



# Moirá Shire Council Employee Code of Conduct

Adopted November 2017



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## 1 INTRODUCTION

### 1.1 What is a Code of Conduct?

This Code of Conduct prescribes the behaviour expected of all employees at Moira Shire Council. All employees are required to familiarise themselves and act in accordance with this Code of Conduct. The Code of Conduct is binding on all employees and breaches of this Code may constitute misconduct.

### 1.2 Why do we have a Code of Conduct?

This Code of Conduct is required under the *Local Government Act 1989* (s95AA) and is underpinned by the following principles (s95(1)):

Council staff must in the course of their employment

- (a) Act impartially;
- (b) Act with integrity including avoiding conflicts of interest;
- (c) Accept accountability for results;
- (d) Provide responsive service.

### 1.3 Coverage

This Code of Conduct applies to

- all Council employees including full time, part time, casual or temporary/contractors working in house,
- temporary labour hire employees,
- employees on secondment,
- volunteers,
- work experience students; and
- graduate students who perform work for Council.

This Code of Conduct also applies to work-related events and functions, including (but not limited to); Christmas parties, conferences, training etc.

### 1.4 Other Related References

In addition to conduct prescribed in this Code, guidance for employees is also covered by

- Moira Shire Council Enterprise Bargaining Agreement (EBA),
- other legislation (including the Local Government Act, Fair Work Act, Equal Opportunity Act, Privacy Act, OHS Act, Accident Compensation Act),
- Council Policies and Procedures; and
- Relevant professional codes of conduct that establish specific behaviours relevant to those professions (e.g. Building Practitioners Board).

In such cases, this Code should be read in conjunction with any other related documents, legislation or professional Code of Conduct, and employees in those professions are expected to be aware of those requirements.

### **1.5 Breach of this Code**

Employees are expected to behave in accordance with this Code of Conduct. All employees are also expected to abide by the law whilst carrying out Council duties. In the event of a proven breach of this Code of Conduct, actions may include disciplinary action (up to and including termination of employment), laying of criminal charges and taking civil action.

### **1.6 Knowledge of Council Policies**

It is expected that employees will have an understanding of Council Policies and know where and how to access the documents, together with the legislative requirements of their position. All policies are available on the Moira Shire Council Intranet and are distributed to locations in hardcopy.

### **1.7 Human Rights**

This Code of Conduct is consistent with the principles of freedom, respect, equality and dignity as set out in the Victorian Charter of Human Rights and Responsibilities. Employees are afforded these rights in the Charter and are expected to observe them with respect to interactions within the organisation and the community.

## **2 PERFORMANCE AND CONDUCT**

### **2.1 Appropriate Workplace Behaviour**

All employees whilst conducting business on behalf of Moira Shire Council are expected to conduct themselves in a professional and ethical manner at all times and behave in a way which will not bring disrepute to Council or themselves. All employees are expected to behave with dignity and respect. Employees will be helpful, courteous, patient, honest, respectful (including use of appropriate language) and work within the boundaries of the law.

While at work, or performing Council duties, all employees are expected to meet their prescribed performance standards and objectives, and work in accordance with the established and approved work practices, required of their position.

### **2.2 Discrimination, Harassment, and Bullying**

Council is committed to providing a safe and productive environment free from discrimination, harassment (including sexual harassment) and bullying. Employees are not to engage in any

action that may be perceived as discrimination, harassment or bullying whether directly or indirectly.

Behaviour may include (but is not limited to):

- abusive or threatening language,
- intimidation,
- racial, religious or sexual “jokes” or innuendo,
- offensive emails,
- offensive remarks; and
- displaying inappropriate or offensive material.

If you are subject to such treatment you may speak with a Contact Officer (contact details available on Council’s intranet or from the Organisational Development unit), your supervisor, Manager or General Manager, or a member of the Organisational Development team.

If you are experiencing this behaviour from your supervisor or Manager, you should speak with a member of the Organisational Development team or your supervisor’s or Manager’s Manager.

