**Volunteer Handbook**

Volunteer
Event Assistants

Insert Event Name
Insert Event Date

Insert logo

Volunteer Event Assistants Handbook

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About the equestrian sector

An inclusive sport attracting a range of ages, the Equestrian sector provides a pathway from grass roots to Olympic and International level and is one of the only sports that sees men and women and juniors and seniors compete against each other on equal terms.

The essence of Equestrian is developing the ultimate partnership between horse and rider; not only does the rider need to be capable but the horse needs to be educated, allowing horse and rider to unify as one athlete combination.

Eventing along with Show Jumping and Dressage are the three classic disciplines as outlined below:

* Dressage: Often referred to as ‘equine ballet’ because of its beauty and elegance. Its fundamental purpose is to develop a horse’s natural athletic ability and willingness to perform, thereby maximizing its potential as a riding horse. At the peak of a dressage horse’s gymnastic development, it can smoothly respond to a skilled rider’s minimal aids by performing the requested movement while remaining relaxed and appearing effortless.
* Show Jumping: An equestrian event where horse and rider must clear a number of obstacles on a set course and within a specified time. The ultimate goal for each combination is a clear round, under time. Time faults are assessed for exceeding the time allowance.
* Eventing: An equestrian triathlon, in that it combines three different disciplines (dressage, cross country jumping and show jumping) in one competition over one, two or three days, depending on the level of competition.
* Showing: Much like a beauty pageant for horses where they are judged on beauty, conformation, temperament and breed. Horses compete in specific classes both under saddle and in hand and are groomed to perfection.
* Vaulting: Often described as gymnastics and dance on horseback , it can be practised as a non-competitive art or as a competitive sport. Vaulters perform various movements on the back of the horse, individually, in pairs or in teams.
* Driving: Encompasses a wide range of activities from pleasure driving to harness racing to farm work, horse shows and even combined driving, an internationally-recognised competition where horse compete in one, two and four horse teams in a dressage test, over a cross country course and a stadium course (similar to eventing).

In addition, there are various associations within the equestrian sector. Three of the key ones are Equestrian Victoria, Pony Clubs of Victoria and [Horse Riding Club Association of Victoria](http://www.google.com.au/url?sa=t&rct=j&q=&esrc=s&frm=1&source=web&cd=1&cad=rja&uact=8&ved=0CB4QFjAA&url=http%3A%2F%2Fwww.hrcav.com.au%2F&ei=H2JEVa_SIaLemAX1wYG4Aw&usg=AFQjCNFmLHT2Ung-7Moi4WWcwD34tEQNEw&bvm=bv.92291466,d.dGY).

Welcome from Event Director

Include:

* Welcome
* Explain their involvement with the event
* Why volunteers are important to the event
* What the event has to offer
* What is planned for the event
* Highlight the importance of the event
* Thank volunteers for their involvement

About the event

**Insert Event Name**

Include:

* Where the event is held
* The history of the event
* How long it has been running
* What the competition schedule is
* What disciplines are involved
* What is planned for this years event
* Include information about the discipline/s involved
* What are the prizes
* How many competitors will be competing

About the location

**Insert location name**

Include:

* Address
* Melways reference
* Map
* Directions from the nearest main road/highway

The organising committee

Include:

* Key names and roles
* Organisation chart (if available)
* An overview of their experience

Getting to the event

**Workforce Car Park**
Include:

* Do you require a car park pass. If so, where do you get them
* Directions into the car park
* Any restrictions regarding car parking
* Any details about taking cars to other areas (such as Cross Country Course)

**Public Transport**

**Train**

Include:

* Nearest station/s

**Bus**

Include:

* Nearest bus stop/s

For more information and to plan your journey, please visit

[........](http://www.ptv.vic.gov.au) or other relevant website.

