



SANTOS TOUR DOWN UNDER

13-21 JANUARY 2018
ADELAIDE
TOURDOWNUNDER.COM.AU

Successful volunteers will be provided with an electronic copy of the final event personnel manual which will contain the information below and also useful event information to assist whilst on duty and incorporate the below terms and conditions.

Representing the South Australia Tourism Commission

At all times while representing the South Australian Tourism Commission (SATC) as a worker (including volunteer, contractor or subcontractor), you are required to act in a professional manner. You should be friendly, courteous and not do, or omit from doing, anything that will bring the SATC into disrepute.

Identification

Workers must wear photographic identification or wrist band credentials at all times while at work. Event access will be denied if you fail to do so. Any worker using identification or credentials to gain access to restricted event areas while off duty will be instantly dismissed.

Workers found using identification or credentials to gain access to restricted event areas while off duty will be referred to their employer organisation for disciplinary action.

Uniform

In addition to maintaining a clean, neat and tidy appearance, the event uniform (if provided) must be worn while you are at work. The event uniform must not be worn at any other time. Any worker acting inappropriately while in event uniform will be dismissed instantly. Contractors or subcontractors acting inappropriately at work will be referred to their employer organisation for disciplinary action.

Training

Event workers will be required to attend event training where essential information and instruction will be provided. Workers must observe all SATC policies and rules that are notified by the SATC to workers from time to time. Those requirements include compliance with SATC Employment and General WHS policies, and the Code of Ethics for the South Australian Public Sector.





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Working Hours

Workers will be required to sign on and off each shift worked. Please arrive at the event venue at least 15 minutes prior to your scheduled shift. You should avoid lengthy periods of non-stop work and use scheduled breaks from work to rest. If you are unable to attend your shift due to extenuating circumstances, you must notify your supervisor by telephone as soon as possible to allow the SATC time to find a suitable replacement.

EXPECTATIONS

Appreciation and Respect

We recognise that the SATC would be unable to prepare and stage events without your help. Indifference for this principle is frowned upon by the SATC and we encourage you to draw our attention to workers who disregard this value.

Information

We will keep you informed and endeavour to answer questions you may have accurately and with as much detail as possible.

Openness and Honesty

There may be occasions where the relationship between a worker and the SATC does not work. We will be honest with you at all times and, should the relationship be untenable, end our association with honour, dignity and privacy. If you believe you are unsuited to the position given to you, please discuss your concerns with the supervisor identified in your position description.

Consultation and Supervision

We will seek your agreement before assigning you work, and will endeavour to ensure you are comfortable with the position given to you. Different people enjoy different work and each activity requires specific training and supervision. SATC will provide instructions for work you are asked to undertake.





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Rewards and Recognition

We recognise your commitment to the SATC in ways that we hope you appreciate. A range of recognition activities and rewards will be applied. Some workers will use their event experience to add breadth to their curriculum vitae.

Code of Conduct Policy

All workers must behave with integrity, show respect and be accountable. The SATC Code of Conduct Policy specifies the type of behaviour that is expected, and provides guidance for making decisions and acting appropriately, legally and ethically. The policy addresses, but is not limited to, the following work situations:

- Discrimination, harassment and bullying;
- Negligence, misconduct, fraud and corruption;
- Confidentiality;
- Dealing with the media;
- Email and Internet; and
- Gifts and gratuities.

Commitment

Where your work is voluntary, the extent of your commitment to provide services is agreed between you and your supervisor, and may be varied from time to time. Volunteering is an altruistic and intentional activity, and you are in full control of your availability. We ask that you think carefully before committing your time, and provide sufficient notice to your supervisor if you are unable to deliver on your commitment. Please be reliable and ensure you are available to work at rostered times.

Enthusiasm

Where your work is voluntary, we hope you have volunteered because you believe that the event will offer a wide range of opportunities, whether they be self-development, meeting new people, or contributing to the success of the event. We encourage you to share that enthusiasm with your friends, family and with people you meet who may want to know more about the event.





