****Portarlington Mussel Festival 2017

Volunteer Manual

**Welcome**

Thank you for answering the call to volunteer at the Portarlington Mussel Festival for 2017. Without your participation, the Portarlington Mussel Festival would not be a success and could not run.

The Festival Organising Committee hopes you enjoy the fun and experience of the day. Volunteers, like you, play a vital role in assisting the Committee to provide the diversity of services that are offered to the Festival patrons.

This Manual has been developed to provide you with information that will assist you in understanding your role. If you have further questions please speak with the Festival Director. Hopefully this will be the start of a long and rewarding association for yourself and the Committee.

Sheryl Follett; Festival Director, Portarlington Mussel Festival Committee

The Committee are committed to promoting the health, safety and welfare of all persons at the Festival and to providing a safe environment for all volunteers, contractors and patrons. Health and Safety is both an individual and shared responsibility for all volunteers.

**RIGHTS AND RESPONSIBILITIES:**

**As a Portarlington Mussel Festival Volunteer you have the right:**

* To be treated fairly and shown respect;
* To be provided with a safe environment in which to perform your duties;
* To be provided with adequate supervision and support.

**In conjunction with your rights you have a responsibility to:**

* Agree to perform duties in a safe and considerate manner - not to jeopardise the health and safety of others - either fellow volunteers or the public;
* Be reliable and commit, where possible, to the agreed working arrangements;
* Bring to the attention of the Safety Officer any matter that could affect the safe undertaking of the activity;
* Report to the Safety Officer as soon as possible any incidents, accidents, illnesses or near misses that relate to the Health and Safety of the voluntary activity;
* Notify your the Volunteer Coordinator or Festival Director with adequate notice if you are no longer able to participate.

**CODE OF CONDUCT:**

As a volunteer for the Portarlington Mussel Festival certain conducts and behaviours are expected to be adhered to whilst undertaking volunteer duties:

* No volunteer should be under the influence of illegal drugs or alcohol when volunteering.
* Volunteers must behave in a responsible and reliable manner.
* Volunteers are acting as representatives of the Portarlington Mussel Festival and should adhere to the highest standards of honesty, integrity and, where appropriate, confidentiality. Volunteers should not make any public comments or statements to the media that would lead anyone to believe you are representing the views of the Festival Committee.
* Putsafety first in *all* duties and activities.
* Refer problems/situations to others qualified to respond effectively and appropriately.

**HEALTH AND SAFETY:**

**Think Safety**

Some of the common problems that you could be faced with are:

* Heat exhaustion
* Dehydration
* Fatigue
* Sunburn/Sunstroke
* Overexertion

**Be watchful of these in:**

* Participants
* Festival patrons
* Fellow volunteers
* Yourself

**Take these actions to prevent problems arising:**

* Drink plenty of water/fluids
* Seek assistance when needed
* Minimise exposure to the sun
* Wear sunscreen

**General Safety Rules**

* Follow instructions - don’t take chances. If you don’t know, please ask
* Be aware of tripping and slipping hazards
* Observe and obey all warning signs
* Immediately correct or report any unsafe conditions to the Safety Officer
* Report all injuries no matter how minor and access First Aid promptly
* Report all fires, no matter how small

**HARRASSMENT**

It is the policy of the Portarlington Mussel Festival Committee to provide an environment free of harassment. The intent of the event’s Harassment Policy is to ensure the maintenance of a professional and productive environment where all people are able to make the maximum contribution to their job. Specifically; it aims to provide an environment in which all event personnel can work without being subjected to words, conduct or actions that could annoy, alarm or cause emotional distress of a personal nature or any form of sex discrimination involving unwelcome advance of a verbal or physical nature. It is expected that all Volunteers will comply with this policy. Any person who believes that they have been subjected to any form of harassment should, in the first instance, discuss with the Festival Director or a member of the Festival Committee whom they feel comfortable with and then they will be provided with the necessary support.

**CUSTOMER SERVICE**

The event Site Map will provide customers with specific and general information that they may require. A customer with an inquiry that you cannot answer can be directed or taken to the Information Centre.

Volunteers should be customer focused at all times by providing a high level of service to all visitors to the event. If you receive a complaint, direct the customer to the Information Centre.

**ID BADGES**

These must be worn at all times while on duty because this will identify your position and allow patrons to know who you are and to approach if needed. All emergency contacts will be available on your lanyard.

**MEALS**

Meal vouchers will be issued when you register on the day of the Festival. The meal voucher can be used to “purchase” a $10 meal at our Committee Mussel outlet located at Parks Hall. Meal tickets are not transferable to family or friends.

Water is available to volunteers from the water fountain. Water bottles are provided.

**UNIFORM**

You will be issued a Festival T-Shirt and headwear. Good comfortable solid footwear is advised. Volunteers are expected to maintain high standards of personal appearance at all times. Headwear should always be worn if undertaking tasks outdoors.

**VOLUNTEERS CAR PARK**

Volunteer Car Parking will be located in the Uniting Church Hall grounds. The area will accessible at all times for volunteers. Volunteers can also access the Park and Ride transport system.

**BAGS**

Please ensure that you do not leave personal belongings unattended in any area of the site. Bags can be left at the Information Centre if you wish.

**FIRST AID**

First Aid personnel will be available throughout the Festival. All emergency contact numbers will be on the back of your lanyard.

**SIGN IN AND OUT**

All volunteers need to report to the Volunteers Marquee to sign in on arrival and sign out when you have finished your shift. This is compulsory for all volunteers. The intent of a sign in/out sheet is to enable the Volunteers Co-ordinator to determine what duties require filling and that you are covered by the Festival insurance policy.

**INCIDENT REPORTING**

All incidents need to be reported and documented at the Information Centre as soon as possible. Support and forms will be available to be completed on the day.

**LOST AND FOUND**

All lost/found property should be directed to the Information Centre.