

THE MAN FROM
30th

SNOWY RIVER
BUSH FESTIVAL

Corryong Australia



2025 MFSR VOLUNTEER
HANDBOOK

R. M. WILLIAMS
EST. 1932, AUSTRALIA

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WELCOME TO THE MAN FROM SNOWY RIVER BUSH FESTIVAL



Becoming a MFSR Volunteer is an exciting opportunity to actively support one of Australia's leading cultural events.

The festival brings people together to celebrate traditional Australian bush heritage in a beautiful, largely untouched landscape. The setting remains unchanged from Banjo's visit; the mountain ranges are just as spectacular, the valleys as beautiful and the fast-running rivers as dramatic.

We celebrate our proud history and connection to The Man from Snowy River. We celebrate our sense of community, our "have a go" and "won't say die" attitude, our undaunted spirit and mateship. By joining our MFSR Volunteer team you too become part of the Legend!

The purpose of this Handbook is to familiarize and update you with the Man From Snowy River Bush Festival and to give you information about our history, your volunteer role and what we do. You will also find information in relation to our terms and conditions as they apply to MFSR Volunteers of the Festival, our expectations around your behaviour and our policies and procedures. (In applying to become a MFSR Volunteer with us you must have read and agreed to abide by the content of this Handbook.)

The Volunteer Handbook is by no means an exhaustive guide to your volunteering experience with us. It has been developed to act as a resource and reference for you. The policies within this Handbook are easily listed and easily accessed via the contents page. This Handbook will be updated annually as our business evolves and the Festival grows.

*We are excited that you are joining us. We look forward to a long happy, successful and mutually beneficial relationship together. If you have any questions about the content of this handbook please do not hesitate to contact the volunteer Coordinator, Lisa.
volunteer@bushfestival.com.au*





OUR FESTIVAL



"There was movement at the station for the word had passed around" that the Man from Snowy River Bush Festival had come to town. Where "all the tried and noted riders" gather to celebrate our proud Australian heritage and sense of community.

This 4-day Festival recreates the fun and excitement of a bush gathering where new and old friends connect with showcases/exhibitions/demonstrations/competitions and entertainment.

Young and old enjoy the diverse 42-event program, emulating the spirit of the high country, and leave with an appreciation of our unique Australian bush culture.

"Too much fun just for one, better bring a mate"

Located in North East Victoria "down by Kosciuszko side", Corryong is 126 kilometres east of Albury/Wodonga on the Murray Valley Highway, on what discerning travelers describe as Australia's iconic touring route between Melbourne and Sydney. The route showcases the Man From Snowy River, the pristine headwaters of the mighty Murray River, Mt Kosciuszko (Australia's highest mountain) and the nation's capital, Canberra. Corryong is a beautiful small rural town of 1300 people and the largest township in its municipality of Towong Shire.

The Man From Snowy River Bush Festival is a unique celebration of our Australian bush culture revolving around the legendary local character Jack Riley from AB 'Banjo' Paterson's "The Man From Snowy River" iconic poem. It aims to represent and showcase all facets of the Australian bush – the diverse skills of the Australian horseman, the traditions of country people, their hospitality, bush sports, poetry and famous folklore, associated music, history, arts and cultural elements.

The Man From Snowy River has a long history with the Upper Murray. Corryong's connection goes back to the late 1800s when local horseman, Jack Riley, met and rode with AB 'Banjo' Paterson when he visited Tom Groggin Station. It was from those long days riding in the mountains and the yarns spun over the campfire at night that, legend states, led to Banjo penning his renown poem.

The community held its first event celebrating the Man From Snowy River and our High Country culture back in 1963. Events at that time featured tent pegging and a horse cross country event.



OUR FESTIVAL



The Man From Snowy River Bush Festival was reinvented in its current format in 1995, when historian Jonathon King joined with the Corryong community to create a celebration for the centenary year of the publication of Banjo Paterson's poem "The Man From Snowy River". The 1995 Festival became a celebration of bush folklore, skills and traditions based around the icon Jack Riley and all he represented.

From this grew a very diverse Festival with unique horsemanship events. Now, 27 years later, the Man From Snowy River Challenge and the "live" Re-enactment of the poem remain flagship events.

