



# *Volunteer Handbook*





# Volunteer Handbook

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# Volunteer Handbook

## Welcome & Thank You

We extend you a very warm welcome to the Central Australian Show Society (CASS) and thank you for volunteering your time with the Alice Springs Show.

We look forward to your support and participation whatever assistance you can offer.

We hope that you will have a satisfying, productive and fun experience with us and that you enjoy the benefits that volunteering brings.

Andrew Barrett  
President  
Central Australian Show Society

## Our Contact Details

**Physical Address:** Blatherskite Park, Len Kittle Drivel Ilparpa NT 0873

**Postal Address:** PO Box 2413, Alice Springs NT 0871

**Phone:** 08 8952 1651

**Email:** [show@alicespringsshow.com.au](mailto:show@alicespringsshow.com.au)

## Using this Handbook

This handbook is an essential resource for our volunteers to ensure that your time with us is a rewarding experience. At CASS we recognise our responsibility to keep volunteers safe and informed of changes that may affect you and we intend to provide updates to keep information current.

**Disclaimer:** The information included in this hand book is a guide to policies and procedures for volunteers for the Central Australian Show Society.



# Volunteer Handbook

## About Us

In 1960 a committee of 29 civic-minded volunteers with more enthusiasm than had a vision to see Alice Springs host an annual agricultural and pastoral event promoting the best of our region and providing the local community with a chance to showcase a diverse range of goods and services. The first Alice Springs Show was held the same year at ANZAC Oval.

The growth and development of the Alice springs Show was encouraged and supported by a couple of key organisations. We have been in partnership with the Centralian Beef Breeders Association (CBBA) since 1970.

In the mid 1970s the Central Australian Show Society welcomed various Showmans Guild members early on and we continue to this day to enjoy the variety of entertainment, food and attractions the Showmans Guild offer.

As the town grew the Show moved from ANAZC Oval to Traeger Avenue, and then again in 1980 where we found a permanent home at Blatherskite Park.

## Our Vision

For Central Australian Show Society to remain a top-level regional agricultural show by showcasing local pastoral and agricultural industries, arts, culture, and local businesses. Providing an inclusive family friendly atmosphere filled with entertainment, education, and community connections through our annual events.



# Volunteer Handbook

## Volunteer Pack

Before you commence any volunteer tasks, volunteers will be presented with a Welcome Pack. This pack contains

1. Volunteers Handbook
2. Induction Checklist
3. Volunteer Agreement (Online Form)
4. Watch our Induction Video

## Induction

All volunteers are required to read this handbook as part of their induction and general orientation session before starting your volunteer role with the Show.

This orientation session will be coordinated by the CASS Administration Office and includes important information about the Show, the section or role you have volunteered to work in, our expectations, your rights and benefits and provides an opportunity for new volunteers to get to know the organisation.

## Training

For specific tasks you are assisting us with, you will be provided with an appropriate level of instruction or training designed to enable you to perform your tasks within the organisation. Section stewards and coordinators are responsible for ensuring that volunteers are updated on changes to policies, procedures and systems as they apply.

## Registration

All CASS volunteers are required to register with us by signing and returning the Volunteer Agreement, and supporting documents before commencing your volunteer role.

## Insurance

We are committed to providing adequate insurance cover for volunteers whilst carrying out their volunteering roles that have been approved and authorised by CASS.





# Volunteer Handbook

## Where to go on the day & How to Start your Volunteering

Thank you for volunteering with the Alice Springs Show. Once you have completed the Volunteer Agreement **Online Form** our administration team will email you Show Entry Tickets.

### First Shifts

Please arrive 30 minutes prior to your shift to ensure we are ready to go for opening and you can get acquainted with the setup.

#### **Main Gate First Shift**

*Please wait at the main gates to the side for our Gate Coordinator*

#### **Gate 1 & 4**

*Meet Gate Coordinator at the Gate*

#### **Liquorice Stall**

*Meet a CASS Representative at the Liquorice Stall located in the Greatorex Pavilion*

#### **Yellow Brick Road**

*Meet a CASS Representative at the Yellow Brick Road Hut*

### Take Over Shifts

Please arrive for your shift 10 minutes prior to your start time to ensure a smooth handover.