*Reference: Anti-Discrimination and Equal Opportunity Policy and Procedure, Respect in the Workplace Anti-Bullying Policy and Procedure*

### **2.3 Misconduct**

In some circumstances, unacceptable behaviour or performance may be of such a serious nature as to constitute misconduct. In serious cases, employees may face disciplinary action up to and including dismissal. Examples of behaviours which may constitute serious and wilful misconduct, and potentially warrant dismissal, include (but are not limited to):

- Unauthorised absences from work;
- Sexual harassment;
- Bullying or Victimisation;
- Fraud;
- Assault;
- Bribery;
- Possession/use of illegal drugs;
- Breaches of privacy/confidentiality;
- Abandonment of employment;
- Negligence;
- Breaches of applicable legislation;

- Theft/failure to report a theft;
- Dishonesty/telling lies;
- Intoxication;
- Acting corruptly for personal gain;
- Failure to comply with a reasonable lawful direction;
- Conduct which endangers Council's reputation, viability or financial position;
- Possession of any weapons on Council premises;
- Deliberately damaging Council property or equipment;
- Use of Council property or equipment without appropriate authorisation;
- Serious and deliberate breach of Council policies and procedure;
- Any deliberate unsafe act which results in, or could lead to, injury to self or others; and
- Physical or verbal abuse against any fellow employee, Councillor, contractor, work placement student or member of the general public.

#### **2.4 Unsatisfactory performance**

Poor or under performance affects the quality of service delivery to the organisation and to the Community. Underperformance may include, but is not limited to, failing to meet the required standards of the position, providing incorrect or misleading advice or displaying unproductive behaviour.

Generally, unsatisfactory performance would lead to the implementation of a Performance Improvement Plan to assist employees in improving their behaviour or performance to an acceptable level and may become disciplinary matter.

Unsatisfactory performance will be treated as a disciplinary matter if it involves serious neglect of duty or is combined with misconduct or unsatisfactory behaviour.

#### **2.5 Lawful Directions**

Employees are expected to work cooperatively with supervisors and colleagues at all times. Employees are required to comply with all reasonable lawful directions given by a person having the authority to give such an order or direction.

#### **2.6 Dispute Resolution**

Any dispute or grievance arising in relation to the application of this Code must be addressed in accordance with the processes outlined in the *Moira Shire Council Enterprise Agreement*. In the

first instance, an aggrieved employee is expected to raise their concerns with their direct supervisor or manager.

## **2.7 Criminal Offences**

Employees must advise their supervisor or manager immediately if they are charged with a criminal offence that is punishable by imprisonment or, if found guilty could reasonably be seen to affect their ability to meet their work requirements. Employees working with children are required to report any charges relating to offences covered by the Working with Children Check to their supervisor or manager immediately.

## **2.8 Driver Licence Notification**

Many positions within Council require a current driver licence. If an employee has their licence cancelled, suspended, or has a court case pending which may result in the suspension or loss of licence, it is the responsibility of the employee to notify their supervisor or manager as soon as it becomes known to the employee. Consideration will be given to determine the impact that this has on the employee's ability to undertake the key elements of their role.

If the employee does not advise their manager or unlawfully drives a vehicle, they will be referred to the police and appropriate internal disciplinary action will be taken.

# **3 WORKING IN LOCAL GOVERNMENT AND CONDUCT**

## **3.1 Ethical Standards**

Employees are expected to behave in an honest and ethical manner and undertake all their dealings with the highest level of integrity as prescribed by the *Local Government Act 1989* (s95(1)).

## **3.2 Ethical Behaviours**

Employees are required:

- not to lobby or advocate to Councillors or local politicians on behalf of customers unless within their work scope (as outlined in their Position Description)
- to avoid the promotion of political, religious or social beliefs to other employees, or anyone else they encounter in the course of their duties
- to not share personal and confidential details of employees and customers
- to observe the highest standards of honesty and integrity and avoid any contact or behaviour which might suggest departure from these standards
- to undertake service delivery and communication in a non-judgemental way

- to avoid social or intimate contact or behaviour with customers which may compromise, or be perceived to compromise, the employee's ability to maintain responsible and ethical relationships
- to recognise and respect that customers may choose to live or behave in a way different from the employee
- not to actively participate in, or spread gossip
- not to denigrate other employees, volunteers, Council or management, including any decision that Council or management has made
- not to seek or accept gifts or favours from customers outside of Council's Gifts and Hospitality requirements
- not to ask customers to purchase goods or services from them, their relatives or friends
- not to recommend any tradesperson, retailer or commercial service provider to customers unless sanctioned beforehand by Council
- not to canvass, request, accept or undertake private work with customers
- to only take cash from a customer if the transaction is a necessary part of the employees duties. Receipts must be obtained and retained, and given to the customer when money, in any form, is taken as part of their duties.

