteers will not, unless expressly authorised by the City of Albany, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to the City of Albany.

If volunteers use City of Albany property, material, resources or knowledge to create a marketable product, the product is owned by the City of Albany in the first instance.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their role with the City of Albany must be returned to City of Albany on demand or on the volunteers last day.

Volunteers will not disclose confidential information to any other persons not authorised to receive such information.

A Volunteer's obligation in these matters continues even after ceasing their role.

## Dress Code

As a volunteer, you are representing the City of Albany so it is essential that you are dressed accordingly so you can be clearly identified as a City of Albany Volunteer.

What is appropriate to your role will be advised by your Volunteer Supervisor at your Induction.

If a uniform is provided, it is your responsibility to maintain the uniform in an appropriate manner and to wear the uniform when engaged in volunteer services for the City of Albany.

The uniform is only to be worn when undertaking volunteer service for the City of Albany.

Volunteers are also to take responsibility for their own safety by wearing appropriate footwear, and sun protection if working outdoors.

**If Personal Protective Equipment is provided, it must be worn or you will not be permitted to undertake the volunteering activity.**

## Grievance Procedure

Volunteers have access to the City of Albany Grievance Procedure should they ever feel they have been bullied, victimised or suffered discrimination or harassment.

Volunteers are first to approach their Volunteer Supervisor to address the issue. If for any reason volunteers are unable to approach their Volunteer Supervisor or feel that the situation has not been resolved, they can contact the Human Resources Office on 6820 3113 who will direct them to one of the City of Albany Grievance Officers who will assist in dealing with the situation.

## Insurance

The City of Albany recognizes that all volunteers have the right to be protected from financial costs in the event of personal injury and liability.

All volunteers will be appropriately covered by the insurance policies of the City of Albany for the following types of liability:

- Public Liability
- Volunteer Personal Accident
- Bushfire: insures Volunteer Bush Fire Brigade Members in respect of Medical expenses, loss of salary/ wages and death benefits as prescribed by the *Bush Fire Act 1954*.

All volunteers will be informed of the insurance cover and related details at induction.

You can request to view a copy of the City of Albany insurance policy. This can be arranged through your Volunteer Supervisor.

Volunteers, if involved in an accident or are in some way injured while carrying out their activity, must complete an accident/incident report form which is available from your Volunteer Supervisor.

## Personal Insurance

Volunteers are responsible for ensuring their vehicle, camping accommodation and personal property is fully insured.

The City takes no responsibility for damage to vehicles, camping accommodation or property.

## Leave/Illness

Volunteers are requested to give as much notice as possible to their Volunteer Supervisor regarding periods of non-availability.

Please phone your designated contact person as soon as you are aware you will not be able to fulfil your role.

## Media – Delegated Authority

The Chief Executive Officer has sole responsibility for determining what media interviews and other promotional opportunities are undertaken on behalf of the City of Albany.

Should a volunteer be approached with a media or promotional opportunity they should immediately advise their Volunteer Supervisor to determine if the request is appropriate and who should speak on behalf of the City of Albany.

## Personal Mobile Phone Use

Volunteers are requested that should they use their personal mobile phones for personal calls while conducting their volunteer role, they are to ensure the calls are of a short duration and the ring tones are at a level that does not adversely impact on the working environment.

## Personal Use of Work Telephones

Limited personal use of work telephones is permitted as follows:

- When it is infrequent, brief and does not interfere with the duties of colleagues or interfere with the operation of the workplace;
- Non-local or international calls may not be made on City of Albany telephones.

## Police Check /Working with Children Check Requirements

Due to the responsibilities and tasks associated with some roles, a National Police Clearance or Working with Children Check may be required.

The City of Albany will pay for the Working with Children Check and/or Police Clearance if required for the role.

If any adverse information is on a National Police Clearance, the Chief Executive Officer will deem if the person is appropriate for the role or not.

## Privacy in the Workplace

Volunteer personal information is protected and accessed by authorised persons. Once a volunteer leaves the City of Albany, their details are kept for 7 years then confidentially destroyed.

## Reimbursement Expenses Policy

A volunteer is entitled to claim for expenses whilst performing their assigned duties. Prior approval must be obtained from your Volunteer Supervisor for reimbursement of any expense incurred.

The Volunteer Supervisor will advise volunteers of those expenses that will be reimbursed, and the procedure for claiming such expenses. Appropriate records and/or receipts must be kept and given as supporting evidence for any claims for reimbursement.

