

# VOLUNTEER HANDBOOK

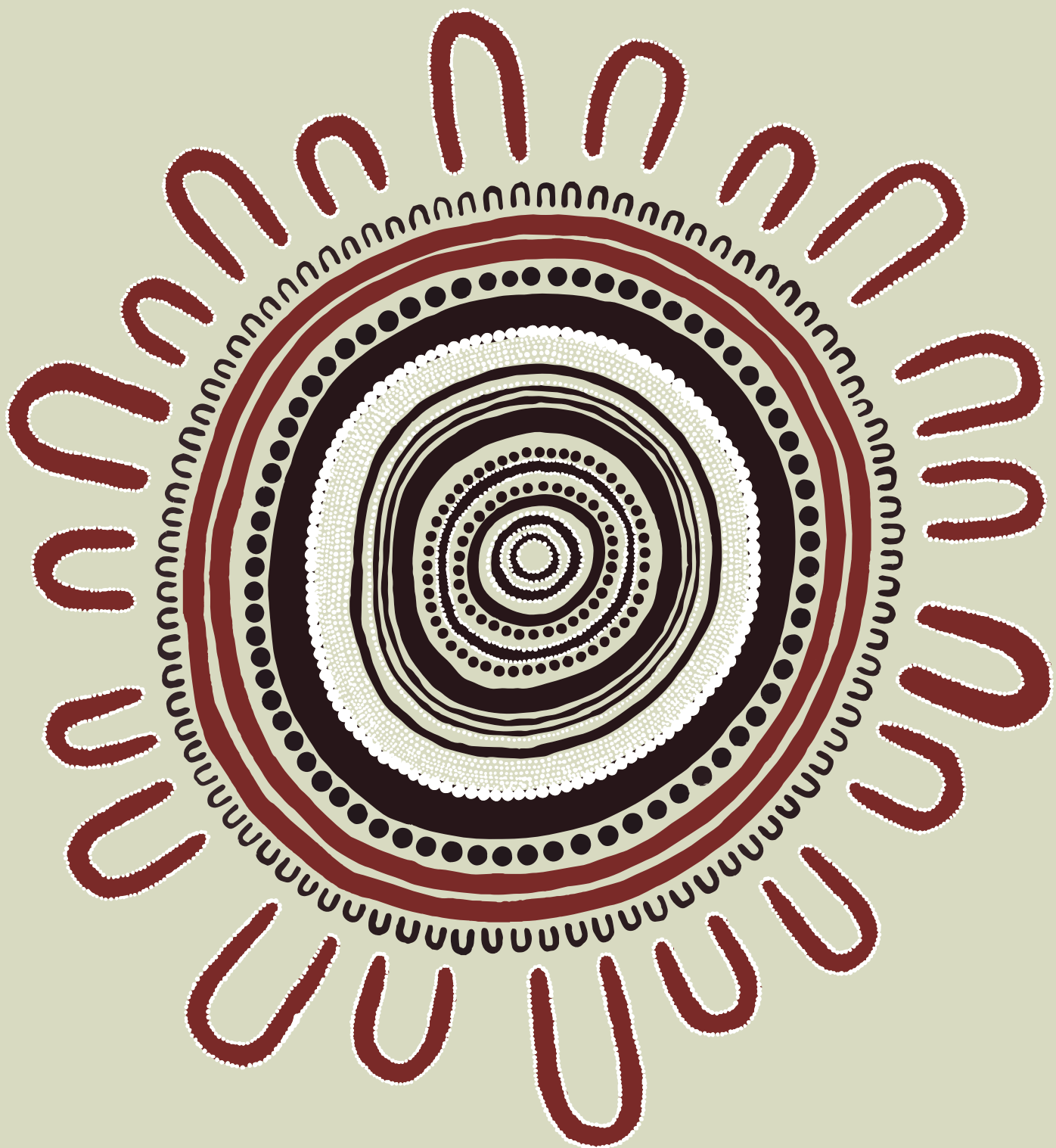


*South Australian  
Tourism Commission*

**SOUTH AUSTRALIA** 

# ACKNOWLEDGEMENT OF COUNTRY

The South Australian Tourism Commission acknowledges and respects Aboriginal people as the State's first people and nations, and recognises Aboriginal people as the traditional owners of the land and occupants of South Australian land and waters.