### **3.3 Gifts & Hospitality**

Employees will not – for themselves or others – seek or accept gifts or benefits that could be reasonably perceived as influencing them in the course of their employment (conflict of interest). Gifts may include goods or services, property, transfers of money, loans, free services including travel, entertainment, accommodation and hospitality, heavily discounted goods or services.

Employees must never accept cash or gift vouchers.

Any employee who, as a consequence of their employment, has received a gift or hospitality, or has been made a beneficiary of a will valued at more than \$50 must inform their Manager prior to accepting the gift or benefit. If an employee is uncertain about accepting a gift or benefit, they should refer the matter to their supervisor or Manager. When approving acceptance of gifts, the Manager needs to outline the reasons for allowing the employee to retain the gift.

Details of the gift or the hospitality are to be recorded on a Gift / Hospitality Declaration Form, available from the intranet, and presented to the relevant General Manager or the Chief Executive Officer where applicable, for a decision on whether the gift can be accepted and or retained.

*Reference: Gift/Hospitality Declaration Form.*

### **3.4 Financial Probity**

Employees are to observe the highest standards of integrity in financial matters and comply with the requirements of relevant financial management legislation, policies and procedures.

Employees must maintain a strict separation between work-related and personal financial matters and only use or authorize the use of public financial resources or facilities for work-related purposes.

Council corporate credit cards can only be used for authorised work related expenses and cannot be used for personal use.

### **3.5 Purchasing and Financial Management**

Policies and procedures exist to ensure Council funds are used ethically.

Any employee managing or spending Council funds (whether by purchase order, credit card, petty cash or any other method) is to ensure these Policies and Procedures are adhered to.

Requisition raisers have the responsibility for:

- Ensuring purchases and requisitions are in accordance with relevant policies
- Ensuring orders that appear to be outside policy or of perceived benefit to the approver are redirected to the next level of management for approval.

Requisition approvers have the responsibility for:

- Ensuring that sufficient budget exists
- Ensuring they only approve purchasing within their level of authority,
- Ensuring they do not approve expenditure where they have a perceived conflict or personal gain, regardless of their delegation. Where this is the case, the purchase order must be referred to the next level of management
- The purchase and requisition is in accordance with relevant policies.

All employees are empowered to query incidents or directions that appear to contradict ethics, probity, or policies and procedures.

*Reference: Procurement Guidelines, Procurement Policy.*

### **3.6 Conflict of Interest**

Employees may from time to time be engaged in Council activities where a conflict of interest may arise. Employees must declare and avoid conflicts of interest to help maintain community trust and confidence as per the requirements under Division 1A of the *Local Government Act 1989*.

A conflict of interest can arise where an employee makes or participates in decisions affecting another person with whom they have a personal relationship (such as a relative, spouse, close friend, or personal associate). Examples may include

- the selection, appointment or promotion of employees;

- participating in planning decisions involving property that the employee has a personal or financial involvement;
- participating in a decision making process which would affect the employee (or their family/friend etc.) as a resident;
- purchasing of goods or services and the enforcement of regulations.

In cases where a conflict may arise, employees must advise their Manager or General Manager. Wherever possible, employees should disqualify themselves from dealing with those persons.

Employees must not behave in a manner that brings discredit upon the reputation of the Council. It is important for employees to be mindful that their actions in a private or community capacity may adversely impact on their reputation and their roles. Conduct in a private capacity that reflects seriously and adversely on the Council or if employees have a conflict (real or perceived), it is expected employees will seek guidance from their Manager, General Manager or CEO.

