



Volunteer Handbook

Welcome to Goondiwindi Show P & A Society (The Society).

Goondiwindi Show P & A Society maintains and operates the Goondiwindi Showgrounds which is a facility that serves a multitude of purposes for the Goondiwindi region including the annual Goondiwindi Show, Campdrafts, Horse events, Cutting, Polocrosse, Caravan Rallies and medium and small events.

Our volunteers are an essential part of ensuring our ongoing success of the Showgrounds and also the Annual Agricultural Show. This Volunteer Handbook has been designed to give you direction, objectives and a complete understanding of our code of conduct and applicable policies and procedures.

Please ensure if you have any questions about this documents you contact Secretary Kerri Robertson to clarify any points.

Additionally, please ensure you provide your email address at the rear of this document so that an invitation can be extended to you to the President's Thank you event to our volunteers.

Note: All those who are noted as a Volunteer will have be covered by the P&A Society insurance.

I hope that your time with us is rewarding and enjoyable and we thank you for making the show event a successful one.

A handwritten signature in black ink, appearing to be "KR", located above the typed name of the secretary.

Signed:

Kerri Robertson - Secretary
Goondiwindi Show P & A Society
ABN 75 445 279 750

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INTRODUCTION

This Volunteers Handbook has been established to provide volunteers with all relevant information regarding the Society's code of conduct and key policies & procedures.

This Volunteers Handbook will be reviewed annually and re-distributed to volunteers. Should the need arise, the code of conduct and policies and procedures will be translated into appropriate languages.

The code of conduct and policies contained within this Volunteer Handbook applies to all volunteers.

It applies to volunteers while on the Goondiwindi Showgrounds site, and at Society-related functions (including social functions and celebrations).

This Volunteer Handbook will be reviewed annually and may be amended from time to time at the discretion of the Society.



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CODE OF CONDUCT

Purpose

The Society recognises the importance of a harmonious work environment which actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour, and conduct expected from employees, contractors and volunteers in their dealings with customers, suppliers, clients, co-employees, contractors, volunteers, management and the general public.

The Society expects all employees, contractors and volunteers will observe the standards set out in this Code of Conduct. Compliance with this Code is expected, and non-compliance may result in disciplinary action for employees & contractors (including temporary contractors) may have their contracts with the Society terminated or not renewed.

Commencement

This Code of Conduct will commence from 22.01.2020 It replaces all other codes of conduct (whether written or not).

The Code

All employees, contractors and volunteers of the Society are expected to observe the highest standards of ethics, integrity and behaviour during the course of their engagement with the Society. This Code provides an overview of the Society's fundamental business values. It is by no means exhaustive, but summarises some of our most important workplace expectations, which are based on standards that underlie our business ethics and professional integrity standards that apply to all employees & contractors.

As representatives of the Society all employees, contractors and volunteers are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where they can be perceived as representing the Society:

- Comply with all laws, policies, procedures, rules, regulations and contracts.
- Comply with all lawful and reasonable directions from the Society.
- Be honest and fair in dealings with customers, clients, suppliers, co-employees, contractors, volunteers, management and the general public.
- Display the appropriate image of professionalism at your workplace. Wear the required attire/uniform, safety equipment or work clothes, and if an employee, contractor or volunteer wears their own clothes, ensure your appearance is neat and tidy.
- Treat customers, clients, suppliers, co-employees, other contractors, other volunteers, Society management and the general public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-

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membership, mental or physical disability, or any other classification protected by law will not be tolerated.

- Promptly report any violations of law, ethical principles, policies and this Code.
- Maintain punctuality. If an employee, contractor or volunteer is late or cannot report for work, they must telephone and let their immediate supervisor/manager know as soon as possible.
- Do not use work time for private gain. If an employee, contractor or volunteer is required to leave work for personal reasons they should advise their immediate supervisor/manager well in advance.
- Maintain and develop the knowledge and skills necessary to carry out your duties and responsibilities.
- Observe workplace health and safety policies and obligations and co-operate with all procedures and initiatives taken by the Society in the interests of workplace health and safety.
- Be truthful in all dealings with persons encountered at the workplace.
- Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- Not act for an improper or ulterior purpose or on irrelevant grounds.
- Never demand or request any gift or benefit in connection with your employment or engagement.
- Respect at all times the Society's and client's property.
- Maintain during employment with the Society or contract with the Society and after the termination of employment/contract, the confidentiality of any confidential information, records or other materials acquired during the employment/contract with the Society.
- While engaged do not accept any employment/contract with another organisation that is a supplier or competitor of the Society, or any other employment/contract that is in conflict with your position at the Society.
- Not make any unauthorised statements to the media about the Society's business (requests for media statements should be referred to the Manager or President).
- Do not fight in the workplace.
- Swearing in the workplace must not be used in an aggressive manner and must not be directed at another employee, contractor or volunteer and under no circumstances a client.
- Never report for work and/or provide services under the influence of illicit drugs or alcohol. If an employee/contractor is taking prescription medication, they must inform the Society immediately. Employees, contractors or volunteers may be required to produce medical evidence to prove their medication does not affect their capacity to work and to work safely.
- Do not smoke during working hours unless during prescribed breaks and within designated areas.

