

# VOLUNTEER HANDBOOK



**Sample for Show Societies**

**Show Society Name**

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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!**