

EVENT VOLUNTEERS HANDBOOK

2020







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VOLUNTEERING FOR THE SOUTH AUSTRALIAN TOURISM COMMISSION

Events South Australia is a division of the South Australian Tourism Commission (SATC).

Events South Australia manages, attracts, supports, develops and markets world-class major events and festivals to South Australia for the benefit of the State and the people of South Australia. Whilst we have dedicated teams of highly experienced staff who run these events, we also rely on the contributions of teams of volunteers, without whom our events would not be as successful.

Each event we own and manage has different requirements of volunteers regarding their job role, which will be distributed to you separately. However, all SATC volunteers are required to read and abide by the information provided in this handbook.

REPRESENTING THE SATC & EVENTS SA

At all times whilst acting on behalf of Events South Australia as a volunteer, you are required to act in a professional manner. You should be friendly, courteous, treat all people with respect, and not undertake any activity that will bring Events South Australia into disrepute. As a volunteer of the event you are required to comply with the contents of this handbook, and any other South Australian Tourism Commission policies which may be provided to you.

YOUR COMMITMENT

The extent of your commitment is individually agreed between you and the Event Management Team and may be varied from time to time. As a volunteer, you are in full control of your availability, however, we ask that you think carefully before committing your time and provide sufficient notice if you are unable to deliver on your commitment. The Event Management Team and the public for whom we run this event rely on us, and you, to meet our mutual responsibilities.



The South Australian Tourism Commission's Event Volunteer Handbook provides a framework for volunteer conduct and sets out the standards of behaviour that the SATC expects from all volunteers and staff. It is a requirement that all volunteers abide by the Event Volunteer Handbook. Inappropriate behaviour or failure to comply with the Handbook may result in dismissal from the Events South Australia Volunteer Program.

ACCEPTING GIFTS

Any gifts offered to volunteers should not be accepted without the permission of Events South Australia. Contact your supervisor if you are offered any such gifts.

BULLYING, HARASSMENT, DISCRIMINATION

The SATC is committed to:

- Creating a work environment free from bullying, harassment, and discrimination where all workers are treated with dignity, courtesy and respect;
- Implementing training and strategies to raise awareness and ensure that all workers know their rights and responsibilities;
- Providing an effective procedure for complaints based on the principles of natural justice;
- Treating all complaints in a sensitive, fair, timely and confidential manner;
- Providing protection from victimisation or reprisals;
- Encouraging the reporting of inappropriate behaviour
- Promote appropriate standards of conduct at all times.

Workplace bullying is repeated and unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety.

Discrimination and harassment occur when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

1.0 RESPONSIBILITY

It is the role of everyone in the workplace to ensure bullying, discrimination and harassment does not occur as a result of work. Managers and Supervisors should emphasise the responsibility of every worker not to participate in bullying, discriminatory or harassing behaviour within the workplace, in this case associated with work an event.

2.0 WHAT TO DO

Volunteers who feel as though they have been a victim of bullying, harassment or discrimination have the following courses of action available:

- Address the behaviour personally. Volunteers 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 Supervisor, Manager or other event staff member who has responsibility for volunteer welfare. All allegations will be taken seriously, be investigated confidentially, be and dealt with quickly and effectively;
- Submit a formal complaint to an appropriate supervisor or manager;
- Approach an external organisation such as a the South Australian Equal Opportunity Commission.



CONFIDENTIALITY

Events South Australia receives and holds a great deal of 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 the event environment.

By signing your Volunteer Agreement form, you agree that you will not disclose to any third party any Confidential Information, regardless of the manner in which that Confidential Information was disclosed to you. For the purpose of this clause, Confidential Information means trade secrets, business affairs, operations, processes, dealings, inventions, plans, advices or know-how of Events South Australia as well as any information, data, and records of whatever kind or in any way relating to Events South Australia, commercial partners or suppliers, sponsors, volunteers and employees of Events South Australia and 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 Events South Australia or may be likely to do so. You also acknowledge that any note, record, paper or document you may create during your appointment as an event Volunteer shall remain the property of Events South Australia. By signing the Volunteer Agreement form you also grant Events South Australia, 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 Events South Australia's business.

CREDENTIALS

Credentials identify personnel permitted to be in certain areas. They comprise "Official" lanyards and wristbands. Private security officers and the police undertake access enforcement. If you observe individuals in areas where access to non-credentialed people are not allowed, please report this to your supervisor. You are required to wear and display your credentials at all times.

CRIMINAL ACTIVITY

Any volunteer found to be undertaking any activity considered to be illegal will be referred immediately to the South Australia Police. If you observe any criminal activity, you are required to report this activity to your supervisor or the Event Manager.