## Reporting of Corrupt Conduct

The City of Albany is committed to an ethical workplace and requires volunteers to report corrupt conduct, maladministration or serious and substantial waste of public money.

**Consider confidentiality:** You can choose to tell the City of Albany or the Public Sector Commission (PSC) who you are, or remain anonymous when you report.

### The things you might like to consider include:

If you identify yourself:

- You can be contacted for more information if it is needed
- You can be advised of what action will be taken based on your report
- Your identity will be known and recorded on a database
- If the matter is referred to be investigated, your contact details may have to be provided so the matter can be investigated.

If you remain anonymous:

- The ability to assess your complaint may be limited
- You will not be able to be asked for more information if needed
- You will not find out the outcome or anything further about the report

The Manager Governance & Risk is the designated Public Interest Disclosure (PID) Officer for the City of Albany and/or the Chief Executive Officer. The PID Officer can be contacted on (08) 6820 3075.

## Sign In/Out Requirements

It is essential that all volunteers sign in when they arrive on site to do their volunteer duty and sign out before they leave. This is essential for insurance purposes and in case of emergency.

This will also assist staff in collating the number of volunteer hours contributed by volunteers for reporting to Council.

## Training and Induction

Volunteers will be provided with the following Inductions:

- Organisational Induction
- Volunteer Induction
- Site Induction

Training specific to the role will also then be provided.

For some roles, additional training/and or refresher training sessions are required and a volunteer could be stood down from their position if they do not complete any trainings that are a requirement for the role.

## Use of Organisational Resources

Volunteers must:

- Be honest in their use of City of Albany resources and shall not misuse them or permit their misuse by any other person;
- Use the City of Albany resources entrusted to them effectively and economically in the course of their volunteer duties; and
- Not use the City of Albany resources (including the services of City of Albany staff) for private purposes unless properly authorised to do so.

## Vehicles

Volunteers can only drive City of Albany fleet vehicles if they have been authorised by the City of Albany and hold an appropriate current driver's license.

If using a City of Albany owned vehicle to carry out your volunteer duties, the vehicle log book must be maintained at all times. In addition:

- Smoking is strictly prohibited in all City of Albany vehicles;
- No alcohol or any other drug that may impact your driving to be used before or during City of Albany related work.
- It is preferred that no-one eats in a City of Albany vehicle, however if someone does, all crumbs, spills and associated rubbish should be removed from the vehicle before the vehicle is returned;
- Any traffic infringements are the responsibility of the person driving the vehicle at the time of the offence and said person shall be responsible for the payment of any fine that may be due as a result of that offence;
- A copy of your driver's license with photo identification will be kept on file at the City of Albany;
- If you lose your license, have it suspended or are taking medication which may impair your driving abilities, you are not to drive a City of Albany vehicle.

If you are involved in an accident while using a City of Albany vehicle:

- (1) Call for 000 for medical assistance if required.
- (2) Contact your Volunteer Supervisor.
- (3) Record the details of the accident including any information on damage to other property, and any witnesses, or third party details.
- (4) DO NOT ADMIT ANY FAULT.

## Passengers

Volunteer safety is of paramount importance to the City of Albany and consequently, providing transport for passengers not associated with the organisation's business is prohibited. Volunteers should also refuse to provide transport to persons associated with the City's business who are intoxicated; under the influence of a prohibited substance; or wanting transport to a location not identified in the volunteer's work related itinerary. A volunteer has the right to refuse transport requests outside those stipulated above should they have concerns regarding personal safety.

## Volunteer Feedback Mechanisms

The City of Albany values your contribution to the organisation, and we would like to ensure you are satisfied with your role.

Feedback can be provided in a number of ways:

- Through your Volunteer Supervisor;
- City of Albany website;
- In writing to Manager, Human Resources PO Box 484, ALBANY WA 6331 or email [hro@albany.wa.gov.au](mailto:hro@albany.wa.gov.au)

## Volunteer Do's and Don'ts

Do's	Don'ts
<b>DO</b> ensure you know what is expected of you if you agree to do Volunteer Work	<b>DON'T</b> over commit yourself. Only offer as much time as you can comfortably give.
<b>DO</b> make sure you know who your Volunteer Supervisor is, and to whom you are responsible.	<b>DON'T</b> keep problems or concerns to yourself – discuss them with your Volunteer Supervisor.
<b>DO</b> fulfil any arrangements made. If you can't, advise your Volunteer Supervisor as soon as possible.	<b>DON'T</b> promise help you may be unable to give.
<b>DO</b> be aware of your own safety and health at all times and ensure that you follow all instructions, and wear the appropriate protective equipment.	<b>DON'T</b> give or lend money or accept personal gifts except of token value.
<b>DO</b> make sure you know the location of the emergency evacuation muster point and understand the emergency procedures for your volunteering site.	<b>DON'T</b> undertake any task that you feel is unreasonable or makes you feel anxious or uncomfortable.