### Parking

All volunteers are required to Park in the designated Public Parking Spaces. Located adjacent Gates 8, 9 & 10



# Volunteer Handbook

## Core Values

We believe in ourselves, our practices and our people, and understand that all our volunteers need to

1. Be informed and commit to policies, procedures and core values
2. Actively participate in consultative processes.
3. Use appropriate forums to discuss areas of concern.
4. Be responsive and accepting of change.

We value all individuals, acting with dignity and respect

1. Respecting people's differences and behaving in ways that are non-judgmental, avoiding criticism, not labelling, making quick assumptions or discussing confidential information.
2. Being open and aware of people's different personalities, values and styles through active listening, understanding and acceptance of each other's differences.
3. Displaying integrity and being accountable for our words and actions.
4. Responding to each other as equals in a friendly, compassionate and respectful manner.
5. Welcoming new staff and stakeholders in a way which creates a positive and harmonious atmosphere.
6. Having a commitment to the resolution of conflict in a manner which seeks truth and understanding and which respects the rights and dignity of all concerned.
7. Ensuring the safety and wellbeing of all associated with the organisation.
8. Being aware of the organisation's operating hours and having a commitment to punctuality.
9. Receiving both formal and informal recognition for their efforts.





# Volunteer Handbook

## Core Values

We strive to provide a professional service that is relevant at all times by

1. Reviewing our practices and responding to changing needs and interests of the local community.
2. Using quality processes and best practice to test the relevance and effectiveness against other similar organisations.
3. Utilising the skills, experience and interests of staff and our volunteers.
4. Maintaining a supportive environment through teamwork, good leadership, and a sense of enjoyment, achievement and humour.
5. Providing encouragement and support by supervising staff and volunteers in carrying out tasks.
6. Ensuring appropriate instruction and training to do their job where applicable.
7. Displaying respect, integrity and honesty in all dealings with each other, and our stakeholders and other interested parties



# Volunteer Handbook

## CASS Responsibilities

- To treat volunteers with respect and recognise their achievement
- To place volunteers in an appropriate role
- To provide adequate training, guidance and supervision for volunteers
- To provide a safe workplace for volunteers
- To provide volunteers with access to the organisation's grievance procedure
- To provide volunteers with access to Insurance
- To respect the privacy of volunteers and not share their personal details

## CASS Rights

- To receive full commitment from a volunteer, even on a short-term basis.
- To expect conscientious acceptance of responsibilities such as promptness, reliability, and good performance.
- To expect enthusiasm and belief in the work of the organisation.
- To decide the best fit role for each volunteer.
- To expect from the volunteer clear and open communication at all times.
- To performance manage or dismiss an unsuitable volunteer.



# Volunteer Handbook

## Volunteer Responsibilities

- To be willing to learn.
- To ask questions if unclear about any aspect of your role.
- To be dependable and carry out your role to the best of your ability.
- To inform the Volunteer Coordinator or Supervisor if you are unable to attend.
- Be a team member, respect other volunteers and paid workers.
- To uphold the core values of the organisation at all times.

## Volunteer Rights

- Volunteers have equal rights in the workplace to paid workers.
- Volunteers have a right to a suitable role which fits their skills and interests.
- Volunteers have a right to support, guidance and training in their role.
- Volunteers have a right to feel safe in their workplace and not be exposed to unnecessary risk.
- Volunteers have the right to reimbursement for any pre-approved expenses.
- Volunteers have a right to access the organisation's grievance procedures.



# Volunteer Handbook

## Volunteer Roles at the Alice Springs Show

### **Ticket Sales**

Gate 1, Gate 4 & Main Gates 8,9,10  
Friday 5th July & Saturday 6th July 2024

This is a fast paced role and probably the favourite choice for our long term volunteers. We have two vehicle gates that require volunteers to be selling tickets and others checking that vehicles and occupants hold the correct passes to enter. We also have the main pedestrian entrance gates where some volunteers are selling tickets, some scanning prepaid tickets, others will be assisting visitors to put on their wrist bands and we also have volunteers helping to direct traffic to minimise queuing. Shifts are available on Friday and Sat between 7:30am & 8pm. A toilet for volunteer use only is located at each gate.