DRUGS & ALCOHOL

The use of drugs or alcohol can have an adverse effect on an individual's behaviour, ability to work safely and their level of awareness regarding the potential safety risks to themselves and to others. All volunteers are to be fit and able to undertake their duties without being impaired by alcohol and/or any other drug whilst undertaking that work. If you are found to be acting under the influence of alcohol or other drugs whilst carrying out duties in your role as an event volunteer, your role may be terminated. The possession, use, or trafficking of illicit drugs will be reported to the South Australian Police.

MEDIA

Any requests from the Media for information or for interviews must be directed to the South Australian Tourism Commission's Public Relations representative who can be contacted through your supervisor.

Volunteers must not make any comment to members of the media at any time. Do not allow yourself to make an unguarded comment or allow your official notes to be compromised.



PERSONAL USE OF SOCIAL MEDIA

Volunteers must be aware that whilst they may not be acting on behalf of the SATC, their comments and actions can have both a positive and negative impact upon the SATC's reputation and public image. Social media content must clearly be made as a private individual and not as a representative of SATC.

Volunteers must consider the potential audience of their comments. Social media is a public forum, even personal accounts with restricted access are open to comments being shared with audiences outside of those for whom they were immediately intended. Therefore, content must not:

- Bring the SATC into disrepute;
- Breach confidentiality;
- Breach copyright;
- Do anything that could be considered discriminatory against, or constitute the bullying or harassment of, any individual;
- Be used as a forum to discuss individual or collective grievances or complaints.

EQUIPMENT

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

VOLUNTEER BRIEFING SESSIONS

You may be required to attend a briefing session in relation to your role where vital and often new event information will be discussed. The Event Coordinator will advise you of the briefing session dates. You may be required to attend further briefings during the event. Your briefing will likely include critical work, health and safety information relevant to your event, so it's important you attend.

PERSONAL PROPERTY

Please do not bring any valuables with you to the event. Suitable safe storage is event specific and the South Australian Tourism Commission cannot ensure the safety of your valuables. Please speak to your direct supervisor about appropriate safe storage for your belongings, and whether this can be provided. The SATC will not assume any responsibility for the loss, theft or damage to any personal possessions you may bring to the event.

PRIVACY

The SATC requires personal information from you for the purposes of engaging you as a volunteer. The SATC will manage your personal information pursuant to the SATC's Privacy Policy Statement. 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, the South Australian Government's Information Privacy Principles or the General Data Protection Regulations, please let us know so we may have the opportunity to rectify and resolve the problem.

Complaints should be emailed to: privacy.satc@sa.gov.au

Or be sent with any supporting documentation to:

Privacy Officer
 South Australian Tourism Commission
 GPO Box 1972
 ADELAIDE SA 5001



WORK HEALTH & SAFETY (WHS) PRINCIPLES

The South Australian Tourism Commission 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 the behalf of the SATC a volunteer must at all times:

- Take reasonable care for their own health and safety
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the SATC or undertaking to allow the SATC to comply with the Work Health and Safety Act 2012 (SA)
- Co-operate 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. 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 your volunteer briefing.

SUN SMART

It is recommended that the following guidelines be adhered to when working outside in daylight hours:

- Wear a wide-brimmed hat and sunglasses at all times when outside
- Apply sunscreen with a sun protection factor (SPF) of at least 30, and re-apply every two hours
- Utilise shaded areas whenever possible
- Take breaks out of the direct sun
- Drink lots of water

REPORTING AN INCIDENT, A HAZARD OR AN UNSATISFACTORY SITUATION

The South Australian Tourism Commission takes your health, safety and wellbeing seriously. It is important that you report any incident, potential hazard or any unsatisfactory or unusual situation to your supervisor or Event Manager. Further training on the management and reporting of these matters will be covered in your Volunteer Briefing Session.

Examples of such situations 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 float comes close to the crowd etc.
- Degrading or aggressive behaviour towards yourself or any other event personnel
- Strangers 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, volunteers should immediately notify their supervisor. 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.



SMOKING

Smoking (including e-cigarettes) whilst on duty is not permitted. If you are on a break, you may smoke in an area away from event participants and in a discreet manner. Please dispose of any cigarette butts in an appropriate manner.

UNIFORMS

Please wear your provided event uniform (if allocated) at all times while working during the event. Please maintain a neat and clean appearance whilst you are in uniform representing the event.

Do not wear the uniform outside of your work for the event.

DRIVING EVENT RELATED VEHICLES

Volunteers may drive an event related vehicle or Fleet SA or Sponsored Vehicle providing they have given proof of a relevant drivers 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.

CONTACT US

The South Australian Tourism Commission can assist the travel industry and media with all aspects of promotion and marketing of travel to and within South Australia. This includes assistance with itinerary planning, familiarisation visits, and the provision of promotional material and information.

For further information about South Australia, please visit southaustralia.com

For South Australian Tourism Commission corporate information, please visit tourism.sa.gov.au

For images and footage requests, please visit media.southaustralia.com