Managers and Supervisors

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Managers and supervisors should also:

- Promote a team spirit.
- Maintain confidentiality when conducting investigations into grievances and disputes.
- Avoid bias in decision making.
- Ensure procedural fairness and natural justice is applied when carrying out counselling and discipline of employees.
- Exercise objectivity when administering rewards or discipline.
- Not condone, permit, or fail to report any breaches of the above code and/or policies and procedures by employees under their supervision.

Consequences of Breach of the Code

Employees who breach this Code of Conduct will face disciplinary action, which may include dismissal. Contractors and volunteers who breach this Code of Conduct will face adverse action which may include the termination of their contract for services with the Society.



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WORKPLACE HEALTH AND SAFETY POLICY

Introduction

The Society is dedicated to providing its employees, contractors and volunteers with a workplace that is, as far as is reasonable, safe and without risks to health and safety.

Employees, contractors and volunteers also have a duty to cooperate with the measures to eliminate or reduce risks.

The Society recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, contractors and employees of contractors, volunteers, clients and visitors to its sites, whilst travelling and when on a customer's site.

This commitment extends to ensuring that operations do not place the local community at risk of injury, illness or property damage.

Our WHS objective is to actively work towards elimination of injuries and incidents. Our target is to have minimal injuries and incidents.

Responsibilities

Management are committed to:

- Integrating WHS into all aspects of the Society's operations;
- Compliance with legislative requirements, current industry standards and co-operation with regulatory bodies, as far as is reasonable;
- Exceeding legislative requirements and aiming for best practice systems of work;
- Provision and maintenance of a work environment that is safe and without risks to health;
- Consultation with employees and other parties to improve decision-making on WHS and environmental matters;
- Development, implementation and review of written safe work procedures;
- Distribution and communication of safety information and safe work procedures;
- Information, training and supervision to employees' contractors, clients and visitors to ensure safety;
- Support and assist employees in effective injury management and rehabilitation;
- Review and assessment of WHS policies.

Employees, Contractors and volunteers are expected to:

- Take reasonable care for the health and safety of themselves and others at work;
- Co-operate with the Society to enable compliance with WHS legal obligations;
- Participate in consultative arrangements;
- Assist management to meet WHS targets/key performance indicators;
- Participate in return to work programs.

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All contractors, and employees of contractors and volunteers engaged to perform work for the Society, are required to comply with relevant Legislation, Standards, Codes of Practice, the above health & safety policy, procedures and programs and to maintain current public liability and workers compensation insurance.

Consequences of Breach of the Policy

Employees who breach this policy will face disciplinary action, which may include dismissal. Contractors and volunteers who breach this policy will face adverse action which may include the termination of their contract for services with the Society.



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BULLYING, HARASSMENT AND DISCRIMINATION POLICY

Introduction

The Society's commitment to excellence is underpinned by values including integrity in all activities and respect in all relationships. The Society is committed to creating a work environment which is free from bullying, harassment and discrimination and where all employees, contractors and volunteers are treated with dignity, courtesy and respect.

Any bullying, harassment or discriminatory behaviour by employees/contractors/volunteers will not be tolerated by the Society.

When Bullying, Harassment and Discrimination May Occur

An employee, contractor or volunteer can experience unlawful bullying or harassment or discrimination by another employee or group of employees, a supervisor/manager, a contractor, volunteer or other service provider.

This behaviour is unlawful in any work-related context, not just on or in the Society's premises. It can include behaviour at conferences, work functions and at employee/contractor social events. It can also include interactions between employees/contractors/volunteers off-site.

