

SATC'S CONTRACTOR, VOLUNTEER AND PARTICIPANT CODE OF CONDUCT

PURPOSE

The South Australian Tourism Commission (**SATC**) Contractor, Volunteer & Participant Code of Conduct (**Code**) establishes an ethical framework to guide individuals engaged by, or participating in activities with, the SATC and sets out the standards of behaviour expected in connection with that engagement.

The Code supports a safe, respectful, inclusive and professional environment and protects the reputation and integrity of the SATC.

Compliance with this Code is a condition of engagement, participation or involvement with the SATC. Failure to comply, including engaging in inappropriate behaviour, may result in action being taken, including removal from a role or activity, withdrawal of work or participation, termination of engagement or referral to a relevant authority.

SCOPE

This Code applies to all contractors, participants, volunteers and any other individuals engaged by or acting in connection with the SATC (collectively referred to as "**You**" in this Code), whether acting in a paid or unpaid capacity.

This Code applies at all times when You are:

- performing duties or providing services for the SATC;
- attending or participating in any SATC activity, including events, programs or office-based work;
- representing, or reasonably perceived to be representing, the SATC;
- using SATC systems, equipment or facilities; or
- interacting with SATC personnel, stakeholders, clients, media or members of the public in connection with the SATC.

You are required to comply with this Code, as well as any other applicable SATC policies, procedures or lawful and reasonable directions.

Where You are engaged by the SATC as a volunteer, You must also comply with the additional requirements set out in **Appendix A**, which forms part of this Code.

DEFINITIONS

For the purposes of this Code:

- **'Activity'** means any event, program, project, marketing campaign, operation or other undertaking conducted, delivered or supported by the SATC.
- **'Confidential Information'** has the meaning given in the Confidentiality section of this Code.
- **'Contract Manager'** means the SATC representative responsible for managing or overseeing Your engagement or involvement.
- **'Contractor'** means any individual or organisation engaged by the SATC to provide goods or services.
- **'Event'** means a specific organised event, activation or public-facing activity delivered or supported by the SATC.
- **'Participant'** means any individual involved in an SATC activity in a non-contractor capacity, including but not limited to vendors, exhibitors, performers or program participants.
- **'SATC'** means the South Australian Tourism Commission.
- **'Volunteer'** means any individual who performs work or provides services for or in connection with the SATC on an unpaid basis.
- **'You' / 'Your'** refers to any Contractor, Participant or Volunteer to whom this Code applies.
- **'Workplace'** includes any physical or virtual location where SATC work or activities are carried out.

EXPECTATION

You are required to act in a professional manner at all times when engaged with or representing the SATC. You must be friendly, courteous and treat all people with dignity and respect. You must not engage in any conduct that may bring the SATC into disrepute.

You must comply with this Code and any other applicable SATC policies. Behaviour that constitutes bullying, discrimination or harassment may result in action being taken, including withdrawal of participation or engagement.

BULLYING, DISCRIMINATION & HARASSMENT

The SATC aims to:

- Create a working environment free from bullying, discrimination and harassment and where all workers are treated with dignity, courtesy and respect
- Implement training and strategies to raise awareness and ensure that all workers know their rights and responsibilities
- Provide an effective procedure for complaints based on the principles of natural justice
- Treat all complaints in a sensitive, fair, timely and confidential manner
- Guarantee protection from any victimisation or reprisals
- Encourage the reporting of behaviour which breaches the discrimination and harassment policy
- Promote appropriate standards of conduct at all times

Bullying, discrimination and harassment are distinct forms of inappropriate conduct and may be unlawful in certain circumstances. Discrimination and some forms of harassment may occur because of a characteristic protected by law, such as race, sex or disability.

Responsibility

It is the role of everyone in the workplace to ensure bullying, discrimination and harassment does not occur at work. Contract Managers should emphasise the responsibility of every worker, contractor, volunteer and participant not to participate in bullying, discriminatory or harassing behaviour within the workplace.