Workforce Centre

**Workforce**
This event wouldn’t be possible without the support and dedication of this invaluable team of volunteers. Filling ? roles over ? days, the volunteer workforce provides the backbone of the event. Whether this is your first or tenth event, your support is truly appreciated.

This Handbook is designed to help you prepare for your role at the event and so please read it carefully prior to your shift.

**Workforce Centre**
The Workforce Centre is located in the insert location (see venue map).

The Workforce Centre is the central hub for all volunteers and is where you:

* Check in at the start of your shift
* Receive your uniform and accreditation pass
* Receive your meal breaks
* Receive important information including a venue map (the map will include details of the First Aid location, toilets, food outlets, competition areas and briefing locations) and Event Program

**Workforce Check In**
When you arrive on-site for each of your shifts, you are required to check-in at the Workforce Centre. This ensures we know who is on site at all times and will be where you are provided with the relevant information and briefing for your role as well as instructions of where to meet your Team Leader.

**Arrival Times**
Your start time indicates when you need to report to your Team Leader for your briefing. Therefore, please allow ample time to park and check in at the Workforce Centre.

**Briefings**
You will receive a briefing at the start of your shift to provide you with Job Specific Training. Once you have checked in at the Workforce Centre, please report to your role briefing location for further instructions and information.

**Briefing locations are:**

|  |  |
| --- | --- |
| **Volunteer Role** | **Briefing Location** |
| Insert role | Insert briefing location |
|  |  |

**Position descriptions**To familiarise yourself with the Workforce roles, you can view the Position Descriptions online at: [insert](http://www.miht.com.au/volunteers/) information

**Your roster**You have been provided a roster for your role/s. These have been designed around the demands of the event and are subject to change in accordance with changes to the event schedule.

If you are not able to attend your shift for any reason, please contact your Team Leader as soon as possible so that a replacement can be organised.

Phone: insert

Email: insert

**Training**You will be provided with job specific training at the start of your shift.

Also ensure you have watched the Volunteer Induction Video. This can be viewed on the insert association website.

**What to bring to your shift**

Include (dependent on role and weather):

* Wet weather gear
* Warm clothes
* Sturdy closed in shoes
* Sunscreen, hat and insect repellent
* Any necessary items for the roles (eg folding chair for Cross Country Jump Judges)

There are limited cloakroom facilities in the workforce centre, therefore please only bring the necessary items you require while on shift.

Uniform

**What to wear on shift**

Include:

* Details of any uniforms and where to collect them from
* Guidelines regarding wearing the uniform
* Dress code for front of house roles
* Dress code for back of house roles
* Reminder to dress appropriately to the weather and location

For Front of House roles (including Information Officers and Corporate Hospitality Hosts), please ensure you are smartly presented (no facial piercings etc) and wearing smart casual attire.

Please note that sandals, thongs, ballet flats or high heels are not appropriate for the venue and will not be permitted.

Breaks

**Meal breaks**

As a member of the Volunteer Workforce, you will be provided with a meal whilst on shift and your Team Leader will instruct you on your break times.

This will vary for each role and will depend on the event schedule. It is important you do not leave your position or shift without consulting your Team Leader.

While most roles will provide opportunities to watch the competition, the rosters have been developed according to the requirements of each area. To ensure a successful event, it is important that you do not take a break to watch the competition or for a meal without consulting your Team Leader.

All meals will be served in the Workforce Centre.

**Toilet breaks**
Please consult with your Team Leader when needing to take any breaks, including toilet breaks. This ensures that all roles are covered at all times.

Event contacts

Please find below contact numbers for all Workforce Team Leaders. If you need to change your shift prior to the event, please contact the relevant one. If you need to contact your Team Leader on the day of your shift, please use the contact details below:

|  |  |  |
| --- | --- | --- |
| **Volunteer Role** | **Team Leader** | **Contact Number** |
| Insert details | Insert details | Insert details |

Occupational health & safety

The insert location is a working site that will have many competitors, horses and spectators on it at any one time. To ensure everyone’s safety, we ask that you observe all safety instructions and signage at all times. This includes using the designated pedestrian paths, not approaching horses (unless permitted by the owner), no flash photography and no running on site.