Artwork by Gabriel Stengle  
Kurna, Ngarrindjeri,  
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# INTRODUCTION

(1) Port Adelaide Passenger  
Terminal, Adelaide

Welcome to the South Australian Tourism Commission (SATC) Volunteer family! You're about to play a big part in creating unforgettable experiences across South Australia. Think buzzing festivals, sun-soaked beaches, and the kind of moments visitors talk about for years.

Volunteering with us isn't just about ticking boxes; it's about sharing the laid-back, generous spirit that makes our State special. We'll give you the tools, the training, and the support you need, plus a few perks along the way. So, you can focus on what really counts: helping people fall in love with South Australia, just like we have.

## Representing the SATC

When you're volunteering with SATC, you're part of something special. Showcasing the best of South Australia to the world. We ask that you bring your friendly, down-to-earth attitude and treat everyone with respect. Think of yourself as an ambassador for our State: warm, welcoming, and proud. Keep things professional, stay positive, and help us create experiences that visitors will never forget.

We're proud to welcome Volunteers from diverse backgrounds, cultures, ages, abilities and identities. Everyone is welcome, and we expect all Volunteers to help create an inclusive, accessible environment for participants, other Volunteers and staff.

## Your commitment

Your time is precious, and we appreciate every moment you give. When you commit to a shift, we count on you. Just like you can count on us for support, clear communication, and everything you need to feel prepared. If something changes and you can't make it, no worries, just let us know as soon as you can. Together, we'll make sure the event runs smoothly and everyone has a great experience.

## SATC's commitment

We're here to make your volunteer experience something you'll love. SATC is all about creating a safe, inclusive, and respectful space where you feel part of the team from day one. We value the time and energy you bring, and we'll back that up with clear communication, training that sets you up for success, and recognition for the amazing work you do.

You'll also get the practical stuff! Uniforms to help you look the part, incentives to show our appreciation, and plenty of support along the way. Our goal? To make sure you feel prepared, appreciated, and proud to be part of South Australia's story.

## Volunteering, your rights and South Australian laws

Volunteering with the SATC is about giving your time to help others and showcase South Australia. You're not an employee, but you still have important rights and protections, and we also ask you to play your part in keeping everyone safe and respected.

In South Australia, volunteering is shaped by rules about safety, fairness, privacy and child safety. You don't need to know the names of every law – that's our job – but it's useful to know that we must:

- provide a safe place to volunteer
- treat people fairly and with respect
- protect your personal information
- put children and young people's safety first.

This handbook explains what that looks like in your day-to-day volunteering with us – from safety and privacy through to how to raise a concern. If you're ever unsure about anything, just ask your Supervisor or the Volunteer Coordinator.



# CODE OF CONDUCT POLICY

Think of this as our playbook for keeping things respectful, safe, and fun. It's here to guide how we work together and make sure every Volunteer and staff member feels valued.

We all agree to follow these guidelines, they're simple but important. Treat people with kindness, act professionally, and help us create an environment that reflects the best of South Australia.

Bullying, discrimination, or harassment? That's never okay. If it happens, we'll step in quickly because everyone deserves to feel safe and respected. Ignoring these standards can mean losing your spot in the program, but we'd much rather work together to keep things positive from the start.

As an SATC Volunteer you are also expected to behave consistently with the Principles of Conduct for South Australian Public Sector Volunteers and the Code of Ethics for the South Australian Public Sector, which emphasise democracy, impartiality, accountability, respect for diversity and acting with integrity.

## Accepting gifts

We love that people appreciate what you do. But to keep things fair and transparent, please don't accept gifts without checking in first. If someone offers you something, just give your Supervisor a quick heads-up. It's not about saying no to kindness; it's about making sure everything stays above board and everyone feels comfortable.

## Bullying, discrimination and harassment

Everyone deserves to feel safe, respected, and valued. That's non-negotiable. At the SATC, we're committed to creating an environment where kindness and courtesy come first.

Here's what that looks like:

- A workplace free from bullying, discrimination, and harassment
- Training and resources so everyone knows their rights and responsibilities
- A fair and confidential process for handling complaints, quickly and with care
- Protection from victimisation or reprisals if you speak up
- Encouragement to report anything that doesn't feel right.