What to do

Contractors, volunteers and participants who feel as though they have been a victim of bullying, harassment or discrimination have the following course of actions available:

- Address the behaviour personally. However, contractors, volunteers or participants should not be pressured into pursuing this option and should only raise their concerns with the offender directly if they feel confident enough to do so;
- Speak to their Contract Manager or a designated Bullying & Harassment Officer who has responsibility for worker, contractor, volunteer or participant welfare. All allegations will be taken seriously, and you can be confident any reports will be investigated confidentially and dealt with quickly and effectively;
- Submit a formal complaint to the designated SATC contact, supervisor or manager identified for the Event; and/or
- Approaching an external organisation such as a Union or a State or Territory anti-discriminatory agency.

CHILD SAFETY

Where children or young people are present at an Event or in connection with Your role, You must act appropriately and in a way that protects their safety, dignity and wellbeing. You must comply with any child safety requirements, supervision arrangements and lawful directions given by the SATC. Any concern about the safety or wellbeing of a child or young person must be reported immediately to an SATC staff member, police or security, as appropriate.

WORK HEALTH & SAFETY (WHS) PRINCIPLES

The SATC is committed to providing a high standard of health, safety and welfare for all workers. The aim of the SATC is to minimise the risk of injury and illness to our workers by adopting a planned and systematic approach to the management of WHS.

Whenever working on behalf of the SATC, You must at all times:

- Take reasonable care for Your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as reasonably able, with any reasonable instruction given by the SATC to enable it to meet its obligations under the Work Health and Safety Act 2012 (SA)
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Should You be confronted with an unsafe environment involving yourself and others, the general priority is to ensure Your own safety. Help others, but only if You believe you can do so whilst maintaining Your own safety. If working on an event, report any dangerous or potentially dangerous or suspicious situation to an official, police or security officer with a radio.

More specific Work Health and Safety information will be provided at relevant briefings.

ALCOHOL, DRUGS AND FITNESS FOR DUTY

You must be fit for duty whenever You are performing work, participating in an Event or attending any required briefing or activity for or on behalf of the SATC. You must not attend work or perform duties while affected by alcohol, illegal drugs or any other substance that may impair judgement, behaviour, safety or performance. If You are taking prescribed medication that may affect Your ability to perform Your role safely, You must promptly notify Your Contract Manager or an SATC staff member.

REPORTING AN INCIDENT, A HAZARD OR AN UNSATISFACTORY SITUATION

The SATC takes Your health, safety and wellbeing seriously. It is important that You report any incident, potential hazard, unsatisfactory or unusual situation, or any suspected breach of this Code, misconduct or other inappropriate behaviour to an SATC staff member or Your Contract Manager as soon as practicable. Reports made in good faith will be taken seriously, and You must cooperate honestly and fully with any inquiry, investigation or direction relating to conduct, safety or compliance matters.

Further training on the management and reporting of these matters will be covered in relevant briefings.

Examples of such situations may include (but are not limited to):

- Injury or illness (to anyone attending or associated with the Event)
- Loss including theft or damage to property
- Bomb threat or identifying a suspicious package or article
- Safety hazards or areas requiring maintenance
- Near misses are situations where there are no detrimental circumstances but there could have been e.g. a person trips over a cord but does not fall, a Christmas pageant float comes close to the crowd etc.
- Degrading or aggressive behaviour towards yourself or any other Event personnel
- Strangers present around or photographing child participants or areas where they congregate
- Practices in place which seem unusual compared to previous events

For major incidents or potential accidents, contractors, volunteers or event participants should advise an SATC staff member, Police Officer or security. Act quickly so that the matter can be resolved thoroughly and there is no recurrence. Sometimes what may seem minor but unusual is still worth reporting.

CREDENTIALS

Credentials identify personnel permitted to be in certain areas. They comprise 'Official' lanyards and/or wristbands. Private security officers and the police undertake access enforcement. If You observe individuals in restricted areas without appropriate credentials, please report this to a staff member or security. You are required to wear and display your credential at all times.

PRIVACY

The SATC requires personal information from You for the purposes of engaging You as a contractor, volunteer or participant. The SATC will manage your personal information pursuant to the SATC's Privacy Policy Statement available via [Privacy Statement | Tourism SA](#).

The Privacy Policy Statement sets out how the SATC collects, holds, uses and discloses personal information in relation to You.

