

# JP's FNQ GROUP

## Principles of Operation (as adopted)

### Volunteer JP Service Centres

#### CAIRNS & TABLELANDS

#### Principle 1: Respect for the law and system of Government

- Exercise your official powers lawfully and impartially
- Act in the community best interest
- Ensure your actions support legislation

#### Principle 2: Respect for Persons

- You should treat clients, members of the community and colleagues fairly, with dignity and respect
- You should be aware of respect and acknowledge the wide diversity of backgrounds of those with whom you interact
- You should be consistent in all your dealings with clients and members of the community
- Your dress, personal appearance and hygiene are important elements of your presentation to the community and should comply with acceptable community standards
- You have an obligation to comply with the workplace health and safety requirements of the site

#### Principle 3: Integrity

- You are expected to provide honest, comprehensive and impartial information, irrespective of your personal opinion
- You should not use your status to influence other persons

- You should not falsify, improperly edit or destroy official documents
- You must ensure that your personal interests or those of your family or any party political affiliations, do not conflict with your official role
- You must respect the confidentiality of your clients and not disclose any information received in your role
- You must not accept remuneration or accept gifts in your role, nor should volunteers use collection containers for personal gain
- Donation receptacles are acceptable for recognised Not-For-Profit organisations
- You are required to report any instances of inappropriate conduct when you have an honest and reasonable belief such conduct has occurred

#### Principle 4: Diligence

- You must know and understand the duties of your role as outlined in the manuals and publications of the Department of Justice & Attorney General
- You have a duty of care to provide accurate information and correct procedures for each of your clients
- You must ensure that alcohol, drugs or prescribed medication do not interfere with your ability to conduct your official duties
- You must ensure that you notify your Team Leader of any inability to fulfil your roster requirements in a timely manner so as a replacement can be identified

#### HELP LINE - LOCAL FNQ ASSISTANCE:

*There are copies of 'The Duties of Justices of the Peace (Qualified)' handbooks located in the JP boxes at all JP Service Centre sites for reference should an unfamiliar document be presented by a 'client'. Alternatively, immediate assistance on any JP matter can be obtained by simply calling...*

**JP's FNQ GROUP** 24/7 Help Hot Line: 0418 243 652 - [jp@fnq.cc](mailto:jp@fnq.cc)