The Australian spirit, enthusiasm and determination to succeed, is truly captured in The Man from Snowy River's ride of a lifetime. The dramatic chase, now ingrained in our folklore, has helped he persona of the AB 'Banjo' Paterson's "The Man from Snowy River" Poem developed.





OUR FESTIVAL



Australian hero that is so much a part of our national identity. What was a newly coined poem 126 years ago is now an integral part of our history and the Festival celebrates that heritage.

The Sydney Olympics showcased the Man From Snowy River to the world in its opening ceremony in 2000 and resulted in an overwhelming rise in Australian pride and acknowledgement of the role the Australian bush and horsemen contributed to our national identity.

The imagery captured in the Man From Snowy River movie (1982) and its hauntingly beautiful musical accompaniment have become synonymous with representing the essence of the Australian horsemen and life in the Australian bush and have become intricately interwoven into the fabric of the Man From Snowy River Bush Festival.

The Festival brings together people from Australia and around the world to celebrate traditional Australian high country and bush culture, recreating the fun and excitement of a bush gathering where both new and old friends come together to have a yarn and a beer, to enjoy traditional bush tucker and, of course, kick up their heels.

The Festival is a true reflection of our heritage and life in the bush showcasing and celebrating the knowledge, skill, history, hospitality and pride of local everyday country people who live their life utilising skills passed onto them by their forefathers.

The Festival offers contestants, visitors and MFSR Volunteers alike a unique opportunity to be part of the celebration of traditional Australian bush skills that remain an essential part of our Australian heritage.



OUR VISION



To deliver a unique Australian Bush Festival in Corryong, Australia, that attracts visitors seeking an “Australian experience” and who wish to participate in an iconic event with authenticity, depth and value that emulates the spirit of the high country and Australian bush culture.





ORGANISATIONAL STRUCTURE



The Man From Snowy River Festival is an incorporated, not for profit association.

Board Members

Chairman / Secretary

Cameron Jackson

Treasurer

Sara Jenkins

General Board Members

Bill Tilley

Ewan Carkeek

Work Sub Committee Chair

Greg Hillier

Challenge Sub Committee chair

Ross Miller

Festival Staff

Challenge Coordinator

Jasmine Pierce

Administration Manager

Bev Thompson

Events Manager and Merchandice

Kristy Streat

Marketing & Social Media

Sarah Rowson

Finance

Kerryn Jackson

Volunteers Coordinator

Lisa Walsh



EMPLOYEES

A further twenty-five (25) casual employees are engaged during the Festival

Community Groups & their Volunteers

Another two hundred (200) volunteers help to conduct the Festival through the work of local community groups supplying services

Event Managers

There are thirty-five (36) volunteer Event Managers





MFSR VOLUNTEERING



WELCOME TO THE MAN FROM SNOWY RIVER BUSH FESTIVAL

Volunteer Recruitment

Man From Snowy River Bush Festival recognises that a professional approach to recruitment and selection helps us to attract, appoint and retain individuals with the necessary skills and attributes to fulfil our aims and support our business goals of delivering our Festival successfully.

New volunteers apply to join the 2025 MFSR Volunteer team via an online application process on the Festival's website (www.bushfestival.com.au).

For those challenged by the process of applying online the Festival Office offers individual assistance to those seeking support during the official MFSR Volunteer application period.

Existing MFSR Volunteers will be emailed with a "link" to update their personal details and volunteering preferences.

Important Dates

Applications OPEN to all Volunteer	2nd October
Applications Close	15th November
Volunteers notified of Acceptance/Decline by	29th Nov 2024

Applications will be assessed against our Festival's MFSR Volunteer requirements in 2025

WELCOMING GET TOGETHER

We welcome all our returning and new volunteers to a welcoming BBQ on Wednesday 10th in the event Centre, this is the perfect opportunity to meet the team and your event managers. We will talk about what we require from you and answer any questions you may have.

WHERE: Stockmans bar, Rec reservec

WHEN: Wednesday 9th April 5.30pm

KIT COLLECTION:

Kits can be collected from our challenge office in Corryong from 24th March till Tues 8th April 10am –4pm 50 Hanson street Corryong.

