

VOLUNTEER HANDBOOK



Sample for Show Societies

Show Society Name

Date: _____

This is a sample handbook with the type of information to be included.

There may be additional information required specific to your Show Society.

Welcome

Thank you for Volunteering at **(Show Society)**_____

Volunteers are critical to the smooth running of the Show, and we appreciate and welcome all volunteers.

This Handbook contains information you'll need to get started and to make your time enjoyable and rewarding.

About **(Show Society)**_____

Include:

- Brief history
- Purpose
- Key dates, e.g., meetings, show
- Key people and contact details / chain of command. First contacts, etc:
 - President Name:_____ Mobile_____
 - Secretary Name:_____ Mobile_____
 - Stewards (if relevant) Name:_____ Mobile_____
 - Mentor/Buddy/Supervisor Name:_____ Mobile_____

Practicalities

It is important that you have completed a Volunteer Registration Form to ensure we have your correct contact details and other relevant information. This information will only be used for **(Show Society)**_____ purposes.

Include where the following are located:

- Toilets / Amenities
- Lunchroom
- Equipment / supplies storage
- First aid facilities
- Noticeboards
- Fire exits and fire appliances
- Specific work areas

Include information on the following areas:

- Dress code (including sun safety)
- Personal protective equipment
- Hygiene (for animal handling and chemical handling)
- Sign in/out procedure

Include information on all relevant procedures:

- Reporting procedure for hazards, accidents, first aid

- Emergency procedures, marshalling points
- Site specific hazards
- Safe work systems
- OH&S policies. E.g., lifting policy, biosecurity policy

Volunteer's role:

- Include a description of the different volunteer roles (if this is not written it should be explained verbally).
- Before roles are assigned ensure the volunteer has the relevant experience and competency for the role (e.g., driver's licence, working with children check)

What to expect from us

Whilst volunteering for (*Show Society*) _____ you can expect to:

- Be treated with respect and equal to others
- Receive help and/or training for you to learn and develop skills
- Be given clearly defined tasks that match your interest and skills
- Be provided with safe working conditions
- Be protected by insurance
- Be thanked and recognised for your efforts

What we expect from you

All volunteers for (*Show Society*) _____ are expected to:

- Treat everyone with respect, be polite and well behaved
- Follow the rules and procedures as provided by your supervisor
- Ask if there is anything you don't understand
- Be reliable and let relevant people know if you can't come and/or will be late
- Ask for support when needed and raise any concerns you may have
- Complete the Volunteer Registration Form
- **Positive "Can do" Attitude**
 - Flexibility
 - Respect
 - Smile
 - You are being counted on!
 - Follow our principles
 - Customer Service Culture

Volunteers may choose to leave at any time; however, we do ask for as much notice as possible.

The (*Show Society*) _____ also reserves the right to terminate a position if for justifiable reasons the person is considered unsuitable for the role.

Customer Service

- Approachable / Accessible
- Engaging
- Knowledgeable
- Helpful

- Positive

Policies, Principles & Procedures

- Policy on Smoking
- Policy on Alcohol Consumption & Drug Use
- Two-Way Radio & CCTV Surveillance Policies
- No Gossip Principles
- Social Media Procedure
- Complaint Handling Procedure

Safety & Security

- Emergency Evacuation Procedures
- Emergency Reporting Procedures
- White Level Searches
- Lost / Missing Child/Person

Focus on Bio Security

- Zoonotic Disease
- Farmyard Nursery
- No eating in animal pavilions
- Hand Wash Locations

Concerns or Complaints

If an issue or grievance arises during your time volunteering, we will endeavour to resolve this as soon as possible. If you have a concern or complaint, you can:

- Speak directly to the person around which the complaint is directed
- Speak to your Mentor/Buddy/Supervisor
- Speak to the President

Safety and liability

If a volunteer is injured during the course of volunteer service, the President must be notified, and the appropriate incident report forms need to be completed. For details refer to your current Insurance manual.

FAQ's Contact your Chief Steward, Supervisor or the Show Secretary

1. What happens if I can't make my shift?
2. What happens if my availability changes?
3. What happens if I'm too sick to come in?
4. What happens if I have a problem?
5. What happens if I'm cold?
6. What happens if it's raining?

Thank you again for joining our team of volunteers!