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Discrimination

A worker must not discriminate, either directly or indirectly, by treating a person unfairly because of their age, sex, race, physical or intellectual impairment, sexuality, marital status or pregnancy.

Harassment and Bullying

A worker must not harass or bully other workers or members of the public. Harassment and bullying is unlawful, discriminatory and may involve offensive, threatening or abusive behaviour directed at an employee or group of employees. Behaviours may be physically or emotionally abusive.

Examples may include, but are not limited to:

- Making fun of someone;
- Spreading rumours;
- Using offensive language;
- Continual exclusion from workplace activities; and
- Verbal or physical abuse

Bullying may involve persistent ill treatment of an individual by one or more people.

Bullying does not include reasonable action, taken in a reasonable manner, by an employer to transfer, demote, discipline, retrench, counsel or dismiss employee worker.

Sexual harassment is not confined to a particular gender or sexuality and involves behaviour of an unwelcome sexual nature or connotation.

Examples may include, but are not limited to:

- Subjecting a person to an unsolicited and intentional act of physical intimacy;
- Demanding sexual favours;
- Making remarks or comments of a sexual nature or connotation;
- Sexually explicit pictures, objects or reading matter, including email; and
- Making sexually suggestive jokes, leering or staring.

It is important to note that where discrimination, harassment or victimisation is not the subject of anti-discrimination and equal opportunity laws, it is a serious workplace issue and may be considered a breach of the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014 (SA)* or criminal laws.





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Victimisation

It is unlawful to treat a person unfairly because they have relied on anti-discrimination and equal opportunity laws.

Victimisation is the unfair treatment of a person for complaining or helping another person to complain, either within their employer organisation or to the Equal Opportunity Commission of South Australia, about discrimination or harassment.

Negligence, Misconduct, Fraud and Corruption

The SATC recognises that fraud and corruption management is an integral part of good governance and management practice. The SATC does not tolerate fraud or corruption and is committed to minimising the risks of such behaviours and ensuring continuing organisational integrity and transparency of operation.

Workers must act honestly while representing the SATC, and must not:

- Knowingly deceive;
- Inappropriately withhold information;
- Act carelessly or casually in the performance of his/her job;
- Recklessly disregard restrictions set by policies or rules;
- Waste, misuse or misappropriate resources including money, credit cards, equipment, supplies or motor vehicles;
- Fail to report a defect in a work system;
- Inappropriately disclose tender information;
- Accept or make a bribe;
- Favour a relative or friend in decision making to achieve personal gain;
- Conceal, falsify or destroy documentation;
- Steal money or property; or
- Perform any other criminal act.

The SATC ensure that workers are held accountable for inappropriate conduct by reporting, investigating and rectifying instances of conduct that may reasonably be considered illegal. The responsibility to report does not apply to inappropriate conduct of a trivial nature that does not result in significant detriment to the public interest.





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Reporting and Responding

The following process is available for resolution of complaints of discrimination, harassment, or bullying by workers:

Step 1: Self Help;

Step 2: Informal Intervention;

Step 3: Formal Intervention; or

Step 4: Making a complaint with the Equal Opportunity Commission of South Australia.

(Note that a complaint may be raised to the Equal Opportunity Commission of South Australia at any time throughout the above process.)

Confidentiality

The SATC receives and holds confidential and private information that must not be disclosed. You must not, during your appointment or thereafter, disclose any information acquired during the course of your work that is by its nature confidential, or that you know or ought to know is confidential. Confidential information does not include information that is or becomes public knowledge other than by breach of your confidentiality obligations. Your confidentiality obligations will not be taken to have been breached to the extent that confidential information is authorised by the Chief Executive of the SATC or required by law to be disclosed.

Media

Workers must not address the media. All media enquiries must be referred to the SATC.

Email and Internet

Workers must use the internet and electronic mail (e-mail) in an appropriate and professional manner. Use must be cost efficient and must not contravene any law, including those relating to discrimination, harassment, confidentiality and privacy.