Or

On Wednesday 10th at the event Centre from 3.00pm



MFSR Volunteers are MFSR Festival Ambassadors

As an official MFSR Volunteer you are expected to undertake the task/s you have volunteered to perform, at the Events you have been scheduled to, with all due care, skill and diligence and at all times acting as an ambassador of and for the Man from Snowy River Bush Festival.



VOLUNTEER ROLES

During the application process prospective MFSR Volunteers will select which role/s they would like to assist us with to successfully conduct and deliver the 2025 Festival.

Roles available to MFSR Volunteers include:

- **Administration** – Assisting the Festival with general administration tasks and information services inc. Festival Office, Banjo's Kiosks and/or Challenge Office
- **MFSR Festival Liaison Team** – Assisting and advising visitors with general enquiries. Based at Banjo's Kiosks and circulating throughout Festival venues.
- **Art & Photography** – Assist the Event Manager to deliver the Art & Photography and Elyne Mitchell Photo Story Events
- **Bar** – Assisting with Bar Service and Re-Stocking (current Victorian RSA required – as at 11/4/25- copy to be supplied with application)
- **Bar Ticket Box** – Assist in the Bar Ticket Box. Electronic sale of drinks tickets and stubby holders with EFT-POS transactions Services (current Victorian RSA preferred – as at 11/4/25 - copy of current RSA to be supplied with application.)
- **Equine & Stock Handling Events** – Assisting Event Managers to deliver equine events (Includes all Challenge events, Rodeo, Stripling Challenge, Riley's Ride, Trainers Challenge, Campdraft, etc) *Please note these roles are chosen by challenge manager*
- **Logistics (A-Team) & General** – Assisting to setup and dismantle Festival equipment and resources. Including but not limited to temporary fencing, signage, a Jack/Jill of all trades – someone available to assist the Festival as/when required
- **Merchandise** – Assisting with Merchandise Sales. Including electronic sale of merchandise with EFT-POS transactions; stock control; customer service. Front and back of house roles.
- **Poetry** – Assisting the Event Manager to deliver the Poetry & Bush Music Event
- **Street Events** – Assisting Event Managers to deliver Street Events (including Street Parade, Bush Markets, Dog Jump, Aussie Bush Idol, Hot Rod & Classic Car Gathering, etc)
- **Kids Activities** – Assisting with Colts N Fillies Zone Activities (Current Working With Children Check required and/or willingness to attain if not already held)
- **Ute Muster** – Assisting the Event Manager to deliver the Ute Muster Event

VOLUNTEER AVAILABILITY

During the online application process MFSR Volunteers will identify the days and times they will make themselves available to assist with the conduct and delivery of the Festival.

To be eligible for a 4-Day Festival MFSR Volunteer Pass (wristband), volunteers must be prepared to make themselves available to work and be SCHEDULED for a minimum of THREE (3) hours a day over the course of the Festival – many do far more. MFSR Volunteers who are scheduled for less than Three (3) hours will only be eligible for a 1-Day Pass (for the day they volunteer). *

	Wed 2nd	Thur 3rd	Fri 4th	Sat 5th	Sun 6th	Mon 7th	Tues 8th	Wed 9th	Thurs 10th	Fri 11th	Sat 12th	Sun 13th	Mon 14th	Tue 15th	Wed 16th
7am-12noon	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
12noon-5pm	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇	◇
5pm-10pm								◇	◇	◇	◇				
10pm-1am									◇	◇	◇				

Notes:

* Preference will be given to volunteers who make themselves available to the Festival for two (or more) sessions.

** MFSR Volunteers may be scheduled to Events that go beyond the hours identified above. Acceptance by MFSR Volunteers that some level of flexibility may be required.

*** 10pm-1am shifts ONLY apply to bar/bar ticket box volunteers Friday 11th and Saturday 12th ONLY.

**** Sat 5th – Wed 2nd is dedicated to Logistical set-up ONLY.

APPROVED MFSR VOLUNTEERS

Approved MFSR Volunteers will be advised via Email. (NOTE - SMS will only be utilized on the odd occasion where an email is not available and may be used during the Festival to communicate with MFSR Volunteers). During the approval process MFSR Volunteers will be identified and scheduled to assist various Festival events and community groups based on their selected Volunteer Role, their availability and the requirements of the Festival in 2025.