### **3.7 Outside Employment**

Outside employment may pose risks to Health and Safety or result in Conflict of Interest issues. Where outside employment is undertaken, employees must declare this to their Manager for consideration and approval by the CEO. The following considerations (not an exhaustive list) will be taken into account to determine the appropriateness of the outside employment:

#### *Health and Safety*

- Fatigue
- Manual Handling risks

#### *Conflict of Interest*

- Working for another employer (or own business) that provides services to Council where there might be an actual or perceived conflict of interest
- Using Council knowledge (including clients, records etc.) to benefit other employment or own business
- When you have the capacity in your role at Council to influence expenditure and selection of service providers to your other employers.

Other issues including effects on productivity and attendance will also be taken into consideration. Employees will only receive approval for outside employment where the activity does not have an impact on their role as a Council employee and where there is not a conflict of interest (either actual or perceived). The Manager must ensure the decision is documented and signed by the CEO sent to the Organisational Development unit for recording and placing on the employee's personnel file.

### **3.8 Conflicts in Recruitment Processes**

Employment is determined by a merit based selection process. Employees must not in any way attempt to influence a recruitment and selection process if an applicant is known to them.

Where a pre-existing relationship exists with an applicant (e.g. relative, friendship, previous work colleague); the employee must disclose this relationship with the hiring manager (chair of the panel) and the Organisational Development unit. Consideration will then be given to the suitability of the employee's involvement in the recruitment process.

Similarly, if recruitment would result in the applicant reporting to a family member or friend, this relationship must be disclosed to the hiring manager (chair of the panel) and the Organisational Development unit to determine whether this is appropriate.

*Reference: Recruitment and Selection Procedure*

### **3.9 Councillor and Employee Interaction and Requests**

The Local Government Act precludes Councillors from instructing employees in the conduct of their duties. It is generally expected that interaction with Councillors regarding Council business will only occur at the Manager, General Manager and CEO levels.

Employees should refer to the Councillor and Staff Interaction Protocol for guidelines regarding interactions and requests.

*Reference: Councillor and Staff Interaction Protocol. Councillor Code of Conduct*

### **3.10 Remaining Apolitical**

Council employees will conduct themselves in an apolitical manner. Employees will avoid, in the course of their work, any participation in activities which support a political party or individual Councillor that is not Council business.

*Reference: Moira Shire Council Caretaker Policy*

### **3.11 Protected Disclosure**

The Protected Disclosure Act 2012 is designed to encourage and facilitate the making of disclosures of improper conduct by employees or Councillors. The Act provides protection to whistle blowers who make disclosures, and establishes a system for the matters disclosed to be investigated and rectifying action to be taken. Employees may make a disclosure, in strictest confidence, in accordance with Council's Protected Disclosure Act 2012 policy on the intranet.

*Reference: Procedures for disclosures under the Protected Disclosure Act 2012*

### **3.12 Information Privacy**

Employees are required to comply with the Privacy and Data Protection Act 2014 and the Health Records Act 2001. The Acts regulate the management, collection, use and disclosure of 'personal information', 'sensitive information', and 'health information'. Employees may have access to personal information relating to other employees or members of the public. This information will have been provided on the understanding it will only be used for specific Council purposes. This information remains confidential. This information must be managed and stored securely in accordance with the Privacy and Data Protection Act and must not be disclosed to any person except in the course of official duties.

*Reference: Health Records Act 2001, Local Government Privacy Guide 2014, Privacy Statement.*

### **3.13 Confidentiality**

Unauthorised disclosure of Council information is prohibited (this includes but is not limited to intellectual property, council records, performance information and contractual arrangements) both during and after employment at Council.

## **4 PERSONAL PRESENTATION**

### **4.1 Dress and Appearance**

Council employees must ensure their standard of appearance is professional, neat, clean, and appropriate for their particular area and type of work (inclusive of all clothing, accessories and footwear).

Employees are required to use personal protective clothing/footwear and safety equipment (PPE) at all times where provided by Council.

Where employees are provided with a uniform, it must be worn and maintained in good condition to ensure a positive image is projected to our community.

Workplace attire must also meet all Occupational Health and Safety requirements at all times.

An acceptable standard of personal hygiene is required of all employees.