Bullying, discrimination, and harassment happen when someone is treated unfairly because of things like race, gender, or disability. It's everyone's responsibility to make sure that doesn't happen, whether you're a Volunteer, a Supervisor, or part of the event team. In South Australia, Volunteers are protected in a similar way to employees when it comes to discrimination and harassment. This means you have the right to speak up if you're treated unfairly, and you must also treat others fairly and with respect. If something happens, you can talk to your

Supervisor or the Volunteer Coordinator, and you can also seek advice from the Equal Opportunity Commission of South Australia.

What to do if something happens:

- If you feel comfortable, you can address the behaviour directly, but only if you want to
- Speak to your Supervisor or the Volunteer Coordinator. We'll take it seriously and handle it confidentially
- You can also lodge a formal complaint or reach out to an external organisation like a union or anti-discrimination agency

We're here to support you. If something feels off, don't stay silent. Let us know so we can make things right.

## Confidentiality

We trust you with important information and we need to keep it safe. SATC handles a lot of details about our events, partners, and people, and it's essential that this stays private.

When you sign up as a Volunteer for one of our events, you agree not to share any confidential information outside the event environment. That includes things like business plans, processes, sponsor details, or anything about other Volunteers and staff.

In short: if it's SATC-related and not public, keep it under wraps. Using this information for personal gain or sharing it with others could harm the SATC and that's something we all want to avoid.

Any notes or documents you create while volunteering belong to SATC, and anything you develop as part of your role is considered part of our work together. It's all about trust and respect, so let's keep things professional and secure.

## Conflict of Interest

Volunteers are expected to act in the best interests of the SATC at all times. A conflict of interest occurs when personal, financial, or other interests could improperly influence, or appear to influence, a Volunteer's ability to perform their role impartially and in alignment with the SATC's objectives.

Examples of potential conflicts include (but are not limited to):

- Accepting gifts, benefits, or hospitality from suppliers, sponsors, or stakeholders without prior approval
- Using SATC resources, information, or position for personal gain or to benefit family, friends, or associated businesses
- Engaging in outside employment or volunteer activities that may compromise SATC's reputation or operational integrity

Volunteers must disclose any actual, potential, or perceived conflict of interest to the Volunteer Coordinator immediately. The SATC will assess the situation and determine appropriate steps to manage or resolve the conflict. Failure to disclose a conflict of interest may result in removal from the volunteer program.

## Accreditation

Your accreditation is your all-access pass to the event areas you're approved to enter, it's how we keep things safe and organised. You'll get a lanyard or wristband that shows you're part of the team.

Please wear it proudly while you're on shift, and only use it for your Volunteer duties. If you notice someone in a restricted area without the right credentials, let your Supervisor know it's all about keeping the event running smoothly.

And just a heads-up: accreditation doesn't give you free rein when you're off duty. If you're caught using it outside your shift, we have the right to revoke your accreditation. Simple rule: use it when you're working, and you're good to go.

## Criminal activity

This one's simple: if it's illegal, it's not okay. If you see something that looks like criminal activity, let your Supervisor or the Volunteer Coordinator know straight away. We'll handle it from there.

And if a Volunteer is found doing anything unlawful, we'll have to involve the Police immediately. Keeping things safe and above board is everyone's responsibility.

## Drugs & alcohol

Events are all about good vibes, but safety comes first. Don't use drugs or drink alcohol while you're on duty. It can affect your judgment and put you and others at risk. Prescription medication is permitted as long as it doesn't impair your ability to perform your role safely. If you're under the influence during your shift, we'll need to end your role for the event. We want everyone to enjoy themselves, but when you're volunteering, staying sharp and responsible is key.

## Media

If the media comes calling, keep it simple: pass them on to the SATC Public Relations team. They're the pros and will handle interviews and information requests.

As a Volunteer, please don't make comments to journalists or share event details, even if it seems casual. It's easy for things to get misquoted, and we want to make sure the right message gets out. If you're ever unsure, just check with your Supervisor. We've got your back.

## Personal use of social media

Social media is a great way to share your love for South Australia. But when you're volunteering, a little care goes a long way. Here's the golden rule: if you wouldn't say it to a stranger at a café or stick it on a shop window, don't post it. Social media feels private, but it's really public, and permanent.

