



CREDIT UNION CHRISTMAS PAGEANT

Volunteer Manual

2017

Contents

Welcome	3
Events South Australia Charter	3
The Credit Union Christmas Pageant Charter	4
Organisation chart	4
Event Organisation chart	4
Code of Practice	5
What you can expect from us:	5
Appreciation and Respect	5
Information	5
Consultation and Supervision	5
References.....	5
Openness and Honesty.....	5
What we expect from you:	6
Your Commitment	6
Your Enthusiasm	6
Your Confidentiality	6
Your Honesty	6
Code of conduct.....	6
Code of Conduct:	Annexure “A” 7-12
Accepting gifts.....	7
Credentials	7
Anti-Discrimination and Harassment.....	7
Confidentiality.....	8
Criminal Activity.....	9
Disability or Cultural Differences.....	9
Drugs and Alcohol	9
Drink Driving.....	9
Equipment.....	10
Volunteer Briefing Sessions.....	10
General Occupational Health and Safety Principles	10
Manual Handling	10
Littering	10
Media Contact	10
Personal Property.....	11
Privacy	11
Reporting an Incident, a Hazard or an Unsatisfactory Situation	11
Representing Events South Australia	11
Smoking.....	12
Uniforms.....	12
Driving Event Related Vehicles	12
Driver Training.....	12
Volunteer Job Description	13

**2017 Credit Union Christmas Pageant
VOLUNTEER MANUAL
General Manager - Welcome Message**

In 2017, the Credit Union Christmas Pageant theme is simple, "Let's celebrate!" On Saturday 18 November at 9.30am, the blowing of the gold whistle will start the celebrations for the 85th year of the Pageant.

I'd like to take this opportunity to thank you on behalf of the South Australian Tourism Commission and Events South Australia, owners and managers of the event, for your support and contribution as a volunteer. Whether this is your first Pageant experience or you are returning to be a part of the big day once again, thank you.

We look forward to our 22nd year of working with the Credit Unions as the event naming rights sponsor and all of our other partners who help deliver this special event to the people of South Australia and Australia at the event and through our TV broadcast on the Nine Network. Our event partners, coupled with our volunteers involved on the day, work together to contribute to something truly special and to those of you associated with those partners, we thank you for your steadfast support.

In 2016, approximately 4,000 South Australians helped to bring the Pageant to an audience of 444,728 with 260,000 at the event and 184,728 watching the live broadcast, making it the number one TV program in Adelaide on the day.

Let's work together in the Pageant's 85th year to make the Pageant the best family event in the country and please know that your contribution plays a significant part in the Pageant's continued success.

**Hitaf Rasheed
General Manager
Events South Australia**

Events South Australia Charter

Events South Australia is a division of the South Australian Tourism Commission.

Events South Australia attracts and markets world-class major events and festivals to South Australia for the benefit of the State and the people of South Australia.

The Credit Union Christmas Pageant is proudly owned by the State Government and is managed, produced and directed by Events South Australia with the assistance of the naming rights sponsor through four participating Credit Unions (People's Choice Credit Union, Beyond Bank, Police and Credit Union SA) along with other major sponsors including David Jones, Adelaide City Council and valued support from Channel 9, and News Ltd.

The Credit Union Christmas Pageant Charter

Events South Australia produces the Credit Union Christmas Pageant as a major event, promoting good will and community spirit for the children and families of our state. We also attract visitors from interstate and showcase this unique event to visiting guests from overseas. The Credit Union Christmas Pageant will travel the length and breadth of Adelaide on the 18th November 2017. Over 300,000 spectators will line the streets and the parade will be made up of 64 floats, 18 bands, 1 live DJ, 4 choirs, over 250 clowns, 11 dancing groups and 7 walking sets making it the biggest, most colourful pageant of its kind in the world.