- Process ticket payments
- Validate Pre-Paid Tickets
- Answer patrons questions on the event as required



# Volunteer Handbook

## Volunteer Roles at the Alice Springs Show

### Yellow Brick Road

Friday 5th July & Saturday 6th July 2024

The Yellow brick road stall allows children and adults the opportunity to go on a Treasure Hunt around the Showgrounds. This stall is located near the main pedestrian gates and will involve cash/eftpos handling, 2 volunteers are rostered per shift. This is a slower paced role to the Ticket Boxes. Shifts are from 9am to 12pm or 12pm to 3pm on Fri & Sat.

- Sell Yellow Brick Road Show Bags (eftpos & cash sales)
- Answer patrons questions on the event as required

### Licorice Stall

Friday 5th July & Saturday 6th July 2024

The Licorice stand is located in Greatorex Pavilion, and involves cash/eftpost handling. 2 volunteers are rostered per shift.

- Sell Licorice
- Answer patrons questions on the event as required



# Volunteer Handbook

## Volunteer Roles at the Alice Springs Show

### Section Steward

Drop off Days & Friday 5th July & Saturday 6th July 2024

- Coordinator Entries both Drop off & Pick Up
- Setup of Section area inside Rumball Hall including prep before show
- Liaise with Section Judge and assist where required

### Section Judge

Week before the show for Rumball Hall, and Show days for Animal events

- Liaise with Section Steward to Judge section (done via online system)
- Communicate with the Show Office regarding your requirements

### Grounds Setup & Pack Down

Monday 1st July - Monday 8th July 2024

In the week leading up to the Show we are very busy setting up, there are jobs that involve a bit of manual labour eg, setting up temporary fencing, signage, kids activity spaces and also less strenuous jobs like setting up exhibition displays. Likewise after the Show we have a lot of cleaning and packing up to do! This usually occurs within a couple of days following the Show.



# Volunteer Handbook

## Volunteer Duty Statement

### Volunteer Role

Volunteer

### Purpose

The Alice Springs Show is the first consecutive Friday and Saturday in July each year. Volunteer roles are based on the volunteer's capacity to assist and may vary depending on the needs of the Central Australian Show Society.

### Supervision

The Volunteer is supervised by the Steward/Coordinator or nominated authorised person.

### Duties and Responsibilities

As defined for your role

- Section Steward/Coordinator
- Section Volunteer
- Gate Coordinator
- Ticket Box Sales
- Yellow Brick Road
- Bump In Bump Out
- Administration Support

### Volunteer Role & Location

The volunteer will work at the Show grounds at Blatherskite Park. The volunteer is responsible for arranging their own transport to and from this address.



# Volunteer Handbook

## Volunteer Shifts

- Volunteer roles at the Show do have some flexibility.
- We would be pleased if volunteers can register and nominate times they are available direct with their Steward/Coordinator.
- Volunteers sign in/off for their shifts and inform the Steward/Coordinator when they arrive and leave.

## Work Health & 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.

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.

Work is important, your life is more important.





# Volunteer Handbook

## Code of Conduct

### Part 4 - Code of Conduct - CASS Consitution

- 1.I will promote, develop and maintain a high standard of professionalism in my business dealings associated with the Association;
- 2.I will, by example, endeavour to promote professionalism and mutual trust between Members and between Members and the general public;
- 3.I will avoid misrepresentation and misleading advertising in any dealings connected with the Association;
- 4.I will refrain from dealing in stolen or counterfeit goods and give buyers of repaired or altered goods a written statement detailing the nature of any changes and alterations in repaired or altered goods, upon request;
- 5.I will immediately refund on request, any item sold or traded by me which was described in a way that was misleading, deceptive or inaccurate;
- 6.If a dispute arises involving me and another Member or member of the general public, I agree to be bound by the provisions of the Association's Constitution and any decision made pursuant to the Constitution;
- 7.I will refrain from criticising fellow Members or their stocks, to collectors, traders and purchasers;
- 8.I will grade merchandise as accurately as is reasonably practicable, having regard to recognised industry guidelines, and I will abide by and be subject to the Association's Constitution, codes and any future amendments and resolutions duly made in the future

## Emergency Information

### Medical Emergency - First Aid

#### IN AN EMERGENCY CALL 000 (TRIPLE ZERO)

1. Assess immediate area for any dangers
2. Assess injured person, move to safe location if safe to do so
3. If not, life threatening call St John Ambulance who are on site, remain with person until assistance arrives
4. If life threatening Call 000
5. Provide details of your location, and stay on the phone,; remain with person until emergency services arrive
6. Notify the CASS President to coordinate Emergency Access