What is Sexual Harassment?

Sexual harassment is any form of unwelcome sexual attention that might offend, humiliate or intimidate the other person and may be experienced by women or men. It includes uninvited touching or physical contact; leering at a person or at parts of their body; talking about your sex life or asking about another person's sex life; sexual jokes or propositions; sexually offensive communications (phone, email, SMS or other social media.)

Sexual harassment is against the law wherever and whenever it occurs. The Society will not tolerate sexual harassment in the workplace or in any work-related context such as conferences, work functions and business trips. Sexual harassment has nothing to do with mutual attraction. Such friendships are a private matter.

Sexual harassment does not have to be repeated or continuous to be against the law. Some actions or remarks are so offensive that they constitute sexual harassment in themselves, even if they are not repeated. Other single incidents, such as an unwanted invitation or compliment, may not be sexual harassment. Some forms of sexual harassment, such as assault, physical molestation, stalking, sexual assault and indecent exposure, are also criminal offences.

The person being harassed does not need to say that the behaviour is unwelcome. Many people find it difficult to speak up. All employees, contractors and volunteers are responsible for their own behaviour. If you think the behaviour may offend, **then don't do it.**

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Criminal Offences

Forms of bullying, harassment and discrimination can also constitute criminal offences, including:

- Physically assaulting a person, including sexual assault;
- Stalking; and
- Obscene communications including through emails, phone calls etc.

The Society will act immediately on reports of possible criminal offences.

Discrimination and Equal Opportunity

The Society is an equal opportunity employer. At all stages of the employment relationship (recruitment and selection, terms and conditions of work, training and professional development opportunities, promotion and transfer, retirement, retrenchment and termination) employees/contractors will be treated on their merits and valued according to how well they perform their duties or services provided.

The Society believes that all employees, contractors and volunteers should be able to work in an environment free from bullying, harassment, discrimination, victimisation, sexual harassment, vilification and the seeking of unnecessary information on which discrimination might be based. We consider these behaviours unacceptable and they will not be tolerated.

Responsibilities

All employees must contribute to the creation of a workplace that is free from bullying, harassment and discrimination and the promotion of a healthy workplace culture.

All contractors must contribute to the creation of a workplace that is free from bullying, harassment and discrimination and the promotion of a healthy workplace culture.

All volunteers must contribute to the creation of a workplace that is free from bullying, harassment and discrimination and the promotion of a healthy workplace culture.

Managers/Supervisors have a particular obligation to model appropriate behaviour; promote this policy, treat all complaints seriously and attend to them promptly, monitor the work environment and seek expert help for complex or serious matters.

All employees/contractors have the responsibility to comply with this policy, report incidents to their manager/supervisor and not to participate in bullying and/or harassing and/or discriminating behaviour.

Self Help

If you feel confident and want to deal with the situation yourself, you can use self-help techniques. *However, it is not necessary that you try to resolve the complaint this way.*

This option involves approaching the person responsible for the bullying and/or harassing and/or discriminating behaviour yourself. You should tell the person what you are unhappy

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about, why you are unhappy about it, and what you would like to happen. Taking a person with you for support may be helpful.

Make an Internal Complaint

The Society has an obligation to treat all complaints of bullying & harassment and discrimination seriously. All formal complaints will be investigated promptly and handled in a confidential and impartial manner.

1. The starting point to resolving a complaint is to talk with someone. This can be your manager or the committee. Tell them what your concerns are, explain what has happened and how it has affected you.
2. The manager/committee may take immediate action (e.g. removing offensive graffiti or posters).
3. The manager/committee may provide a range of options. One approach is to centre on the resolution of the issue, without deciding fault. The manager/committee may speak to the person you are making a complaint about, to see if the situation can be resolved simply.
4. Some matters are not resolved so easily, especially if the person being complained about denies or disputes the allegations, or the issues are complex. Your manager or the committee may handle your complaint or refer it to an independent external agency. This option will involve an investigation, collecting evidence and witness statements, and making findings and recommendations.

The Society is committed to providing an environment which is safe for all employees, contractors and volunteers. You will not be disadvantaged in your employment conditions or contract for services as a result of lodging a complaint.

Please note however that allegations that are found to be frivolous and/or vexatious may in itself constitute but not be restricted to bullying and/or harassment and/or discrimination in the workplace and may expose the complainant themselves to potential adverse action.

