

Volunteers

Volunteering is undertaken to benefit the community and the volunteer.

A volunteer is not paid and do not receive any personal monetary benefit or other gain.

Volunteering respects the rights, dignity and culture of others and promotes equality.

We do ask that you:

- Support the Central Australian Show Society's aims and objectives
- Participate in all relevant induction and training programs
- Only undertake duties you are authorised to perform and always operate under the direction and supervision of nominated staff and follow their instruction
- Understand and comply with the organisation's policies and procedures including equal opportunity, health and safety, privacy and confidentiality.
- Notify your Steward/Coordinator of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace
- Behave appropriately and courteously to all staff, clients and the public
- Let your Steward/Coordinator know if you wish to change the nature of your contribution (e.g. hours, role) at any time
- Comply with all relevant legislation, policies and procedures at all times and be open and honest in your dealings with CASS and let us know if we can improve our volunteer program and the support that you receive

We recognise that our volunteers are entitled to be

- Interviewed as a volunteer in accordance with equal opportunity and anti-discrimination legislation.
- Provided with a clearly written duty statement
- Know to whom you are accountable
- Be recognised as a valued team member
- Receive adequate instruction and information on tasks they assist with
- Be supported and supervised in their role
- Be protected by appropriate insurance
- Say "no" if they feel the work is unsafe or outside their own capabilities
- Be made aware of the grievance procedure within the organisation.
- Be informed & consulted on matters which directly or indirectly affect them
- Have their confidential and personal information dealt with in accordance with the Privacy Act.

Health and Safety

CASS is committed to establishing and maintaining safe systems to protect our volunteers from potential risk of injury or illness when undertaking their volunteer role at the Show.

As a CASS volunteer you are obligated to work safely at all times. This means you need to exercise due care when carrying out your duties to prevent accidents and injury to yourself, peers or any other person at the Show; report all accidents, injuries, near hit/miss incidents and unsafe conditions to your Section Steward or Coordinator no matter how minor.

Look after yourself and others by

- Following all reasonable instructions to do the job safely
- Follow workplace procedures, take your induction and training seriously
- Don't put yourself or other people at risk
- As a minimum wear closed toe shoes, and if outside wear a hat and sunscreen
- Report unsafe conditions to your Section Steward/Coordinator
- Ask if you are not sure how to do something safely.

We ask that you report any incident so we can investigate the incident and put controls in place to prevent the same thing happening again. We investigate all incidents with the aim to first get rid of the hazard and the associated risk. If we cannot do this, then we do all possible to reduce the risk to as low as possible. Work is important, your life is more important.

First response

In the event of serious injury:

- Stay Calm
- Call 000
- Don't move the injured person unless it is a life threaten situation
- Reassure the injured person assistance is coming, and stay with the injured person until Emergency Services arrive
- Assist Emergency services by following their instruction
- If injured person is in a crowded area provide screening for privacy

Evacuation

If an emergency incident occurs requiring an evacuation, you will be alerted to the pending evacuation by a Public Announcement installed throughout the Show grounds and all buildings. The first announcement is an ALERT only.

At this time you are only required to prepare for an evacuation by collecting valuables and make your immediate area secure and safe.

DO NOT EVACUATE ON AN ALERT SIGNAL UNLESS INSTRUCTED BY THE FIRE WARDEN, OR YOUR PERSONAL SAFETY IS AT RISK.

If Emergency Services deem it is necessary to evacuate then you will hear a second public announcement **EVACUATE, EVACUATE** This means you are to move directly to your closest assembly area and report to our Fire Warden.

DO NOT RE-ENTER ANY BUILDING UNTIL EMERGENCY SERVICES ADVISE IT IS SAFE TO DO SO.

Hazards and Risk

A hazard is something that could hurt someone, make someone sick, or damage property if nothing is done about it. By law we all have a duty of care to report hazards and to be involved in resolving the problem. The risk of injury or illness, or level of damage associated with a hazard can vary depending on the likelihood of something happening and the consequences if something was to happen.

If you have any concerns about your own safety, or the safety of others, including potential hazards to the general public please report your concern to your Steward / Coordinator.

Disability Awareness

People with disabilities can still make a contribution to our organisation and are always welcome. When interacting with a person with a disability, focus on the person, not the disability, and always ask if assistance is needed. Respect and good communication skills are important aspects of our work.