**DRSABCD** 

IN AN EMERGENCY CALL **TRIPLE ZERO (000)** FOR AN AMBULANCE

- D Dangers?**  
Check for danger to yourself, bystanders and the patient.
- R Responsive?**  
Check for a response; ask name, squeeze shoulders.  
No response? Send for help.  
Response? Make comfortable, monitor breathing and response.
- S Send for help**  
Call triple zero (000) for an ambulance or ask a bystander to make the call.  
Stay on the line.
- A Open Airway**  
Open the mouth and check the airway for foreign material.  
Foreign material? Place in the recovery position and clear the airway.  
No foreign material? Leave in position.  
Open the airway by tilting the head back with a chin lift.
- B Normal Breathing?**  
Check for breathing: look, listen, feel for 10 seconds.  
Not normal breathing? Ensure an ambulance has been called and start CPR.  
Normal breathing? Place in the recovery position and monitor breathing.
- C Start CPR**  
30 chest compressions; 2 breaths.  
Continue CPR until help arrives or the patient starts breathing.
- D Attach defibrillator**  
and follow the voice prompts.

Learn first aid | 1300 ST JOHN | [www.stjohn.org.au](http://www.stjohn.org.au)

THIS INFORMATION IS NOT A SUBSTITUTE FOR FIRST AID TRAINING. FORMAL INSTRUCTION IS ESSENTIAL. © St John Ambulance Australia Inc. 2017