Whether you are familiar with working with horses or not, it is important that you abide by the OH&S rules and instructions as you will be in a new environment and with horses you are not familiar with.

Competing horses are usually at the peak of fitness.  Please always exercise care when working in areas adjacent to horse activities and always be aware of horse traffic.

When in close proximity to a competition area, please give consideration to the horses and competitors and do not run, shout or do anything to prevent the horses and rider from being able to do their best.

In addition to riders and horses on site, there is often heavy equipment working on site and care should always be exercised in these areas.

Horses can be unpredictable so even if you are experienced dealing with them, it is important to always follow the rules in your volunteer role.

Do not approach a horse unless it is a required part of your role.

Remember these important guidelines:

* Remain within the designated area for your role
* You do not disturb riders by officious manner
* You are aware of the relevant evacuation procedures and evacuation meeting points.
* You are aware of who your First Aid Officer is.
* You always exercise care when working in areas adjacent to horse activities and always be aware of horse traffic.
* You use the designated pedestrian paths.
* Do not approach horses (unless permitted by the owner)
* Do not use flash photography.
* Do not run on site.
* You report any accidents, incidents and near misses that occur and document them accordingly with your team leader or President.
* You stay hydrated throughout the day.
* Wear safe and appropriate footwear. That is, flat, closed toe and heel shoes (no high heels or thongs).
* Wear weather appropriate clothing – wide brimmed hat, sunscreen etc for hot weather and waterproof clothing for cold, wet weather.
* Smoking is only permitted in designated areas

Safety at the venue is paramount for riders and it is important you are aware of the safety rules and regulations relevant to where you are volunteering. These may include:

* Approved safety helmets must be worn at all times
* Any person may lead a maximum of two horses while mounted.
* All signs at the venue must be observed
* Horses must be tied in a safe manner

If you see an incident or inappropriate behaviour, report it to your Team Leader immediately.

**Manual handling**
Some roles, including showjumping, will require manual handling including lifting showjumping poles while on shift. Please always exercise care when manual handling and ensure you follow these steps:

* Always bend at the knees
* Always bend with feet and knees pointing in the direction of the item you are lifting
* Avoid reaching and lifting higher than shoulder height
* Avoid bending of the back
* Avoid sideways bending of the back
* Avoid twisting of the back
* Do not lift anything heavier than your capacity
* Always ask your Team Leader for help if you are not comfortable with lifting or carrying of objects

**Evacuation points**
In the event of an emergency and/or evacuation please wait for instructions from your Team Leader or a member of the Organising Committee.

Include:

* Details of evacuation points
* Evacuation maps if available

**Incident reporting**
In the event of an incident, no matter how small or large, an Incident Report Card will need to be completed to document the incident and outcome.

Incident Report Cards will be available from the Workforce Centre.

**Emergency management**
Key personnel will have a clear understanding of emergency protocols.

To easily identify the locations of emergency situations and streamline emergency response and reporting, the reporting process is structured as follows:

Course / venue precinct staff should make the Event Operations Centre (EOC) and Central Control (if relevant) aware of their location, the severity of the emergency and the location of the emergency clearly recognisable landmarks.

On channel 1, 2 or 3 they should then call “EMERGENCY, EMERGENCY, EMERGENCY”. Should this emergency call be heard over the radio, all users are required to keep the channel clear to allow uncluttered communications and execution of an effective emergency response.

Within the EOC, the commanding authority of the incident will respond with a request for the following information:

* Name of staff and their current location
* Location of emergency
* Nature of emergency
* Observed magnitude of emergency and incident

The EOC will determine an adequate response and coordinate the action accordingly. If safe to do so, the informer should always remain at their location to direct medical or veterinary services, update the EOC on the severity of the disaster or assist as directed by emergency response officers.