Here are a few quick tips:

- Keep it positive and respectful. Your posts reflect the event and the SATC
- Don't share confidential or behind-the-scenes info unless you're authorised
- Make it clear when you're posting as yourself, not as an official SATC representative
- When in doubt, check with your Supervisor

We want you to enjoy the event and share the excitement, just keep it professional and thoughtful.

## Equipment

Event gear is there to help you do your job and we trust you to look after it. Please handle all equipment with care, store it safely when you're done, and use it only for its intended purpose.

If something doesn't seem right maybe it's damaged or not working, let your Supervisor know straight away. Keeping everything in good shape means the event runs smoothly and everyone stays safe.

## Volunteer briefing sessions

Briefings are where the magic starts. They're your chance to get all the inside information before the event kicks off. We'll cover everything from your role and responsibilities to important health and safety details, so you feel confident and ready to go for the event.

Your Volunteer Coordinator will let you know when and where these sessions happen. Sometimes, we'll do quick updates during the event too, because things can change, and we want you in the loop.

Bottom line: these sessions are essential for making sure you're prepared and the event runs smoothly. Plus, it's a great chance to meet the team and ask any questions you've got.

Volunteer roles are designed to be meaningful, safe and tailored to your skills, interests and availability. If your circumstances change, talk to us, we'll do our best to adjust your role or find another way for you to contribute.

## Personal property

We'd love to keep everything safe, but the reality is events can get busy and we can't guarantee the security of personal items. So, if you can, leave valuables at home.

If you do need to bring something important, chat with your Supervisor about safe storage options. We'll do our best to help, but the SATC can't take responsibility for lost or damaged belongings. A little planning goes a long way to keep your stuff secure.

## Privacy

We collect your personal information so we can manage your Volunteer role – things like your contact details, emergency contact, roster and any support or access needs you tell us about.

We will:

- Only ask for information we genuinely need
- Store it securely and only let people see it if they need it for their work
- Only share it outside SATC when the law allows it or when you agree.

We also ask you to respect other people's privacy. This means not sharing personal information about participants, Volunteers, staff or partners outside the event environment, and keeping any SATC documents or photos secure.

If you're worried about how your information has been handled, please talk to your Supervisor or the Volunteer Coordinator, or email us at [satc.privacy@sa.gov.au](mailto:satc.privacy@sa.gov.au). More information is available at [southaustralia.com/privacy](http://southaustralia.com/privacy).

## Work Health & Safety (WHS) principles

We want you to be safe, healthy and comfortable while you volunteer. SATC has legal duties to look after the safety of Volunteers, and you also have a part to play. We'll do things like assess risks, give you information and training,

and provide any safety gear needed. In return we ask you to follow instructions, use equipment properly, and tell us quickly if something doesn't feel safe.

Your safety and the safety of everyone around you is our top priority. The SATC takes health and wellbeing seriously, and we want every Volunteer to feel confident and protected while on duty.

Here's what we ask:

- Look after yourself and others
- Follow any instructions or safety guidelines we provide
- Report anything that feels unsafe or unusual straight away
- If something seems off, a hazard, an incident, or even a near miss, let your Supervisor know immediately. Quick action keeps everyone safe and the event running smoothly

We'll cover more details in your briefing, but the golden rule is simple: stay alert, stay safe, and never hesitate to speak up.

## Sun smart

South Australia loves its sunshine, but we want you to enjoy it safely. If you're working outdoors, here are a few simple tips to keep cool and protected:

- Wear your hat whenever you're in the sun
- Apply sunscreen regularly (every 2-3 hours is a good rule)
- Seek shade whenever you can
- Sunglasses are a great idea for extra protection
- Take breaks out of direct sunlight and drink plenty of water

A little preparation means you can soak up the good vibes without the sunburn. Stay sun smart and enjoy the day.



## Reporting an incident, a hazard or an unsatisfactory situation

Your safety and wellbeing matter to us and quick reporting helps keep everyone safe. If something happens that feels wrong, unsafe, or unusual, let your Supervisor or the Volunteer Coordinator know straight away.

What should you report?