Smoking, Alcohol and Drugs

The Show is a non smoking event. Designated smoking areas are on the grounds over the Show event. The sale, use, consumption or abuse of illicit drugs is not permitted at the Show or at any other time. Alcohol is only sold under strict conditions and licensing approvals, and as authorised by the CASS Management Committee

Fatigue

Please do not take on too much at once and monitor your own fatigue levels, keep hydrated and take adequate breaks. If you feel fatigue or dehydration taking over talk with your Section Steward/Coordinator about taking a break or reducing your hours.

Stress

All work can involve some level of responsibility, challenges, expectations and pressures. Stress is a persons' own reaction to these demands. Monitor your levels of stress and talk with your Section Steward/Coordinator if things are getting too much.

Handling difficult customers

When working with people or if you are approached by a difficult customer, remember it's not you personally that is the problem, it's the problem itself. Try to

- Stay calm and in control
- Listen carefully, display sincere empathy
- Identify the issue and repeat it back to the customer
- Do not apportion blame to any one or group of people
- Resolve the problem
- Seek assistance from the Section Steward/Coordinator

Media

Volunteers are asked to refer all media enquiries directly to the President 8952 1651.

Manual Handling

You must always use safe manual handling techniques for lifting and or moving items. Where possible always use a trolley or other lifting aid. If you must manually lift, push, pull, lower or carry, hold or restrain a person, animal or other object do a risk assessment first, work only with your capabilities and where necessary use a team lift. It is your back, so look after yourself.

Slips, trips, falls

These are one of the major types of accidents in workplaces and in most cases due to poor housekeeping practices such as wet ground surface from something being spilt, items left in corridors and using walkways for storage. If you see a wet floor or spill clean it up, and if you cannot do this straight away please put a sign in place until the spill can be cleaned up.

Everything has a place so please always return items to their storage location and be alert to the dangers of leaving boxes, rubbish, bags and furniture in walkways, entrances and exits or at blind corners

You can fall down, fall over, fall in or just fall. Where possible all activities must be carried out at ground level. If a ladder is needed, a risk assessment should be completed and use only ladders approved by the CASS Management Committee. Always make sure you have someone present with you.

Working outdoors

Ultraviolet radiation (UV) exposure can cause sunburn, skin and eye damage and skin cancer. Wear UV protective clothing, hats, sunglasses and SPF 30 sun screen for outdoor tasks, even on cloudy days.

Using mobile plant and equipment

You are not to operate machines, mobile plant or equipment unless you have received appropriate training and have been deemed competent by the Management Committee.

Equipment includes hand tools either powered or non powered (electric drills, hammers etc) and extends to all machinery and vehicles such as people movers. All plant and equipment is to be maintained and kept clean. Repairs must be completed by a competent person authorised by CASS Management Committee only.

Handling chemicals

Generally volunteers should not be handling hazardous chemicals unless these are in the original containers and in domestic quantities only. However we recognise that there are some circumstances when hazardous chemicals are used. If you are required to do this, you must first see if a less harmful product can be used instead. If not you must read the label and comply with all instructions. For chemicals classified hazardous you must refer to the Safety Data Sheet and follow all of the manufactures instructions.

You should NEVER mix chemicals under any circumstance.

Always add the chemical to water, NOT water to the chemical.

Working alone

This risk of injury or harm when carrying out activities alone increases significantly as the volunteer may not be able to raise the alarm in the event of an emergency. Any emergency situation may arise any time from a medical condition to an accidental work related injury.

It is imperative that no volunteer carries out any activities alone but always arranges for someone else to be present.

Electrical Safety

It is important to maintain all electrical equipment in a safe condition, and if used in a high risk area electrical items must be tested and tagged. Double adapters and piggy backing leads and other power boards is banned.

To help maintain a safe electrical environment regularly carry out visual inspections of power points, extension leads and power boards to make sure they are in good serviceable condition. In addition

- Report any damaged electrical equipment to the Section Steward / Coordinator, so it can be removed from service and either repaired or replaced and subsequently inspected and tested as required before going back in to service;
- New electrical equipment must be recorded in the equipment register and subjected to the in-service testing regime

Bullying

Bullying is repeated unreasonable behaviour directed towards another person that has the potential to cause harm to the health and safety to that person.

Unreasonable behaviour is behaviour that is offensive, humiliating, degrading or threatening.

To prevent bullying please make sure you are:

- Respectful and courteous
- Inclusive and tolerant
- Support others who are being bullied
- Report bullying to your Section Steward/Coordinator in the first instance and if you are not satisfied with the outcome than please report the incident to the Show President

If you feel that you may be the victim of bullying please talk with your Section Steward/Coordinator in the first instance, and if not satisfied with their actions then notify the Show President