### **4.2 Casual Days**

The Fundraising Committee from time to time arrange casual days (i.e. casual Friday) which allows for less formal dress standards for that particular day.

Employees dressing down on declared 'Casual Days' are expected to contribute to the nominated charity where required.

Casual attire does not apply to employees who are required to wear uniforms or PPE, employees who have external or formal meetings arranged that day, or employees who anticipate customer or public contact on that day.

As many staff may be called upon to meet with a customer or member of the public at any time, personal appearance must still be neat, clean, and appropriate for a professional workplace and for their role and environment.

Clothing which is not considered appropriate for the workplace includes (but is not limited to):

- Tracksuit pants, sweat pants, exercise/gym attire and bike pants;
- Attire which may portray offensive images, terms or messages to any other person or group (including cultural, religious or political);
- Ripped and/or torn clothing
- Thongs (flip flops)
- Boardshorts etc.

### **4.3 Drugs and Alcohol Usage**

Council discourages drug and/or alcohol dependence and will assist employees who experience difficulties in this area (e.g. referral to the Employee Assistance Program). Employees must not arrive at work under the influence of alcohol or drugs and they will not be allowed to perform their duties where there is a reasonable assumption that they are affected by these substances in performing their work. The operation or use of some plant and equipment requires a zero blood alcohol level at all times whilst being operated.

Employees who are taking medication that could affect their work performance or the safety of themselves or others must inform their supervisor or manager prior to commencing work.

Consumption of alcohol during working hours is not permitted, unless authorised by a General Manager or CEO.

The use, possession, manufacture or trafficking of illegal drugs is not permitted. Breaches in respect to illegal drugs may result in referral to the police and termination of employment.

Employees who are adversely affected by alcohol or drugs at work may be sent home at their discretion of the General Manager and the Manager Organisational Development, and disciplinary procedures invoked.

## **5 OCCUPATIONAL HEALTH AND SAFETY**

Council's workplace safety objective is to eliminate all work-related accidents, illnesses and injuries so far as is reasonably practicable. Council provides a safe, productive workplace that promotes and enhances the quality of working life and enhances Council's ability to provide

quality services to the community. These responsibilities are legal obligations for Council.

### **5.1 Responsibilities of Employees**

Employees are responsible for:

- Taking reasonable care for their own health and safety;
- Taking reasonable care for the health and safety of other persons who may be affected by the employee's acts or omissions at a workplace; and
- Co-operating with respect to any action taken by Council to comply with a requirement imposed by legislation or regulations.

### **5.2 Incidents, Injuries and Hazards**

Employees are required to report all workplace incidents, injuries and hazards within 24 hours to their supervisor and the OHS unit. Should you incur a workplace injury, you may be required to participate in a Return To Work (RTW) program as stipulated in Council's Occupational Rehabilitation and Return to Work Policy.

All employees are expected to participate in Council's workplace safety initiatives, which include participation in specified training.

### **5.3 Non Work Related Injuries**

Council has a duty of care to ensure the workplace safety of all employees. Where an employee has sustained a non-work related injury or suffers a medical condition that affects their capacity to perform their normal duties, they are required to report their injury/condition to their supervisor who will then liaise with the OHS team for advice.

Council's Early Intervention Injury Management Program may be offered to employees who sustain a non-work related injury or illness. If there is concern that an employee is unable to perform their normal duties and hours due to a non-work related injury/condition, the employee may be required to sign a medical authority to enable Council to liaise with relevant medical practitioners, complete an evaluation or participate in an independent medical and/or health examination.

### **5.4 Vehicle Use – Conditions that affect safe driving**

There are many medical conditions that can affect employee's ability to drive safely. If employees suffer any of the following conditions they are required to report it to their direct supervisor to ensure that safety is not compromised. Medical conditions that can affect fitness to drive include (but are not limited to):

- diabetes

- epilepsy and seizures
- heart conditions
- neurological conditions
- mental health conditions
- sleep disorders (e.g. sleep apnoea)
- visual impairment
- physical disabilities
- the use of prescription medicine that impairs ability to drive.