Volunteer roles and scheduled allocations to Festival Events will be undertaken by the Volunteer Coordinator in consultation with Event Managers and Festival Staff. Volunteers will be advised in writing (via Email) of their approval (or decline), allocations and specific MFSR Volunteer requirements required in their role. Declining volunteer applications is at the sole discretion of the Festival.

In 2025 we will be utilizing an App called “Whatsapp” this app is free and will be another form of communication as I understand that not everyone checks emails daily.

PLEASE DOWNLOAD THIS APP SO YOU DONT MISS OUT ON ANY IMPORTANT INFORMATION



MFSR VOLUNTEER VS COMMUNITY VOLUNTEER

Official MFSR Volunteers apply online to be an MFSR Volunteer for the Festival and are formally approved and therefore eligible for MFSR Volunteer benefits.

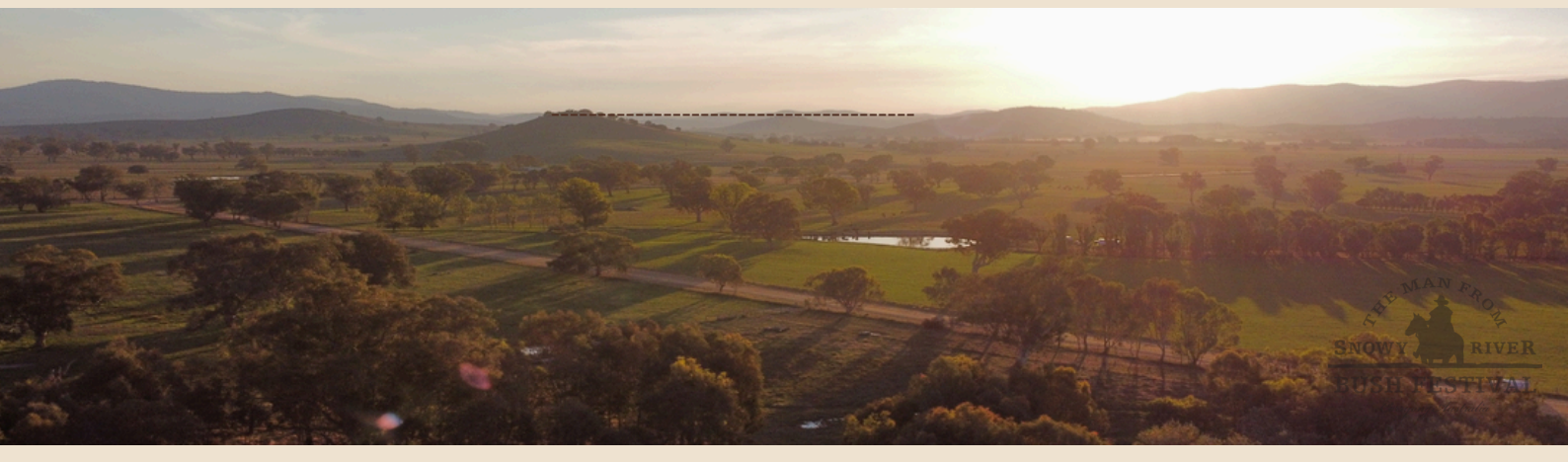
The Festival contracts (and financially remunerates) many local community groups to provide services to the Festival. Community volunteers are those that volunteer directly for these community groups and provide the manpower required to deliver on these contracts. These community volunteers DO NOT qualify as MFSR Volunteers and therefore do not qualify for MFSR Volunteer benefits or discounts unless they are specifically identified in the Exemptions listed previously.

SUPPORTING THE LOCAL COMMUNITY

Community support comes in many shapes and sizes. The Festival donated \$50,000 cash and \$18,000 in-kind towards the community's new Corryong Events Centre and \$4,000 worth of satellite phones purchased for the Walwa Critical Emergency Response Team (CERT).