Organisation Chart



Event Organisation Chart

General Manager - Events South Australia
Event Manager / Pageant Director
Event Assistant Manager
Event Coordinator
Operations Managers
Bump in / Bump out Coordinator
Head Mechanic
Wardrobe Supervisor
PR Manager
Marketing Communications
Sponsorship Manager
Sponsorship Services Manager
People & Culture
Finance Manager
CU Pageant Company Chair
CU Pageant Company Manager

Hitaf Rasheed
Brian Gilbertson
Vicki Wegmann
Chris Adams
Arthur Hodgson/John Barone
John Barone
Allan Flintoft
Sarah Kurlinkus
Michele D'Aloia
Danielle Belci
Simon Romaniuk
Cassie Hay
Chris Miller
Drew Laity
Robert Keough
Jodie McDonald

Code of Practice:

As part of your acceptance of this position and to ensure that all volunteers are equally protected and have a unified understanding of responsibilities, it is required that you:

1. **Read / accept submit** our Volunteers Code of Conduct, (Annexure A).
2. **sign / submit** a copy of the attached Volunteer Agreement Form, (Annexure B), and return it to Vicki Wegmann, Event Assistant Manager by submitting this form online or by post.

Your appointment as a Volunteer cannot be finalised until your agreement to Annexure A and B is received by us. Your submission of Annexure A & B will be acknowledgement that you have read and agree to all terms of your engagement. In circumstances you cannot submit Annexure A & B online, please print Annexure A & B, complete, sign and return by post to Vicki Wegmann, Event Assistant Manager, Events South Australia, PO Box 273, Woodville SA 5011 or email to <mailto:vicki.wegmann@sa.gov.au>.

What you can expect from us:

Appreciation and Respect

As a small organisation Events South Australia could not prepare and stage this event without your help. Thank you sincerely for your involvement.

Information

To make sure you always feel comfortable in your role, we will try to answer any questions you may have with as much detail as you may need and we will keep you informed of changes that may affect your role.

Consultation and Supervision

Your supervisor is listed in the Volunteer Job Description included in the manual. Please make yourself know to your supervisor and ask questions of your supervisor if you have any doubts about your role.

References

Some volunteers may wish to use the experience from this event to add to their work resume. If you would like a reference please ask your supervisor and we will make the necessary arrangements.

Openness and Honesty

Should difficulties arise in the relationship between individual volunteers and Event South Australia staff we will discuss matters with you in an open manner and we will maintain your privacy, particularly in circumstances resulting in your discontinuance with the event as a volunteer. If a Volunteer is asked to leave by Management they will need to do so immediately. If you feel your position does not suit you, please advise your supervisor so we can change your role.

What we expect from you:

Your Commitment

The extent of your commitment is individually agreed between you and the Event Management Team and may be mutually varied from time to time. You understand that you are participating because you want to and that you are in full control of your availability. However, we ask that you think carefully before committing your time and provide sufficient notice if you are unable to deliver on your commitment. The Pageant team and the public for whom we create this event rely on you and us to meet our responsibilities.

Your Enthusiasm

We hope the event will provide you with the opportunity to meet new people develop skills or simply enjoy being a part of the Pageant team. We hope you will share this enthusiasm with your friends who may want to know more about the Pageant and other events.

Your Confidentially

Events South Australia receives and holds a great deal of personal information, which is and should remain private. You agree to respect confidentiality and not to otherwise discuss sensitive information should that information be part of your role.

*******Staff and volunteers in the normal course of operations and particularly during emergencies MUST NOT make any comment to members of the media. Our public relations manager takes responsibility for this to ensure accurate information is reported*******

Your Honesty

It is important that all volunteers and staff respect each other, the general public and other service providers associated with this event personally. All involved will appreciate your honesty and respectful behavior as part of the team.

Code of Conduct

The attached Code of Conduct sets out the standards of behavior that Events South Australia expects from all Volunteers and staff. It is a requirement that we all abide by the event Code of Conduct. Inappropriate behavior or failure to adhere to the Code of Conduct may result in dismissal from the Events South Australia Volunteer Program.

