



Risk Management plan and procedures for Volunteers

Last updated 30/03/2018

This year's Volunteer Coordinator is Chris Horsley (0427 491 366) who can answer any questions about your volunteer role and responsibilities.

The Event Coordinator is Ray Billing (0412 539 535) or, if Ray is not available, Justine Wilkinson (0457 046 010).

Before the event familiarise yourself with this document and with the layout of the event - in particular the First Aid area and Crew Central. **A map is attached to this document.**

Check that you have the phone contact details for committee members, security, and first aid. These numbers will be provided on your volunteer name tag and will be available at each entry point.

Insurance and Identification

All volunteers (including activity coordinators and event organisers) are obliged to register as Batlow CiderFest volunteers and must sign on and off at Crew Central (lower RSL in Pioneer Street) before and after each shift. Information packages and registration forms are available at the Batlow Library or by contacting Volunteer Coordinator, Chris Horsley, on 0427 491 366.

Wristbands (for free entry and ID) will be provided for all registered volunteers.

Organisations (gatekeepers, musicians, etc) must provide a full list of participating members prior to the event. Only those on this list will be provided with wristbands for free entry.

No wristband = no free entry.

Please note the following points:

Formalities

- All volunteers must complete the Volunteer Registration form (which includes photo/video release), sign on and off at Crew Central (lower RSL, Pioneer Street) and read any notice updates near the Sign On book in Crew Central.
- If you have been allocated a walkie talkie, familiarise yourself with its use for communicating with Committee Members, Security and First Aid (instructions available at Crew Central).
- Check that you have phone contact details for Committee Members, Security and First Aid.
- Remember to sign off at the end of your shift and return any equipment items such as fluoro vests, so they can be allocated to someone else.

Weather

- Wear closed in shoes if your job entails manual handling.
- Dress appropriately for the day's weather. Check the weather forecast at <http://www.willyweather.com.au/nsw/riverina--murray/batlow.html>



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- Drink water regularly throughout your shift.
- Be sun-safe (slip, slap, slop). For example, wear protective clothing (long sleeves, hats, sunglasses) and apply sunscreen (SPF 30+) every 2 hours.
- It might be a cloudy day, even a bit cold, but there could still be UV danger. Check the UV forecast for Batlow at <http://uv.willyweather.com.au/nsw/riverina--murray/batlow.html>.

Medical Procedure

- Remain calm.
- Contact the First Aid Officer (located at cnr Kurrajong and Memorial Ave).
- If you feel comfortable doing so and/or have First Aid qualifications, follow DRSABCD procedures.
- Do not move the injured party unless he/she is in danger.
- Ensure the area is safe and poses no further risk. If necessary, ask someone to assist in keeping the general public away from the area.
- Notify the Event Coordinator when safe to do so.
- If requested, assist the First Aid officer to complete an incident report as soon as possible after the incident.

Reporting

Volunteers are requested, where possible, to report the following to the Event Coordinator:

- Injuries
- Incidents
- Hazards
- Near Misses or
- Property damage / security issues

Notification forms and incident registers will be held at Crew Central.

Any alcohol related incidents need to be reported to the Event Coordinator and recorded in the Alcohol Incident Register.

Manual Handling

- Injury is not always simply caused by the size of the load, but the method used to lift or move the load.
- Please take care in any activity involving manual handling and be aware of activities that can prove a risk to your health and wellbeing.
- When lifting and carrying always grasp the object firmly, keep it close to your body and avoid twisting and turning movements.
- Always try to lift with your legs by keeping your back straight and pushing upwards.
- If the object is too heavy or if you are in doubt, always seek assistance and don't attempt to lift the object by yourself.
- Plan your route ensuring it is clean and free of clutter so that you don't trip whilst carrying the object.



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- Please ensure you follow safe work procedures and always use any equipment supplied to reduce risks.
- If you see a need for assistance, please request it.

Emergency Evacuation

In the event of an Emergency Evacuation:

- Do not expose yourself to any danger.
- Move people out of the event area by the nearest exit, without panicking, and using a calm but firm voice.
- Be aware of any people with a disability, the elderly, or parents with small children.

DO NOT PANIC > REMAIN CALM > DO NOT RUN > FOLLOW DIRECTIONS >

Lost Child/ren

If you find a lost child, contact First Aid immediately and wait with the child until the officer arrives.

DO NOT take the child to the First Aid tent yourself.

The First Aid officer will take the appropriate steps to assist the child.

Lost Property

Lost property should be handed in at Crew Central. After the event, all lost property will be held for one month before disposal.

Personal Threat or Aggression

- Remain calm.
- Be firm but polite with the person.
- Do not approach, stand in the way or try to prevent entry of any aggressive person.
- Alert security first, then event organisers.
- Volunteers should not attempt to rectify the situation on their own.

All event personnel are expected to become thoroughly familiar with this plan and follow instructions contained in it. However, situations may arise during an emergency, which require deviation from this plan in order to protect lives. It is not intended to limit initiative where the need is obvious in the interest of safety. Anyone who deviates from the plan, however, may be required to show reasonable justification for his/her actions at the end of the emergency.

This plan has been approved by Snowy Valleys Council 2017.



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