Most of Corryong's community clubs/associations support the Festival and in return earn substantial income from the services provided. Over \$100,000 was paid to the following local community organisations for undertaking Festival tasks during the 22/24 year, including:

- CORRYONG FOOTBALL CLUB
- CORRYONG AND DISTRICT MEMORIAL HALL
- CORRYONG FIRE BRIGADE
- CORRYONG MENS SHED
- CORRYONG CLUB
- ROTARY CLUB
- FEDERAL FOOTBALL NETBALL CLUB
- PURPLE BUCKET FOUNDATION
- ANGLICAN PARISH OF CORRYONG



BENEFITS OF VOLUNTEERING

As an MFSR Volunteer you will be entitled to the following benefits and rewards:

Official MFSR branded Volunteer Uniform.

“Just Country” sponsor the MFSR Volunteer uniform shirts. This sponsorship deal provided Festival volunteers with top quality long-sleeved shirts that brand all MFSR Volunteers with pride in 2019 - 2024.

Approved MFSR Volunteers are provided with uniform shirt(s) in 2019-2024. When collecting MFSR Volunteer Kits from the Festival office. These are yours to keep.

The MFSR Volunteer uniform are to be kept neat and tidy and worn at all times while performing official MFSR Volunteer duties. (It is NOT to be worn when not performing official MFSR volunteer duties.)

Please refer to our Dress Code.

MFSR Volunteer Refreshment Centre

MFSR Volunteers will have access to a dedicated MFSR Volunteer Refreshment Centre. This Centre will be available to MFSR Volunteers ONLY from Thursday 10th to Sunday 13th April. (Refer to Map in Volunteer Kits for location. MFSR Volunteers may be asked to vacate the Refreshment Centre outside these operating hours:

MFSR Volunteers will have access to tea/coffee making facilities, bottled water, basic first-aid provisions, refreshments, and other administrative support documentation including Incident Report Forms, etc.

The MFSR Volunteer Refreshment Centre will be centrally located in the new Events Centre. (Refer to Map within your MFSR Volunteer Kit for details)

Access to food and liquid refreshments will also be available for purchase from the Food Court and Stockman’s Bar. The Food Court operating hours are:

- Thursday April 10th 10am-9pm
- Friday April 11th 8am-11pm;
- Saturday April 12th 8am-11pm
- Sunday April 13th 8am-4pm.



TRAINING AND INSURANCE



Orientation

All MFSR Volunteers are required to familiarise themselves with the contents of this MFSR Volunteer Handbook, the official Program (provided in your 2024 MFSR Volunteer Kits) and the Festival's website as part of their orientation.

In-house Training

MFSR Volunteers will be allocated to assist Event Managers/Team Leaders and/or community groups to successfully conduct their specific events. Event Managers/Team Leaders (or community groups) will be responsible for providing event specific orientation and adequate training to enable volunteers to perform their roles within the organization competently usually via pre-event briefings. Additional training opportunities, specific to certain events, may be offered to officially registered and approved MFSR Volunteers as required

Volunteer Workers Personal Accident Insurance

While acting as a MFSR Volunteer, a limited personal accident insurance cover will be effected by the Festival Board subject to the terms and conditions of the Policy. The Festival Board retains ownership of the Policy and retains discretion in terms of any benefits payable under the Policy. In the event you sustain an injury while undertaking official MFSR Volunteer activities your Event Manager/Team Leader must be informed immediately (or in the absence of your Event Manager, the Volunteer Coordinator via the Festival Office located in the Events Centre). Completion of an Incident Report Form is mandatory and must be lodged with your Event Manager/Team Leader (or the Volunteer Coordinator via the Festival Office) by the end of that day.

Public Liability Insurance

Only while MFSR Volunteers are assisting the Festival in an official capacity (which is approved/controlled and/or known by the Festival) will you be covered by the Festival's Public Liability Insurance Policy. Any incident occurring in which injury or property damage to other parties may arise must be reported immediately to your Event Manager (or in their absence the Volunteer Coordinator via the Festival Office). Completion of an Incident Report Form is mandatory and must be lodged with your Event Manager/Team Leader (or in their absence the Volunteer Coordinator via the Festival Office) by the end of that day. Under the terms of the Workplace Health and Safety Act 1995 you must follow all established practices, procedures and instructions of the Festival which apply to the tasks you have volunteered to perform



SAFETY AND SECURITY



Workplace Health & Safety

Man From Snowy River Bush Festival is committed to establishing and maintaining systems to protect MFSR Volunteers from exposure to the risk of injury or illness in the workplace.