If You feel that the SATC has not dealt with Your personal information in accordance with this privacy statement or the South Australian Government's Information Privacy Principles, please let SATC know so we may have the opportunity to rectify and resolve the problem.

Written complaints should be emailed to:

Privacy.satc@sa.gov.au

OR send with any supporting documentation to:

Privacy Officer

South Australian Tourism Commission
GPO Box 1972
Adelaide SA 5001

CONFIDENTIALITY

The SATC receives and holds personal information, which must always remain in confidence and kept private. It is a requirement that You respect confidentiality and do not discuss sensitive information outside of your engagement with SATC.

By signing your agreement, letter of offer or otherwise accepting terms and conditions in respect of your role, You agree that you will not disclose to any third party Confidential Information, regardless of the manner in which that Confidential Information was disclosed to You. For the purpose of the clause, '**Confidential Information**' means trade secrets, business affairs, operations, processes, dealings, inventions, plans, advices or know-how of SATC as well as any information, data and records of whatever kind or in any way relating to the SATC, commercial partners or suppliers, sponsors, volunteers and employees of the SATC.

You also agree that You will not use or attempt to use any Confidential Information in any manner which may injure or cause damage or loss, directly or indirectly, to the business of the SATC or may be likely to do so. You also acknowledge that any note, record, paper or document You may create during your engagement with SATC shall remain the property of the SATC.

By signing your agreement, letter of offer or otherwise accepting terms and conditions in respect of your role, You also grant the SATC, by way of present and future assignment, all right, title and interest in anything You write, make, discover, create or develop during the course of your appointment either directly or indirectly in connection with or incidental to the SATC's business.

CONFLICTS OF INTEREST

You must avoid actual, potential or perceived conflicts of interest in connection with Your role. If a personal, financial or other interest could influence, or reasonably be seen to influence, Your decisions, conduct or performance in connection with the SATC, including at an Event where applicable, You must disclose it promptly to Your Contract Manager or an SATC staff member and follow any reasonable direction given to manage the conflict. You must not use Your role, access or association with the SATC or an Event for personal benefit or to improperly benefit any other person or organisation.

GIFTS, BENEFITS AND HOSPITALITY

You must not solicit, accept, offer or provide any gift, benefit or hospitality that could create, or appear to create, an obligation, conflict of interest or improper influence. Cash or cash-equivalent gifts must not be accepted in any circumstance. If You are offered a gift, benefit or hospitality in connection with Your role and are unsure whether it is appropriate, You must decline it or seek guidance from Your Contract Manager or an SATC staff member before accepting it.

CRIMINAL ACTIVITY

Any contractor, volunteer or participant found to be undertaking any activity considered to be illegal will be referred immediately to South Australia Police.

If You observe any criminal activity, you are required to report this activity to your Contract Manager.

MEDIA

Any requests from the media for any information whether it is for interviews, general comment or otherwise must be directed to the SATC, which may be via the relevant PR Manager of the Event or via Your Contract Manager.

You must not make any comment to members of the media unless authorised to do so by the SATC.

PERSONAL USE OF SOCIAL MEDIA

The Code of Conduct allows You to act in a private capacity should you wish to influence public opinion or promote issues of public interest. However, You must still ensure that your conduct is consistent with the responsibilities outlined in this Code.

While social media appears to blur private and public spheres, activities on social media should be considered public activities. This is despite the availability of privacy functions as the possibility exists for content to be shared beyond intended recipients. Additionally, the content posted on social media may be shared beyond its

intended audience as platform terms (i.e. the terms of Instagram, Facebook etc) may grant the platform broad rights to use or distribute that content. Online content is also essentially permanent – a fact that must also be taken into consideration when posting.

When using social media, You must not post anything that:

- brings into disrepute the SATC, Event or SATC stakeholders such as sponsors.
- discloses sensitive or unauthorised information
- does not act in accordance with this Code (e.g. demonstrates behaviour that constitutes bullying, discrimination or harassment, or is not in line with Work, Health & Safety principles).

EQUIPMENT

Please take care of all Event or SATC equipment including handling and storage in an appropriate and safe manner and please use it only the way it was intended.