Annexure “A”

Code of Conduct:

Full Human Resource (HR) Policies are available from the Events South Australia Office upon request. This code of conduct comes from those policies.

Accepting Gifts

Any substantial gifts offered to Volunteers or staff should not be accepted without permission of Events South Australia or Pageant management. Please contact your supervisor if you are offered any such gifts.

Credentials

Credentials identify personnel permitted to be in certain areas on or about the pageant route. They comprise “Official” lanyards and wristbands. Private security officers and the police undertake access enforcement. If you observe individuals in areas where access to non-credentialed people are not allowed please report this to your supervisor.

Anti-Discrimination and Harassment

The South Australian Tourism Commission aims to:

- Create a working environment free from discrimination and harassment and where all members of staff are treated with dignity, courtesy and respect;
- Implement training and strategies to raise awareness and ensure that all employees (Volunteers) know their rights and responsibilities;
- Provide an effective procedure for complaints based on the principles of natural justice;
- Treat all complaints in a sensitive, fair, timely and confidential manner;
- Guarantee protection from any victimisation or reprisals;
- Encourage the reporting of behavior which breaches the discrimination and harassment policy;
- Promote appropriate standards of conduct at all times.

Discrimination and harassment occur when a person is discriminated against or harassed in certain areas of public life because of their race, colour, descent or national or ethnic origin, as defined under the Racial Discrimination Act 1992, or because of their sex, sexuality, marital status, pregnancy as defined under the Sex Discrimination Act 1994, or because of a disability as defined under the Disability Discrimination Act 1992, and some grounds under Human Rights and Equal Opportunity Act 1986.

Responsibility for ensuring workplace harassment and discrimination does not occur.

It is a role of the Managers and Supervisors to ensure Volunteers, staff and clients are not harassed or discriminated against within the workplace or "in connection with" the person's engagement. Managers and Supervisors should emphasise the responsibility of every employee / volunteer not to participate in discriminatory or harassing behavior within the workplace, in this case associated with work on the event.

Where to get help if discrimination or harassment occurs

Staff or Volunteers who feel as though they have been discriminated against or harassed have the following courses of action available:

- Deal with the discrimination or harassment personally. Volunteers should not be pressured into pursuing this option and should only confront the offender directly if they feel confident enough to do so;
- Speak to their Supervisor, Manager or other event staff member who has responsibility for dealing with discrimination or harassment. All allegations will be taken seriously, and you can be confident any reports will be investigated confidentially and dealt with quickly and effectively;
- Lodge a formal complaint through the South Australian Tourism Commission's complaint/grievance procedure. Seek details from your supervisor, Manager or other event staff member
- Approaching an external organisation such as a Union, or a State or Territory anti-discrimination agency.

Likely consequences of unlawful discrimination or harassment

All Volunteers and staff should be aware of the consequences of engaging in unlawful discrimination or harassment. Outcomes may range from an apology to dismissal or further action if appropriate.

Confidentiality

Events South Australia receives and holds a great deal of personal information, which must always remain totally private. It is a requirement that you respect confidentiality and not to discuss sensitive information outside of the event environment.

By signing your Volunteer Agreement form, you are agreeing not to disclose to any third party any confidential information (defined as trade secrets, business affairs, operations, processes, dealings, inventions, plans, advices or know-how of Events South Australia as well as any information, data, records of whatever kind or in any way relating to Events South Australia). You also agree that you will not use or attempt to use any of this confidential information in any manner which may injure or cause damage or loss directly or indirectly to the business of Events South Australia or may be likely to do so. You also acknowledge that any note, record, paper or document you may create during your appointment, as an event Volunteer shall remain the property of Events South Australia. By signing the agreement you also agree to grant Events South Australia by way of present

8

and future assignment all right, title and interest in anything you write, make, discover, create or develop during the course of your appointment either directly or indirectly in connection with or incidental to Events South Australia's business.