### **5.5 Smoke Free Workplace**

Council encourages a Smoke Free Workplace. Smoking is not permitted in Council buildings, Council vehicles, in the immediate vicinity of entrances to Council buildings, while attending clients or servicing the public. Smoking is limited to designated smoking areas only. Staff may only smoke in their own time during authorised breaks.

## **6 USE OF COUNCIL RESOURCES AND PROPERTY**

### **6.1 Telephone, Email and Internet Use**

Council telephones, email, and internet facilities are provided for business use. Any personal use of these services must be kept to a minimum and must not interfere with an employee's workplace performance. These services must be used in a manner that is consistent with Council Policy. The use of these services to distribute, store or access offensive or inappropriate material will result in disciplinary action.

Mobile phones, smart phones, tablets and other portable computing devices are provided for business purposes only. Personal use can only be in accordance with Council policies and procedures or if specifically included in Contracts of Employment.

Information exchanged through the internet, social media, email, telephone and messaging systems must be respectful and comply with the principles of this Code and any applicable Council policies. Any verbal or written communication (including email) are to be recognised as formal correspondence on behalf of Council. Employees are to be aware of the legal implications of email correspondence and be mindful not to casualise email interactions.

Employees can expect that their usage may be monitored by Council at any time to determine suitability of usage.

Any material or information exchanged at any time using a Council device or a Council provided account is the property of Council.

*Reference: IT Security Policy, IT Security – Acceptable Use Standard Agreement. Social Media Policy*

## **6.2 Use of Council Assets**

Employees may use Council resources and equipment only for work purposes. Employees are responsible for the correct and safe use of Council plant, property, and equipment.

It is expected that employees will respect Council assets and intellectual property (i.e. concepts/models that have been generated at work) and will not use these resources for personal gain. This includes actions such as copying computer software programs, improper use of the Internet (e.g. for personal business purposes), unauthorised use of Council logo or letterhead for personal matters, falsifying records, unauthorised use of Council property or records for personal matters, or using work time for personal business matters. Employees may not borrow Council equipment for private use, unless approved by the CEO.

Employees must take care of council property that they access or use and they must report any damage or faults to their supervisor or the responsible officer as soon as possible after the fault or damage occurs.

## **6.3 Leaving Employment with Council**

Upon ceasing employment with Council, employees must not retain or release confidential information or intellectual property obtained during their employment.

Employees must return all Council property to their direct supervisor. Property items may include (but is not limited to):

- Materials, tools and equipment, including stationary items, Business cards
- Documents, books, manuals, CDs and DVDs
- Software and electronic records or data, computer accessories, electronic equipment and mobile phones
- Photo Identification Cards and Security Access Passes
- Vehicles and associated equipment (keys etc.)
- Council owned uniform and items of protective clothing

## **6.4 Use of Motor Vehicles**

Employees responsible for using council or private vehicles as part of their role must be licensed, obey road and parking rules, and are responsible for all fines incurred whilst driving a Council or personal vehicle at work. It is expected that employees will drive safely and responsibly at all times and in accordance with Council policies.

Employees using council vehicles must ensure that vehicles are kept in a clean and tidy condition, and that any damage, accidents or maintenance requirements are reported to the responsible officer as soon as they become known.

Council vehicles are often used by various drivers in any one day. Drivers of Council vehicles must ensure they leave the vehicle clean, without rubbish and with adequate petrol for the next user. Log books must be accurately completed where provided

*Reference: Motor Vehicle Policy (including Conditions of Use).*

## **6.5 Property Damage**

If damage is caused to property or assets in the performance of your duties (including Council or Publicly owned property and assets) employees are required to report the damage as soon as reasonably possible to their supervisor or responsible officer (preferably as soon as it occurs and not later than the end of the shift). The report should include the time, date and location of the incident.

Where damage to public or residential property/assets has occurred and the owner of the property is not available at the time of the incident, reasonable efforts must be made to contact the owner of the damaged property, this may include leaving Council contact details at the property. Where the property owner is not available then Police should be notified of the damage.

Failure to report property damage may result in legal proceedings being made against Council and the employee involved. Council will investigate incidents where property damage has resulted and will assist with Police enquiries as required. Failure to report property damage or deliberately causing property damage may lead to disciplinary action.