# Volunteer Handbook

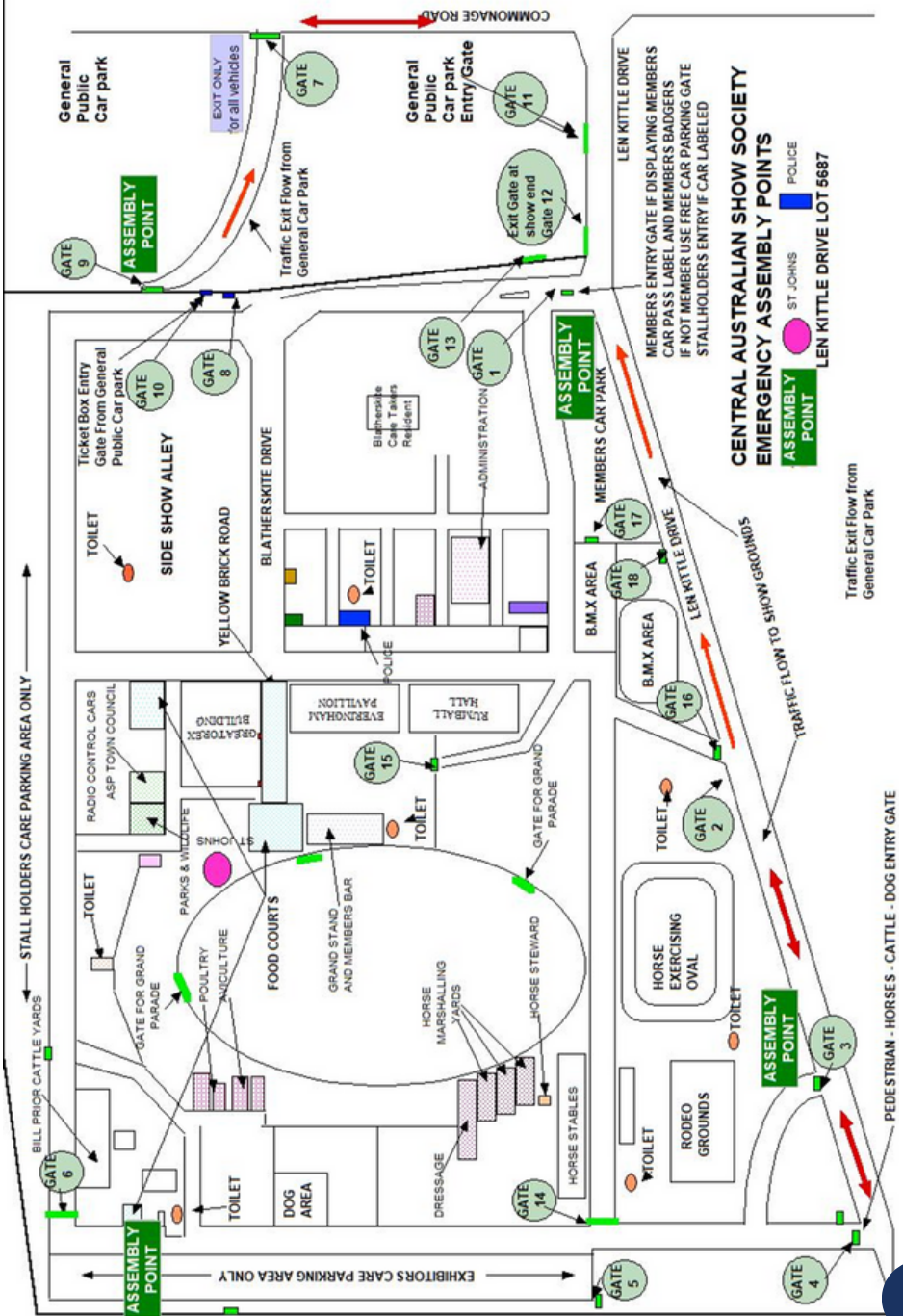
## Emergency Information

### Robbery / Armed Hold Up

Cash handling procedures are established to make cash less visible and less accessible during handling and storage.

Factors which can increase the risk of robbery or armed holds ups include leaving large amounts of money in cash registers; have the safe visible to the public; and where the business location presents opportunity for crime, e.g. remote, dark, working alone. Safety and wellbeing of staff is the priority.

Action	Procedure
<b>Stand still</b>	Keep your hands where they can be seen and do not make any sudden or quick moves. Stand slightly side on to the offender – a submissive position. Only activate alarms if it is safe to do so.
<b>Obey the offender's instructions</b>	Do exactly what you are told. Speak only when spoken to and do not provoke the offender. Explain in advance any movements you are going to make e.g. 'I am going to open the cash register now'.
<b>Remain calm and quiet</b>	Try to stay calm. Be submissive and avoid drawing attention to yourself. Avoid staring or making eye contact.
<b>Observe, if you can, safely</b>	Make a mental note of the offender's appearance, age and type of weapon. Try to remember identifying characteristics.
<b>Stay out of the danger area</b>	Keep your distance from the offender. When asked to hand over cash place it on the counter and take a step back.  Allow the offender to leave. The sooner they leave the safer you will be.
<b>Stay where you are Do not chase</b>	If safe to do so, after the offender leaves activate the alarm system. Note which way the offender left and write down the details of the getaway car.
<b>Call emergency services</b>	When it is safe call emergency services on 000.  Do not disturb evidence (see section 39 of the WHS Act)





# Volunteer Handbook

## Animal Management

In the event of an evacuation, priority is given to all members of the public in a safe and timely manner. Animals must be held in marshalling areas unless instructed otherwise by Emergency Service Personnel.

### Horses

All horses will be put into a marshalling area – Rodeo Arena. The Rodeo Arena is a secure area that horses cannot escape from when under stress. RDA horses will remain in their own marshalling areas.

### Cattle

Depending on the nature of the emergency, cattle will remain in their existing yards. Cattle can be controlled by the small area in which they are confined.

### Poultry

All poultry fowls and birds are to be kept in their cages. Assembly point is adjacent exhibitors parking area.

### Pet Nursery

All pet nursery animals to be kept in enclosed yard facility.

### Dachshunds (Friday afternoon only)

All Dachshunds to remain on lead with their owners.



# Volunteer Handbook

## Hazards & Risks

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, Drugs & Alcohol

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



# Volunteer Handbook

## 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

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



# Volunteer Handbook

## 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.





# Volunteer Handbook

## 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 & 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.



# Volunteer Handbook

## 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 within the first 3 months of service



# Volunteer Handbook

## 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

## *Yellow* BRICK ROAD START



The Show is coordinated by the Central Australian Show Society (CASS), an incorporated association with a dynamic volunteer management committee. Their mission is to promote, encourage and assist the development of agriculture, pastoral, horticulture, viticulture, commercial, mineral, industrial, cultural, handicraft, artistic and tourism pursuits in Central Australia.