Anti-Discrimination Legislation

There exists both Commonwealth and various State and Territory Anti-Discrimination laws that will have application. In general discrimination on the following grounds is against the law:

- Race, (including colour, descent or ancestry, nationality, national or ethnic origin);
- Age (whether younger or older);
- Impairment (including biological, functional, learning, physical, sensory, mobility, cognitive, psychological, psychiatric impairment or the presence of an organism capable of causing disease);
- Religious belief or activity;
- Sex or gender identity;
- Relationship status (including being married, single, divorced, separated, de facto or in a same sex relationship);
- Sexuality;

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- Pregnancy, breastfeeding, parental status (including being or not being a parent, guardian, foster parent, adoptive parent, or step parent);
- Family responsibilities (including the responsibility to care for and support a dependant child or immediate family member);
- Lawful sexual activity;
- Trade union activity;
- Political belief or activity;
- Association with someone else who is identified because of one of the above attributes.

Other behaviour that is against the law includes:

- Seeking unnecessary information on which discrimination might be based;
- Victimisation because a person has made a complaint, agreed to be a witness or has had a complaint made against them;
- Sexual harassment is prohibited under both state legislation and the federal Sex Discrimination Act 1984 (*Cth*);
- Vilification on the basis of a person's race, religion, gender identity or sexuality; and
- Federal anti-discrimination legislation also prohibits discrimination on the basis of criminal record, medical record or social origin.

What is Discrimination?

Direct discrimination occurs when a person (or a group of people) is singled out for worse treatment, compared to others in similar circumstances, because of one or more of the attributes listed above. Direct discrimination may involve:

- Making offensive 'jokes' about another worker's racial or ethnic background, sex, sexuality, age or impairment;
- Expressing negative stereotypes about particular groups or using stereotypes as a basis for decisions about work (e.g. 'Women with young children shouldn't work.' or 'Older employees can't learn new skills.').
- Using selection processes based on irrelevant attributes such as age, race or impairment rather than on skills really needed for the job.

Indirect discrimination occurs when one rule applies to all, but in fact disadvantages a person (or group of people) because they are unable, or less able to comply with the rule because they have an attribute listed above. The fact that the disadvantage was not intended is not an excuse. For example:

- Requiring everyone to be available for all shifts might be unfair to a person with responsibilities to care for children or an elderly parent.
- Only hiring people who have never had a back injury or an employee's compensation claim might rule out an employee whose health has returned and can do the job well.
- Not considering the provision of some reasonable adjustments would disadvantage a person with impairment, who may be able to perform the essential parts of the job in a different way.

Definitions

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The following definitions are general in nature and do not constitute an exhaustive list of what does or does not constitute bullying, harassment and discrimination in the workplace;

Bullying: Repeated unreasonable and inappropriate behaviour in the workplace which comprises behaviour that intimidates, offends, degrades, insults or humiliates an employee/contractor. This can be physical or psychological behaviour.

Harassment: Unlawful harassment can occur when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex including sexual harassment; disability; sexuality; or any characteristic specified under human rights legislation. It can also happen if someone is working in a 'hostile' - or intimidating - environment. The behaviours can be overt or subtle, verbal, non-verbal or physical.

Discrimination: is the treatment or consideration of, or making a distinction in favour of or against, a person based on the group, class, or category to which that person belongs to rather than on individual merit.

Sexual Harassment: is an unwelcome sexual advance towards a fellow employee or contractor.

Victimisation: is the treatment of a person unfairly, including threats or intimidation, and causing detriment when a person has acted within the Society's dispute resolution procedure or because they have supported someone else who acted within the dispute resolution procedure. This may include such things as adverse changes to a work environment, denial of access to resources, work opportunities or training, or ostracism.

Vilification: is the public act of a person that incites hatred toward, serious contempt for, or severe ridicule of a person or group of persons on the grounds of race, transsexuality, sexuality and HIV/AIDS. Vilification is considered within the harassment requirements of this policy. Vilification does not include, for example, legitimate debate about issues that might include discussions of race, transsexuality, sexuality and HIV/AIDS.

What Bullying and Harassment is Not

Bullying and harassment in employment/contract environments must not be confused with legitimate comment, criticism and advice, including relevant negative comment or feedback, from management on the work or behaviour of an individual or group and reasonable management action taken in a reasonable way.