Criminal Activity

I have disclosed details of any charges or convictions of criminal offences, previous to my engagement as a volunteer for this year's Christmas Pageant. I understand that the SATC can require me to undergo a criminal history screening check at any time and that my continued engagement as a volunteer is conditional on my giving consent to such a screening. Furthermore, I understand that my engagement as a volunteer will be terminated if subsequent to obtaining the results of my criminal history screening, it is determined by the SATC that I present an unacceptable risk to children and young people participating in the event.

If you fall within the following categories of volunteers, you are required to provide a valid police check with this declaration.

- Children Makeup artists
- Children Float Loaders and Unloaders
- Children Dressing Room Attendants both South Terrace and North Terrace

All information collected during this process will be managed in accordance with all relevant legislative requirements and the SATC's Privacy Policy.

Any Volunteer found to be undertaking any activity considered to be illegal will be referred immediately to the SA Police. If you observe any criminal activity, you are required to report this activity to your supervisor or the Event Manager.

Disability or Cultural Differences

Please be aware that in your role as an event Volunteer, you may be required to deal with a person(s) with a disability or who have different languages and cultural beliefs. Please treat all people with courtesy and have patience communicating information to anyone who may not immediately understand your instructions/information. In this situation ensure that you concentrate on the person and not the disability or language difficulties. Racist comments, jokes of an inappropriate nature and poor behaviour are not tolerated and may result in your being asked to leave the event.

Drugs and Alcohol

The South Australian Tourism Commission will not allow the use/sale/possession or the continuance of your role should you be acting under the influence of any alcohol, illegal drugs or other substances that may affect your ability to operate as an event volunteer whilst on duty.

Drink Driving

SA Police will test all drivers on Pageant morning. There is a zero tolerance. Any driver with a blood alcohol reading above zero will not be permitted to drive in the Pageant.

Equipment

Please take care of all event equipment including handling and, storage in an appropriate and safe manner and please use it only for the manner in which it was intended.

Volunteer Briefing Sessions

You may be required to attend a briefing session in relation to your role where vital and often new event information will be discussed. The Event Coordinator will advise you of the briefing session dates. You will also be required to be in position at a certain time on Pageant morning and may be required for further briefing at that time. Please make sure you turn up and you are there on time. Don't let down the rest of the team who rely on each other.

General Occupational Health and Safety (WHS) Principles

The South Australian Tourism Commission is committed to providing a high standard of health, safety and welfare for all staff and volunteers. The aim of the South Australian Tourism Commission is to minimise risk of injury and illness to our employees and Volunteers by adopting a planned and systematic approach to the management of WHS. It is vital that employees and volunteers are responsible for working safely and to protect their own and others health whilst at work. Please take care of your own safety and that of others as you carry out your role. Should you be confronted with an unsafe environment involving yourself and others, the general priority is to ensure your own safety. Help others, but only if you believe you can do so whilst maintaining your own safety. Report any dangerous or potentially dangerous situation to an official, police or security officer with a radio.

Manual Handling

If at any time you are required to manually handle any equipment or other objects as part of your duties, you are required to do so in accordance with the South Australian Tourism Commission's Manual Handling Policy. A copy of this policy can be obtained from the Event coordinator upon request. If you are in doubt, do not undertake a manual-handling task until you seek further advice.

Littering

Please respect the environment and dispose of any rubbish in a thoughtful and respectful manner.

Media Contact

Any requests from the media for information or for interviews must be directed to the Event Public Relations Manager who will be at the event and contactable through your supervisor.

Staff and volunteers in the normal course of operations and particularly during emergencies MUST NOT make any comment to members of the media.

Personal Property

Please do not bring any valuables with you on Pageant day. There will not be suitable safe storage and Events South Australia cannot ensure the safety of your valuables. Events South Australia will not assume any responsibility for the loss, theft or damage to any personal possessions you may bring to the event.

Privacy

Please note that Events South Australia will treat all Volunteer Information with the utmost privacy and will use the information you have provided only to assess suitability as a Volunteer for the event and process your application.