- Injuries or illness (to anyone at the event)
- Lost or stolen property
- Safety hazards or near misses
- Aggressive or inappropriate behaviour
- Anything suspicious, like unattended packages or strangers photographing children

Even if it seems minor, speak up. Acting fast means we can fix the issue and prevent it from happening again. If it's serious or urgent, notify your Supervisor immediately. We're all in this together, your voice helps keep the event safe and enjoyable for everyone.

We record and review all incidents, hazards and near misses so we can learn from them and prevent future harm. If you're injured while volunteering, let us know straight away so we can support you and make sure it's properly reported.

## Child safety & Working With Children Clearances (WWCC)

Keeping children and young people safe is a top priority.

Some Volunteer roles involve working directly with children or young people and will require a current 'Not Prohibited' Working with Children Check (WWCC). If your role needs one, we'll let you know and guide you through the process. Please tell us if your WWCC status changes.

If your role includes extra child-safety responsibilities, we'll explain these and provide any training you need, including how to raise concerns about a child's safety.

No matter what your role is, if you see or hear anything that worries you about a child or young person:

- Put their safety first
- Tell your Supervisor or the Volunteer Coordinator as soon as you can
- Call 000 if there is immediate danger.

## Smoking and vaping

If you need a break and want to smoke or vape, please do it away from participants and event spaces in designated smoking and vaping areas and dispose of cigarette butts properly. Smoking or vaping while on duty isn't allowed, so save it for your break and keep it discreet.



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## Uniforms

Your uniform is part of the experience. It helps fans and guests know you're part of the team and keeps things looking professional. Please wear it whenever you're on duty and keep it neat and clean. When you're off duty, leave the uniform behind. It's just for event time.

## Driving event related vehicles

Volunteers may drive an event related vehicle, Fleet SA or sponsored vehicle providing they have given proof of a relevant driver's license and sign the Vehicle Use Agreement Form. Volunteers are required to abide by the guidelines referenced in this document and relevant State road rules and legislation.

Volunteers must understand that when driving a vehicle they are representing the event and the organisation, and must ensure they are driving in a safe manner and abiding by the road rules at all times.

If at any time the driver notices an issue with the vehicle, they must report it to their Supervisor immediately.

Any fines or infringements will be the responsibility of the driver, not of the SATC.

## Reimbursement of expenses

SATC will provide the equipment and resources you need for your role. Sometimes you might have pre-approved, reasonable out-of-pocket costs while volunteering. In these cases, SATC may reimburse you in line with its policies.

To keep things simple:

- Always check with your Supervisor or the Volunteer Coordinator before spending money you hope to claim back
- Keep receipts or other proof of purchase
- Follow the instructions you're given to submit a claim.

Any reimbursements or small thank you gestures are just that, a way of saying thanks. They are not wages and don't create an employment relationship.

## Insurance and protection for Volunteers

Even though Volunteers are not employees, SATC Volunteers who are properly registered and carrying out their agreed role are covered under the South Australian Government's insurance arrangements for injuries that happen while volunteering on authorised activities. This is designed to give similar support to what workers would receive.

In practice, this means that if you're injured while volunteering and you report it quickly, you may be able to access help with medical costs and, in some cases, lost income, in line with the insurance scheme.

Volunteers are also generally protected from personal legal claims for things done in good faith while volunteering. This protection does not cover criminal behaviour or actions that are well outside your role.

To help make sure you're covered, please:

- Sign in and out as instructed
- Only perform tasks that are part of your agreed role
- Follow directions from SATC staff
- Report any incidents or injuries straight away.

## Contact us

Got questions or need help? We're here for you.

Email: [humanresources@sa.gov.au](mailto:humanresources@sa.gov.au)

Postal: South Australian Tourism Commission,  
GPO Box 1972, Adelaide SA 5001

Websites:

[southaustralia.com](https://southaustralia.com)

[tourism.sa.gov.au](https://tourism.sa.gov.au)

## Complaints and grievances

If you wish to make a complaint or provide feedback on our Volunteer program, please email [satc.complaints@sa.gov.au](mailto:satc.complaints@sa.gov.au).

Our volunteer program is guided by the National Standards for Volunteer Involvement (2024) and the Volunteering Strategy for South Australia 2021–2027. These help us make sure your experience is safe, enjoyable and well supported, and that together we're helping South Australians and visitors enjoy everything our State has to offer.

We're excited to have you on board. Thank you for helping us make South Australia shine!