Employees/contractors who make a complaint of bullying and/or harassment and/or discrimination will not suffer any victimisation by the Society for making the complaint. This also applies to employees/contractors who agree to be a witness in a complaint or have a complaint made against them.

Consequences of Breach of the Policy

Employees who breach this policy will face disciplinary action, which may include dismissal. Contractors and volunteers who breach this policy will face adverse action which may include the termination of their contract for services with the Society.

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DRUG AND ALCOHOL POLICY

Introduction

The Society is committed to providing a work environment for its employees, contractors, volunteers, customers/clients and visitors that is safe and without risks to health and safety.

The use of drugs and alcohol may impact on an individual's capacity to perform work safely, efficiently and with respect, thereby posing a risk to the health and safety of the individual and others at the workplace and represents a significant problem in terms of workplace incidents/near misses, absenteeism and other individual costs.

This policy outlines the Society's commitment to a safe workplace and is aimed at preventing, or minimising, any risk of injury or harm to the health and safety of its employees/contractors or others at the workplace, from the use of alcohol or drugs. It describes the standards of behaviour expected in relation to the use of drugs and alcohol, the responsibilities of the Society, employees, contractors, volunteers and others at the workplace, and the consequences of breaching the policy

The objective of this policy is to create a work environment in which the safety and performance of employees is not adversely affected by the use of alcohol or other drugs.

Responsibilities

Employees, contractors and volunteers must not perform their work duties under the influence of alcohol or any other drug, except where the drug is legally prescribed by a registered medical practitioner for the purposes of treating a medical condition. Where an employee, contractor or volunteer is taking a drug, which has been prescribed by a registered medical practitioner, the employee, contractor or volunteer is required to advise management of:

- The name of the drug prescribed;
- The known effects of the drug (if any) on the employees/contractors/volunteers' capacity to safely and lawfully perform the duties of employment and any other tasks; and
- The expected duration the employee/contractor will be taking the prescribed drug.

Duties include:

- Presenting at the workplace or off-site jobs;
- Use of Society vehicles.

On occasion, the Society will host social functions, where the Committee may permit limited alcohol consumption. If an employee, contractor or volunteer attends such a function, the employee, contractor or volunteer is responsible for ensuring they do not consume so much alcohol that their capacity to ensure their safety, and that of their work colleagues, may be affected.

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Managers and employees, contractors or volunteers are obliged to ensure that no person commences or continues duty if that person appears affected by alcohol, illegal drugs or medication that may lead to a health and safety risk. Confidentiality is to be strictly observed in these matters.

Where an employee, contractor or volunteer presents for duty and appears not to be in a fit state to carry out their normal duties, the Society reserves the right to remove the employee, contractor or volunteer from the work site and seek advice from a medical practitioner on their fitness for duty.

The Society has a legal obligation to provide a safe and healthy working environment for its workers and others in the workplace. To ensure a safe environment, no vehicles are to be operated or used by anyone who is under the influence of alcohol or used or consumed illegal drugs.

The Society will not accept liability for any damage to a Society vehicle, an injury to another person, or damage to other property caused by an employee, contractor or volunteer's use of a Society vehicle while intoxicated from alcohol or illegal drugs. The employee, contractor or volunteer will be personally liable in such circumstances.

Consequences of Breach of the Policy

Employees who breach this policy will face disciplinary action, which may include dismissal. Contractors or volunteers who breach this policy will face adverse action which may include the termination of their contract for services with the Society.

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SMOKE FREE WORKPLACE POLICY

Introduction

Under Work Health and Safety legislation an employer must ensure that the working environment is safe and without risks to health. Smoking and passive smoking pose serious health risks, therefore the Society is committed to providing a smoke-free work environment.

Responsibilities

Smoking is prohibited in the presence of, or in sight of:

- Clients;
- Customers;
- Potential clients;
- Potential customers.

Smoking is prohibited on the premises except in a designated smoking area.

The Society may designate a smoking area.

Persons who wish to smoke during work hours must only do so:

- Away from view of a client, customer, potential client or potential customer; and
- In a designated smoking area or outside the premises; and

The Society may promote quit programs, provide assistance with advice and information to quit smoking.

Consequences of Breach of the Policy

Volunteers who breach this policy will face disciplinary action, which may include dismissal.



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COMMUNICATION POLICY

Introduction

This policy sets out the standards of behaviour expected of persons using the Society's computer facilities, and mobile devices or when making reference to the Society on external sites.