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Gifts and Gratuities

Workers must avoid circumstances in which the acceptance of gifts could give rise to an actual, potential or perceived conflict of interest with public duty, or be interpreted as being made with the objective of securing, or in return for, favour or preferment. This applies regardless of the value of the gift.

Vehicles

Workers may be required to drive an event vehicle. If you are not comfortable driving, please advise your supervisor.

Workers must agree to the SATC Vehicle Use Agreement, vehicle sponsor conditions for vehicle usage, and abide by South Australian road and traffic laws and rules.

Driver Responsibility

Workers must acknowledge by signature the collection and return of each vehicle. Workers must be qualified to drive a vehicle and hold a current driver's licence of the appropriate class to drive the relevant event vehicle. Learner and provisional licence holders are prohibited from using mobile telephones and functions in any capacity while driving, including:

- Hands-free operation;
- Speaker operation; and
- Short Message Service (SMS) or alternative text messaging services.

All traffic offences including speeding infringements and parking fines that occur in relation to a vehicle will be the responsibility of the worker in possession of the vehicle keys at the time of the offence. The SATC will not be responsible for worker traffic offences or the payment of infringement notices or fines.

Workers required to drive an event vehicle must have a Blood Alcohol Concentration (BAC) of 0.00% and not be under the influence of drugs.

If drugs or alcohol have a direct impact on a worker's performance or on safety standards, it is the SATC's responsibility to other workers, clients and the public to intervene.





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Equipment

All event equipment must be operated and maintained safely and for the purpose in which it was intended.

Occupational Health Safety and Welfare (OHS&W)

The SATC is committed to providing a high standard of health, safety and welfare for workers. The SATC aims to minimise risk of injury and illness to workers by adopting a planned and systematic approach to the management of OHS&W. All workers are responsible for working safely and ensuring their own and others health and wellbeing while at work.

Manual Handling

If your work involve manual handling of equipment or other objects, you are required to do so in accordance with the SATC's Safe Operating Procedures Policy. If you are in doubt, do not undertake the task and seek advice from your supervisor.

Smoking

Smoking while on duty is not permitted. Workers may smoke discreetly during approved breaks in the designated area.

Sun Smart

For all outdoor events, it is recommended that the following guidelines be adhered to:

- Hat to be worn at all times;
- Sunscreen to be applied every 2-3 hours;
- Shade areas to be used where possible;
- Sunglasses are recommended;
- Breaks to be taken out of direct sunlight; and
- Drink cool fluids.





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Littering

Please respect the environment and dispose of all rubbish, including cigarette butts, in a thoughtful and respectful manner. Use recycling facilities where they are available.

Personal Business

Workers are not permitted to engage in personal business or other interests while working and must not use event facilities for attending to these matters.

Personal Property

The SATC cannot ensure the safety of personal property and discourages valuables from being brought to the event. The SATC will not assume any responsibility for the loss, theft or damage to personal possessions workers may bring to the event. It is recommended that workers keep car keys and money with them at all times.

Privacy

The SATC collects and uses worker's personal information in accordance with its Information Privacy Policy (IPP) Statement available at <http://www.tourism.sa.gov.au/privacy.aspx>. The SATC will use the information you have provided to assess your suitability for the relevant event position applied for, processing your application, and future SATC worker correspondence.





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Emergency Procedures

LIFE THREATENING EMERGENCY DIAL – 000

The SATC takes your health and wellbeing seriously and requires you to report any incident, potential hazard or unsatisfactory situation to your supervisor.

All incidents, accidents or hazards must be reported and the appropriate Incident Report Form completed.

The SATC will provide hazard/incident/accident reporting training and instruction.

Circumstances that must be reported include, but are not limited to:

- Injury or illness (to anyone attending or associated with the event);
- Loss including theft or damage to property;
- Bomb threat or identifying a suspicious package or article;
- Safety hazards or areas requiring maintenance;
- Near misses, e.g. a person trips over a cord but does not fall; and
- Any incident or situation during which you felt threatened or uncomfortable by degrading or aggressive behaviour towards you or any other worker.