## **7 IDENTIFICATION AND OFFICE SECURITY**

Employee identification (including name badges, photo ID cards and / or uniforms) should be worn while working and easily visible.

Employees visiting community members on Council business must carry Council identification and produce their identification at the beginning of their visit.

Security Access Passes are issued based on the requirement of specific roles. Security Access Passes must be kept on the employee at all times during working hours.

Identification Cards / Badges and Security Access Passes remain the property of Council and must be returned upon fault, damage, by request or on cessation of employment.

Lost Security Access Passes must be reported to the Information Technology unit immediately.

### **7.1 Visitors / Contractors**

All visitors are required to register as a visitor and wear a visitor name badge. Employees bringing visitors onto Council premises must ensure that they are kept safe and provided with a visitor badge, which are available with the Customer Service team.

### **7.2 Unauthorised Access**

All employees are responsible for ensuring that only authorised people enter the workplace. Employees must take particular care in ensuring that unauthorised people do not enter the workplace when they are entering or exiting the buildings.

### **7.3 After Hours Access**

- **After Hours – Weekday Access**

Where work related meetings or events occur outside of core customer hours, attendance by hospitality or other employees should be arranged to supervise visitors entering and exiting the building.

- **After Hours – Weekend and Public Holiday Access**

Employees wishing to access the buildings on weekends or public holidays must seek approval from their manager and arrange access via Information Services (clause 7 states Information Technology). Security Access Passes and Photo Identification cards (if applicable) must be kept on the employee at all times whilst on the premises, and alarms must be deactivated / activated on entry and exit.

## **8 EXTERNAL COMMUNICATIONS**

### **8.1 Contact with the Media**

The Mayor or his/her delegate will provide official comment to the media on behalf of the Council where the matter is of a strategic, political, controversial or sensitive nature. The CEO or his/her delegate is the official spokesperson for all operational matters.

Any employee who is contacted by the media, or a third party requesting media involvement, must pass the call or inquiry immediately on to the Communications and Media Unit to be managed in accordance with Council's media relations protocols.

Employees must not accept public speaking engagements or write for, or to, external publications about Council activities, operations, programs, products or services without the prior approval of the CEO or their General Manager.

*Reference: Councillor Code of Conduct, Local Government Act 1989*

## **8.2 Social Media**

As with other types of media, employees must be authorised by the Communications and Media unit before they can comment as a Council representative on Social Media.

The provisions of this Code of Conduct and the Social Media Policy apply when employees use Social Media (Facebook, Twitter, YouTube etc) on behalf of Council. They also apply when employees use social media in a personal capacity where references are made to Council, its employees, Councillors, services, suppliers or Council related issues. Any online conduct that is harmful to Council, or to its employees, can amount to misconduct and may lead to disciplinary action (up to and including termination of employment).

*Reference: Social Media Policy.*

## **9 PAY AND TIME KEEPING**

### **9.1 Timekeeping**

Employees must accurately record their hours of work through their allocated time sheet. Failure to accurately record hours of work may result in incorrect payments. Where records have been falsified in an attempt to receive payments that would not otherwise be payable, this may constitute serious misconduct and may result in disciplinary action (up to and including termination of employment).

Designated pay approvers must be satisfied that an employee has worked the hours being claimed. Approvers must keep records of attendance or utilise other credible and identifiable systems prior to approving payment.

### **9.2 Incorrect payments**

Employees are responsible for checking that they are receiving the pay and allowances to which they are entitled. Where an employee received pay and allowances to which they are not entitled, they must notify their supervisor and the payroll area to have the error corrected and arrange for the overpayment to be repaid (e.g. Higher duties, on call allowances, casual loading etc.).

Where underpayments are made, rectification will occur in the next possible pay period. Where overpayments are made, the employee will be required to repay the amount to Council. A repayment plan can be arranged with the Organisational Development unit.

## **10 FURTHER INFORMATION**

A current copy of all Council Policies and Procedures are located on the intranet. Any enquiries regarding the meaning of this document or its contents should be raised with your supervisor or the Organisational Development unit.