Responsibilities

Use of Internet, E-mail, Computers & Mobile Devices

Where use is allowed, Users are entitled to use the Society's Computer Network, and mobile phone applications only for legitimate business purposes.

Requirements for Use

Users must comply with the following rules when using the Society's Computer Network:

- Users must use their own username/login code and/or password when accessing the Computer Network.
- Users in possession of the Society's electronic equipment must at all times handle the equipment in a responsible manner and ensure that the equipment is kept secure.
- Users should protect their username/login code and password information at all times and not divulge such information to any other person unless it is necessary to do so for legitimate business reasons.
- Users should ensure that when not in use or unattended, the Computer System is shut down.
- A disclaimer is automatically included in all of the Society's emails and must not be removed.
- If a User receives an email which the User suspects contains a virus, the User should not open the email or attachment to the email and should immediately contact Management for assistance.
- If a User receives an email and the content of which (including an image, text, materials or software) is in breach of this policy, the User should immediately delete the email and report the matter to the Management. The User must not forward the email to any other person.

Prohibited Conduct

Users must not send (or cause to be sent), upload, download, use, retrieve, or access any email or material on the Society's Computer Network or mobile device applications that:

- Is obscene, offensive or inappropriate. This includes text, images, sound or any other material, sent either in an email or in an attachment to an email, or through a link to a site (URL). For example, material of a sexual nature, indecent or pornographic material;
- Causes (or could cause) insult, offence, intimidation or humiliation;

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- May be defamatory or could adversely impact the image or reputation of the Society. A defamatory message or material is a message or material that is insulting or lowers the reputation of a person or group of people;
- Is illegal, unlawful or inappropriate;
- Affects the performance of, or causes damage to the Society's computer system in any way;
- Gives the impression of or is representing, giving opinions or making statements on behalf of the Society without the express authority of the Society. Further, Users must not transmit or send the Society's documents or emails (in any format) to any external parties or organisations unless expressly authorised to do so.

Users must not use the Society's Computer Network or Mobile Devices:

- To violate copyright or other intellectual property rights. Computer software that is protected by copyright is not to be copied from, or into, or by using the Society's computing facilities, except as permitted by law or by contract with the owner of the copyright;
- To create any legal or contractual obligations on behalf of the Society unless expressly authorised by the Society;
- To disclose any Confidential Information of the Society or any customer, client or supplier of the Society unless expressly authorised by the Society;
- To install software or run unknown or unapproved programs on the Society's Computer Network. Under no circumstances should Users modify the software or hardware environments on the Society's Computer Network;
- To gain unauthorised access (hacking) into any other computer within the Society or outside the Society, or attempt to deprive other Users of access to or use of any of the Society's Computer Network;
- To send or cause to be sent chain or SPAM emails in any format;
- To use the Society's computer facilities for personal gain. For example, running a personal business.

Users must not use another User's Computer Network facilities (including passwords and usernames/login codes) for any reason without the express permission of the User or the Society.

Standards in Relation to Blogs and Sites not operated by the Society

The Society acknowledges that Users have the right to contribute content to public communications on websites not operated by the Society, such as social networking sites like LinkedIn, Facebook or YouTube. However, inappropriate use of such communications has the potential to cause damage to the Society, employees, customers and suppliers. For that reason, the following provisions will apply to all Users.

Social media is used as a tool to deliver the Society's objectives;

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- To promote and organise exhibitions, contests and games connected with the advancement and benefit of the Pastoral, Agricultural, Equestrian, Industrial (including Arts and Crafts) and Horticultural pursuits in the Goondiwindi District.
- Including maintaining and improving the facilities on the Goondiwindi Showgrounds to hire out for, or conduct, events that are not consistent with the type referred to above for the benefit of the Goondiwindi and district community.

Through Social Media the Society will:

- Promote the significance, value and importance of the Annual Agricultural Show.
- Increase awareness of the Goondiwindi P&A Societies purpose, venues and services.
- Advertise the facility; both for venue hire and the camp ground facility.
- Advertise meetings and Goondiwindi P&A notices.
- Promote events and competitions for the Annual Agricultural Show and our members and community, and
- Promote and acknowledge sponsors.