Reporting an Incident, a Hazard or an Unsatisfactory Situation

Events South Australia takes your health and wellbeing seriously. It is important that you report any incident, potential hazard or any unsatisfactory or unusual situation to your supervisor or Event Manager.

You can collect incident report forms from the Event Management staff at the information caravan in South Terrace.

Further training on the management and reporting of these matters will be covered in your Volunteer Briefing Session.

Examples of such situations 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. That is situations where there are no detrimental circumstances but there could have been, e.g. a person trips over a cord but does not fall, a float comes close to the crowd etc...
- Degrading or aggressive behaviour towards yourself or any other event personnel
- Strangers around or photographing child participants or areas where they congregate
- Practices in place which seem unusual compared to previous events.

For major incidents or potential accidents, volunteers should immediately request assistance from their supervisor. Act quickly so that the matter can be resolved thoroughly and there is no recurrence. Sometimes what may seem minor but unusual is still worth reporting.

Representing Events South Australia

At all times whilst acting on behalf of Events South Australia as a Volunteer, you are required to act in a professional manner. You should be friendly, courteous and not undertake any activity that will bring Events South Australia into disrepute.

Smoking

Smoking whilst on duty is not permitted. If you are on a break, you may smoke in an area away from the participants and in a discreet manner. We would ask that you dispose of your cigarette butts in a thoughtful manner. An area has been set aside in Osmond Street behind Pulteney Grammar School Hall for smoking and butt disposal.

Uniforms

Please wear your provided event uniform (if allocated) at all times while working during the event. Please maintain a neat and clean appearance at all times.

Driving Event Related Vehicles:

Non-Public Sector employees / volunteers may drive an event related vehicle or Fleet SA or Sponsored Vehicle providing they provide proof of a relevant drivers license and sign the Vehicle Use Agreement Form (Annexure C) and abide by the guidelines spelt out within this document and the relevant state road rules and legislation. In the case of float drivers, the relevant policy and form to sign is Annexure D.

Driver Training:

A current provisional or full drivers license is required, for the purpose of driving an event related vehicle and adequate proof of appropriate training and qualification. However, as a driver you **MUST** feel comfortable driving your event related vehicle. If you do not feel comfortable, please advise your supervisor and alternative options will be considered. Those drivers in the Pageant will be required to attend driver training sessions to familiarize themselves with the type of vehicle they will be driving on Pageant Day.

Volunteer Job Description

Functional Area:	Event Management
Position:	Volunteer

Function

Supervisor

Bands	Rosie & Robert Aust and Ian Verrall
Character sign in process & PGS security	Vicki Wegmann
Children	Chris Adams
Communications	Gary Beelitz
Coordination	Chris Adams
Credit Union Participants	Brian Gilbertson / Jodie McDonald
Drivers	John Barone
Emergency & other services	Brian Gilbertson / Arthur Hodgson
Father Christmas	Peter Golding
Float Movement	John Barone
Head of Pageant Stage Management South Tce	Ken Raymond
Head of Pageant stage Management North Tce	Stephanie Fisher
Makeup	Phil Grummet / Christine Cundell
Management / Pageant Direction	Brian Gilbertson
Marshals	Brian Gilbertson / Chris Webber
Mechanics	Allan Flintoft
Non CU Participants	Brian Gilbertson / Chris Adams
North Tce dispersal– Truck Loading	Arthur Hodgson / Belinda Hillier
Bus departure	Vicki Wegmann
Pageant Pre performances	Brian Gilbertson / Ken Raymond
Pageant Royal Family	Cassie Hay
Police operations centre	Chloe Burges + 1
Pulteney Grammar School (Set up)	Vicki Wegmann
Pulteney Grammar School (Pageant Day)	Sarah Kurlinkus
Pageant start	John Barone
Support Staff (Loading - South Tce)	Chris Adams
Support Staff (Unloading – North Tce)	Vicki Wegmann
Viewing Stand Operations	Chris Selwood
Walkways	Peter Nygaard / Ian Renton (Rotary)
Wardrobe	Sarah Kurlinkus