Covid 19 Compliance

(Refer to Covid Compliance Page 10 of this document)

As a MFSR Volunteer, you are obligated to:

- Exercise due care in the performance of your duties to prevent accidents and injury to yourself, peers and visitors.
- You must let us know in your application of any medical condition(s) which could affect your ability to successfully undertake duties.
- If you experience any Covid-like symptoms prior to arriving you will notify the Volunteer Coordinator immediately via the Festival Office and refrain from attending.
- Report all accidents, injuries, near accidents and unsafe conditions to your Event Manager when they occur. Arrange for prompt first aid for any injuries if sustained. Completion of an Incident Report Form is mandatory and must be lodged with your Event Manager (or in their absence the Volunteer Coordinator via the Festival Office). The First-Responders will also provide a first aid report to the Festival.
- Follow all prescribed work policies, procedures and rules of the Festival.

MFSR Volunteers who fail to honor their volunteer commitments may have their MFSR Volunteer Pass revoked and any future applications may not be considered.



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- Report all accidents, injuries, near accidents and unsafe conditions to your Event Manager when they occur. Arrange for prompt first aid for any injuries if sustained. Completion of an Incident Report Form is mandatory and must be lodged with your Event Manager (or in their absence the Volunteer Coordinator via the Festival Office). The First-Responders will also provide a first aid report to the Festival.
- Follow all prescribed work policies, procedures and rules of the Festival.

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- ◇ Report injury to your Event Manager.
- ◇ Complete our Incident Report Form with details of the incident and lodge with your Event Manager or the Festival Office. Copies of the Incident Report Form are held by Event Managers, the Festival Office, Challenge Office, Bar and in the MFSR Volunteer Refreshment Centre as well as with the Volunteer Coordinator.

If an ambulance is required to transport you, there may be costs incurred for this if you are not a member of an appropriate Fund or have Ambulance cover. In case of an accident occurring MFSR Bush Festival may call an Ambulance or Doctor and notify your emergency contact.

Disability Awareness

When interacting with a person with a disability, focus on the person, not the disability, and always ask if assistance is required.

Respect and good communication skills are important aspects of our work.

Accredited for Companion Card

Man From Snowy River Bush Festival recognizes fair ticketing for people with significant lifelong disabilities who require a companion to accompany them. If a person presents a Companion Card, it is because they are not able to access a venue or event without attendant care support. They should not be discriminated against because of this.

In order to comply with disability anti-discrimination legislation, the MFSR Bush Festival admits the Companion Cardholder's companion at no charge when their Companion Card is produced as evidence.

Manual Handling

It is the Man From Snowy River Bush Festival's policy to provide MFSR Volunteers with a safe and healthy workplace by identifying, assessing and controlling manual handling risks.

While management is responsible for the health, safety and welfare of all MFSR Volunteers you must report potential and actual manual handling hazards. NEVER lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, do not hesitate to ask for help.

Smoking policy

Man From Snowy River Bush Festival has a non-smoking policy. Smoking is not permitted in Festival owned property or offices at any time.

Smokers who need to take breaks should do so during designated break times and not around food areas. It is the responsibility of the smoker to dispose of cigarette butts properly.

MFSR Volunteers should discuss with their Event Manager/Team Leader where suitable designated smoking zones are located nearby.

Alcohol and drugs policy

Man From Snowy River Bush Festival is concerned by factors affecting a MFSR Volunteer's ability to safely and effectively perform their roles. The Festival recognizes that alcohol or other drug abuse can impair short-term or long-term work performance and is an occupational health and safety risk.

Man From Snowy River Bush Festival will do its utmost to create and maintain a safe, healthy and productive workplace for all MFSR Volunteers and employees. Man From Snowy River Bush Festival has a zero tolerance policy in regards to MFSR Volunteer's use or distribution of illicit drugs on their premises and/or other Festival venues.

Any MFSR Volunteer found to be under the influence of alcohol or illegal substances during their shift will have their MFSR Volunteer Pass revoked immediately.