Should the EOC determine that the nature of the emergency requires participant, spectator, staff and public evacuation, they should follow the processes outlined in the in the Evacuation Procedure and take commands directed from the EOC.

Out of hours contact is via the following:

**Emergency**

Police/Fire/Ambulance – Dial 000

**Non – Emergency**

Event Director -

**First aid**
There will be first aid facilities on-site for spectators and Workforce, located at the main arena as marked on the site plan.

Radio Protocols

Two way radios are an essential component to the success, efficiency and flawless delivery of any event or competition, no matter the size.

While all radios differ in style, it is important you remember these general points:

* Turn the radio on and wait until you hear it has turned on.
* Adjust the volume to ensure you can hear the radio in your surrounding environment (which may be very noisy)
* If you are required to be on an allocated channel, ensure your radio is correctly set to that.
* Conduct a radio check at the start of your shift
* When using the radio to speak, press the talk button and hold the radio about 50mm (2 inches) in front of your mouth.
* Speak slowly, clearly and calmly
* Identify yourself at the start of the call then clearly state who you are calling
* Wait for a response
* If responding to a call, identify yourself first and then state the call you are responding to
* End a call with ‘over’ if you are expecting a reply.
* End a call with ‘out’ if you have finished the conversation.
* Do not start a new conversation until the airwaves are clear
* They are a public forum, do not discuss sensitive matters
* Only one user can use a channel at any one time.
* Do not clog the airwaves
* Always wait until the previous user has finished speaking and allow a second before you reply or use the channel.
* If you need to contact someone urgently and for discreet matters, use mobile phone.
* Never let your battery expire. As soon as the low battery sign appears, ensure you charge or replace it.

For a full guide on how to use radios, view: http://www.youtube.com/watch?v=Os8SWzGTumM

Dealing with the media

It is important to remember that every event, rally or competition will have a designated spokesperson.

Should an incident occur that attracts media attention, it is crucial you do not comment or make a statement to the media, no matter how innocent you might think it is.

Any requests from media should be directed to your Volunteer Co-ordinator or Team Leader.

Frequently asked questions

**Will I receive free entry to the event on all days?**insert answer

**Can my family attend with me?**While you can catch up with family and friends during your breaks, many roles are not suitable for additional people to attend. Therefore, unless approved by your Team Leader, it isn't appropriate to have family and friends accompany you to your shift.

**Who do I call if I am running late for my shift?**insert answer

**Are dogs allowed on site?**
insert answer

**Is merchandise available for sale?**
insert answer

**What are the opening times for the event?**
insert answer

**Where can spectators watch live action on the new screens?**insert answer

Code of conduct

As a volunteer, you will be required to sign a Code of Conduct.

The Code of Conduct provides a clear understanding, between you as a volunteer and the organisation/committee you are working with, of what is expected when it comes to behaviour. It outlines how organisations are to conduct themselves when working with volunteers and how volunteers conduct themselves in their roles.

It is a mutually signed agreement that outlines the vision and mission, roles and accountability, reporting lines and horse welfare.

It also ensures what we all fit in with the mission and goals of the equestrian sector.

The equestrian sector is committed to supporting and recognising our volunteers and providing a safe working environment, free from discrimination or harassment and the Code of Conduct ensures that this is always adhered to.

You can download the Code of Conduct from the Volunteer portal on the Equestrian Victoria website or obtain one from your club or association.

Policies and Procedures

A set of designated volunteer policies and procedures have been developed for the volunteer workforce.

These policies and procedures are designed to ensure the standard of volunteer program is delivered across the industry.

Policies and procedures include:
- Code of Conduct
- OH&S

-Grievance & Conflict Resolution
-Risk Management
-Recruitment
-Volunteer management

Make sure you are aware of these policies.

They can be viewed on the insert association website.

Notes