

# VOLUNTEER HANDBOOK



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## VOLUNTEERING FOR THE SOUTH AUSTRALIAN TOURISM COMMISSION (SATC)

### REPRESENTING THE SATC

At all times whilst acting on behalf of the South Australian Tourism Commission 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 the South Australian Tourism Commission into disrepute. As a volunteer of the event you are required to comply with the contents of this handbook, and any other SATC policies which may be provided to you. Volunteers should be aware that engaging in behaviour that constitutes bullying, discrimination or harassment may result in any offer of volunteer work being withdrawn.

### YOUR COMMITMENT

The extent of your commitment is individually agreed between you and the Event Management Team and may be mutually 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.



Above Tasting Australia, Adelaide

CODE OF CONDUCT  
POLICY

The SATC’s Code of Conduct Policy provides an ethical framework to guide volunteer conduct and sets out the standards of behaviour that the South Australian Tourism Commission expects from all Volunteers and staff. It is a requirement that we all abide by the Code of Conduct. Inappropriate behaviour or failure to comply with the Code of Conduct may result in dismissal from the South Australian Tourism Commission Volunteer Program or other disciplinary action.

Volunteers should be aware that engaging in behavior which constitutes bullying, discrimination and harassment may result in any offer of volunteer work being withdrawn.

**ACCEPTING GIFTS**

Any gifts offered to Volunteers or staff should not be accepted without permission of the South Australian Tourism Commission. Please contact your supervisor if you are offered any such gifts.

**BULLYING, DISCRIMINATION & HARASSMENT**

The South Australian Tourism Commission 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 occur when a person is bullied, harassed or discriminated against in certain areas of public life because of a characteristic protected by law, such as race, sex or disability.

**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 on the 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. However, 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, and you can be confident any reports will be investigated confidentially and dealt with quickly and effectively;
- Submit a formal complaint to an appropriate supervisor or manager.
- Approaching an external organisation such as a Union, or a State or Territory anti-discrimination agency.

**CONFIDENTIALITY**

The South Australian Tourism Commission 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 the South Australian Tourism Commission, 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 South Australian Tourism Commission 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 the South Australian Tourism Commission. By signing the Volunteer Agreement form you also grant the South Australian Tourism Commission, 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 South Australian Tourism Commission’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 South Australia Police. If you observe any criminal activity, you are required to report this activity to your supervisor or the Volunteer Coordinator.

**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 workers, including 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.

**MEDIA**

Any requests from the Media for information or for interviews must be directed to the PR Manager / Practitioner who can be contacted through your supervisor.

Volunteers must not make any comment to members of the media at any time. This is particularly important if you are the only person at a given location. Do not allow yourself to make an unguarded comment or allow your official notes to be compromised.

**PERSONAL USE OF SOCIAL MEDIA**

The Code of Ethics allows Volunteers to act in a private capacity to influence public opinion or promote issues of public interest. However, Volunteers should still ensure that their conduct is consistent with the responsibilities described above.

While social media appears to blur private and public spheres, activities on social media websites should be considered public activities. Despite the availability of privacy functions on social media websites, the possibility exists for content to be shared beyond intended recipients. Additionally, it should be noted that the terms and conditions of use for most social media sites state that all content becomes the property of the site on which it is posted. This makes the public nature of these websites inescapable. Online content is also essentially permanent – a fact that must also be taken into consideration when posting.

Volunteers should always think before they post and use common sense.

When using social media, Volunteers should also consider the following:

- Could what you are doing harm the reputation of the Event, sponsors or SA/NT Government?
- Are you disclosing any Event/Govt material that you are not specifically authorised to disclose?
- Have you made it clear to others when your contribution is as a private individual and not as a representative of the Event/Gov. Dept?
- Are you willing to defend what you post to the Event Director? Would you be comfortable saying it to a stranger at a bus stop, or posting it on a public shop window?
- Are you using Event provided infrastructure? Do you have permission to use it in this way (this may include the use of your Event email address)?
- Are you behaving with integrity, respect and accountability?

**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.

**COVID SAFETY**

The SATC is committed to providing a COVID-Safe environment for our events in collaboration with SA Health. Further information about your contribution to ensuring a COVID-Safe event environment will be provided by the South Australian Tourism Commission team.

## 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 Volunteer Coordinator will advise you of the briefing session dates. You may be required for further briefing during the event. Your briefing will likely include critical 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 South Australian Tourism Commission 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.

**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

## 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 South Australian Tourism Commission 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:

- Hat to be worn at all times
- Sunscreen to be applied and re-applied every 2-3 hours
- Shade areas utilised where possible
- Sunglasses are recommended
- Breaks to be taken out of 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 Volunteer Coordinator.

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 whilst on duty is not permitted. If you are on a break, you may smoke in an area away from the participants and in a discreet manner. We would ask that you dispose of your 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.