PUBLIC HEALTH SAFETY

The SATC is committed to providing a safe and healthy event and workplace environment in accordance with applicable public health requirements.

BRIEFING SESSIONS

You may be required to attend a briefing session in relation to Your role. An SATC staff member will advise You of the briefing session dates. If involved in an Event, You may be required for further briefing during the Event. Your briefing will likely include critical Health and Safety information, so it is important you attend.

PERSONAL PROPERTY

If working on an Event or Activity (requiring in-person attendance), please do not bring any valuables with You to that are not necessary for Your role. Suitable safe storage is event and/or venue specific and the SATC cannot ensure the safety of your valuables. The SATC will not assume any responsibility for the loss, theft or damage to any personal possessions you bring to an Event or Activity.

COMPLIANCE AND CONSEQUENCES

The SATC may review any suspected breach of this Code and may take action it considers appropriate in the circumstances. Depending on the nature and seriousness of the conduct, this may include directions, removal from a role, activity or Event, withdrawal of work or participation, termination of engagement, or referral to police or another relevant authority. You are expected to comply with all lawful and reasonable directions given by authorised SATC staff in connection with this Code and the safe operation of an Event.

APPENDIX A – ADDITIONAL REQUIREMENTS FOR VOLUNTEERS

Our volunteer program is guided by the National Standards for Volunteer Involvement (2024) and the Volunteering Strategy for South Australia 2021–2027.

The following additional requirements apply to You where You are engaged by the SATC as a Volunteer.

No Employment Relationship

Volunteers provide services on an unpaid basis and are not employees of the SATC. Any reimbursement of approved expenses, provision of uniforms, meals, gifts or other benefits does not create an employment relationship.

Working with Children Checks

Some volunteer roles involve working directly with children or young people and will require a current 'Not Prohibited' Working with Children Check (WWCC). You must maintain the 'Not Prohibited' status and immediately notify the SATC of any changes.

Insurance

Although volunteers are not employees of the SATC, properly registered volunteers who are carrying out their agreed role may be covered under the South Australian Government insurance arrangements for injuries that happen while performing Your agreed and authorised volunteer activities.

To assist in potential insurance coverage or protections, You must:

- sign in and out as instructed by the SATC;
- only undertake duties that form part of Your authorised volunteer role;
- comply with lawful and reasonable directions issued by SATC staff; and
- promptly report any incident, injury, hazard or near miss in accordance with SATC requirements.

You must also comply with any SATC requirements relating to insurance claims, incident reporting and the provision of information relevant to an insurance assessment.

Reimbursement of Expenses

Volunteers must obtain SATC prior approval (which may be withheld in its absolute discretion) before incurring expenses intended for reimbursement.

Please:

- check with your supervisor or Your coordinator before incurring expenses;
- keep receipts or other proof of purchase; and
- follow the instructions you're given to submit a claim

Vehicle Use

Where authorised to drive an event-related, Fleet SA or sponsored vehicle, You must hold a relevant driver's licence, sign the Vehicle Use Agreement Form provided by SATC, comply with all applicable laws (including State Road rules and legislation) and immediately report any incident involving a vehicle.

If at any time You notice any damage, defect, malfunction or performance issue that may affect the safety, roadworthiness or proper operation of the vehicle, You must report it to Your supervisor or coordinator immediately.

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

Attendance and Participation

Volunteers are expected to fulfil the commitments they have made to the SATC, including attending scheduled shifts, briefing sessions and other required activities associated with their role. If You are unable to attend a scheduled shift or Your circumstances change, You must notify the SATC as soon as practicable.

Uniforms and Accreditation

Where uniforms, identification, accreditation passes, lanyards, wristbands or other credentials are issued, Volunteers must wear and use them in accordance with SATC requirements.

Uniforms must be presented in a neat and professional manner while on duty and must not be worn when off duty unless authorised by the SATC.

Accreditation and credentials must only be used for authorised volunteer activities and must not be used for personal benefit or to gain unauthorised access to restricted areas.

The SATC may withdraw accreditation or access privileges where a Volunteer fails to comply with these requirements.