## Volunteer Recognition

The City of Albany values and appreciates the contribution of our volunteers to the community, and although we recognise that our volunteers have no expectation of reward for their services, the City will extend an invitation to all volunteers to attend volunteer functions and events.

The City of Albany also actively recognises volunteers who give outstanding service over a number of years by nominating them for external awards.

## Occupational Health and Safety

### Accident/Incident/Hazard Reporting Procedure

Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices.

The City of Albany is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility. This includes wearing the correct Personal Protective Equipment/Clothing for the task at hand. The City of Albany will ensure that the equipment is available at all times.

Volunteers are encouraged to undertake the following before undertaking any tasks:

- Spot the Hazard
- Assess the Risk
- Make the Changes

Hazards could include:

Hazard type	Examples
Physical	Falls, electricity, noise, heat, cold or ventilation.
Plant Operation	Machines, equipment, tools or appliances
Health	Dust, illnesses (infectious colds), impairment that may impact on ability to fulfil role
Chemical	Dangerous chemicals
Radiation	Welding flash
Psychological	Stress, fatigue
Ergonomic and manual task-related	Carrying or moving heavy items, height and position of work benches.
Electrical	Damaged cords or equipment; Residual Current Devices (RCD) not working; overloading of power points; wet conditions.

Should a safety hazard or incident be identified it is important that the problem be reported immediately to the Volunteer Program Manager and the completion of a risk identification form to enable immediate action to be taken.

Care should be taken to ensure that where a professional service is required (ie electrician needed for electrical works) no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety. Should an accident or injury occur it must be immediately reported to your Volunteer Manager who will ensure that appropriate action is taken. A City of Albany *Incident Report Form* is to be completed and filed by the Volunteer Supervisor along with any accompanying documentation.

If anyone requires medical attention, it must be reported immediately. Any volunteer or staff member who has a medical issue which may require urgent medical treatment should make staff aware of the possible action required.

### Termination of Volunteer Role

A volunteer's service to the City of Albany can be discontinued if:

- The City of Albany receives notification from a volunteer of their decision to retire from their role;
- The City of Albany considers the Volunteer has acted contrary to the Code of Conduct, Volunteer Agreement, Volunteer Handbook, role position description or has broken any laws/legislation.
- The City of Albany determines that the volunteer role is no longer required; or
- The City of Albany determines that the volunteer does not have the capacity to undertake the role based on advice from medical professionals.

If a volunteer leaves the organization they will need to return any City of Albany property in their possession to their Volunteer Supervisor.

### **Exit Interview and Checklist**

When a volunteer concludes their commitment with the City of Albany the Volunteer Supervisor may conduct an exit interview:

- To establish the reasons for leaving;
- To analyse any trends in the reason for leaving;
- To provide departing Volunteers with the opportunity to discuss any issues or concerns which may have contributed to their leaving;
- To gain constructive feedback on the best and worst aspects of the Volunteer's role and their time with the City of Albany.

During the exit interview arrangements will be made for the return of all City of Albany property. A record of the interview will be retained.

### **Retiring as a Volunteer**

Should a volunteer wish to retire from their role they are requested to give their Volunteer Supervisor as much notice as possible.

Any City of Albany property including volunteer name badges, uniform, keys etc. must be returned.

### **Termination by City of Albany: Misconduct**

Serious misconduct may result in instant dismissal.

Examples of serious misconduct include:

- Theft of property or funds from City of Albany;
- Wilful damage to City of Albany's property;
- Intoxication through alcohol or other prohibited substance;
- Verbal abuse, physical assault or harassment of any other staff, volunteer or any other person particularly in respect of race, sex or religion;
- Disclosure of confidential information regarding the City of Albany to any other party without prior permission from the directorate Manager or the Chief Executive Officer;
- Falsification of any of City of Albany's records for personal gain or on behalf of any other volunteer;

Immediate dismissal will only take place in the most serious of circumstances. All property of the City of Albany must be returned and all staff notified of the dismissal.

Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the program is regarded as misconduct.