Terms of Use

The following terms of use apply to all social media activity engaged in whilst representing the Society on social media platforms:

1. Confidential, legal or private information is not to be disclosed.
2. Unsolicited views on social, political, religious or any other non-Goondiwindi P&A related content will be removed.
3. Logos and images are to be approved prior to use:
 - Copyright and trademarked material will only be used when permission for its use has been granted.
4. The following content will not be tolerated:
 - Discrimination, bullying or harassment
 - Defamatory, prejudicial or libellous content wherein Goondiwindi P&A incurs liability
 - Repetitive or otherwise vexatious content
 - Obscene content
 - Illegal content (including copies of music, films, games or software)
 - Spam, Junk email, chain messages or any other content that compromises the Society's data security (including malware, phishing, hacking etc)
5. The Society will moderate social media interactions to ensure that inappropriate conduct is removed.

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6. Users who engage in continued inappropriate conduct will be banned from the relevant social media platform.
7. Content that is considered spam will not be posted or shared.
8. No employee, management committee member, members, stewards, volunteers or contractor will use social media to damage the credibility of the Goondiwindi P&A.
9. A schedule of core information for distribution via social media will include:
 - Upcoming Events
 - Advertising Opportunities; ie. Boundary Road/Wilga Bar/ Schedule Advertising
 - Bookings; ie. Ground Bookings, Trade Site Bookings, Camp Ground Use
 - Meeting Dates
10. The Society may share relevant content from other pages administered independently from Goondiwindi P&A (eg. By members, stewards or subcommittees)

Responsibilities

The following roles have been identified to administer and manage the Society's Social media activity and content:

1. Management Committee

The Goondiwindi P&A Management Committee are responsible for establishing the strategy and overall objectives for the Society's communications, including Social Media platforms. As such, the Management Committee plays a vital role in determining which social media platforms the Society utilise. Management Committee members can provide content for Administration officers to share.

2. Goondiwindi P&A General Manager

The Goondiwindi P&A General Manager, has control of the Society's Social media platforms and may delegate responsibilities to others under this policy. The General Manager is responsible for the consistent implementation of this policy, including reporting on compliance and actions taken to the Management Committee (ie. Removal of content, banning of users)

The General Manager is responsible for overseeing the development of an annual content schedule for the Society's Social media, to be implemented by the responsible and delegate party, in which some cases will be the General Manager themselves.

3. Stewards and Volunteers

Goondiwindi P&A Competition and Section Stewards are responsible for providing social media content related to their competition. Sections who maintain a separate social media account for their relevant section can notify the Society whenever there is content they would like shared to the Goondiwindi P&A media accounts.

Sections or Competition Co-ordinators who wish to have results published in real time or recorded/live streamed must make the Society aware of this prior to the event. So that the Society may grant the Chief Steward access to the Goondiwindi P&A Social media account for the purpose of recording/live streaming competitive events, or

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allocate another Goondiwindi P&A member or volunteer access to social media accounts for this purpose.

4. Goondiwindi P&A Members

Members may request sharing of content to a Goondiwindi P&A Social Media Page. Any content shared must meet the requirements of this policy. Requests will be considered on a case by case basis and only shared whenever practicable and appropriate.

5. Goondiwindi P&A Sponsors

Goondiwindi P&A Sponsors are responsible for providing to the Society any logos or specific text they wish to have included in content created on Goondiwindi P&A Social Media.

Access to Social Media:

The Society provides access to social media in the workplace to enable employees and volunteers to perform their respective roles as described under this policy. The Society respects the rights of individuals to maintain social media accounts as a private person. Personal use of social media in the workplace is accepted provide that use is not excessive, does not interfere with the employee's ability to perform their role to acceptable standards and for the most is for the cross promotion of the Society.

Consequences of Breach of the Policy

Volunteers who breach this policy will face action which may include the termination of their contract for services with the Society.



VOLUNTEER ACKNOWLEDGEMENT PAGE

I acknowledge:

- I have read and understand the Goondiwindi Show P & A Society Volunteer Handbook and in particular the Code of Conduct and Policies and Procedures contained therein;
- That I will comply with the Code of Conduct and Policies and Procedures contained within at all times;
- That I will be added to the Volunteer's register which will be provided to the Goondiwindi P&A Society insurance scheme to provide cover as a volunteer.

Your name: _____

Signature: _____

Date: _____

Email: _____

NOTE: It is important to supply your email address so that an invitation to the President's Thank you to you the volunteers can be forwarded to you.

We thank you for being apart of the success of the Goondiwindi P&A Society.

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