MFSR VOLUNTEER CODE OF CONDUCT



Purpose

This policy affirms Man From Snowy River Bush Festival's belief in responsible social and ethical behavior from all MFSR Volunteers. This policy clarifies the standards of behavior that Man From Snowy River Bush Festival expects of its MFSR Volunteers.

Principles

MFSR Volunteers contribute to the success of our Festival. Man From Snowy River Bush Festival fully endorses that all MFSR Volunteers are not deprived of their basic human rights.

Policy

Our Code of Conduct policy applies to all MFSR Volunteers and provides the framework of principles for conducting business, dealing with other volunteers and employees, Festival visitors and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

As a MFSR Volunteer, you will:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of MFSR Bush Festival information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other volunteers, employees, clients and suppliers
- Promote the best interests of Man From Snowy River Bush Festival
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions
- Any MFSR Volunteer, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner



CUSTOMER SERVICE



Policy

Our customers provide the lifeblood of The Man From Snowy River Bush Festival. Their demonstrated enjoyment of the Festival is highly valued and assists us to create the fun and friendly atmosphere of the Festival. When our customers are happy, everyone is happy as this reflects that we have delivered on their expectations. It is integral that our Customer Service meets, and wherever possible exceeds, our customer's expectations. By providing customers with a positive experience when they interact with us we are wordlessly encouraging them to recommend the Festival to their family and friends. We strive to respond to a customer enquiry in a timely manner and to provide a high level of customer service in all interactions with our customers.

The Man From Snowy River Bush Festival is committed to customer excellence and ensuring all customers are treated with respect and equality.

The MFSR Festival will:

- Deliver a friendly, warm, authentic bush experience at all times, leaving our customer with a positive view of their experience with the Festival
 - Encourage feedback and actively use it to challenge and improve our processes and service delivery
 - Keep on top of emerging trends within the industry to constantly strive for excellence in our offered customer experience
 - Show our customers that our brand is strong and that they can depend on us
- àResolve customer related situations in a timely and efficient manner
- Commit to the ongoing learning and development of our staff, volunteers and Board Members ensuring that they understand the importance of being well informed, polite, knowledgeable and friendly at all times when dealing with customers

Responsibilities

All staff, MFSR Volunteers, contractors and Board Members have a responsibility to uphold the Customer Service Policy. The Festival strives for excellence in its tourism offering and its customer experience. This Policy aims to ensure that all visitors are treated with the utmost respect. We aim for every customer to leave feeling that their Festival experience is one that they will not forget - for all the right reasons.

In Person - Retail Outlets/Festival Office/Banjo's Kiosk/Ticketing Booth & Bar Ticket Box

The Administration staff are the primary staff members responsible for handling customer enquiries within the Festival Office. During the Festival MFSR Volunteers share the responsibility, with MFSR Board and Staff, of handling enquiries and dealing with customer's needs.

When addressing customers:

- Be open and approachable
- Answer enquiries as soon as possible
- Welcome and attend to customers promptly
- Acknowledge the customer by making eye contact even if you are busy with another activity. Let them know YOU know they are there
- IF unable to attend to the customer immediately upon their enquiry, politely indicate that you will be with them shortly. Apologise for the delay when you re-engage with them.)
- Greet the customer verbally and with a smile on your face

Show a genuine interest in the customer and listen attentively to the customers. Acknowledge that you have understood the reason for their visit. Request more information if necessary

- Attend directly to the customer's needs (or seek support from another appropriately qualified and/or experienced MFSR Volunteer or staff member) to assist with the customer enquiry
- Once resolved, farewell the customer on their departure

General Customer Complaint - during Festival

If a customer approaches a MFSR Volunteer to provide feedback and/or make a complaint the following steps are to be taken:

- Be open and approachable
- Greet with a smile on your face
- Show a genuine interest in the customer and listen attentively as feedback is important to the Festival
- Request customer to complete our Customer Feedback Form (provided). Make sure you understand the reason for their feedback. Request more information if necessary.
- Ensure the Customer Feedback Form is forwarded to our Administration Officer at the Festival Office to determine appropriate action required.
- Thank the customer for their feedback.

Seeking General Feedback/Customer Opinions

The Festival actively seeks feedback from its customers in the form of a Post-Festival Survey. The online Survey will be distributed to all customers on our database immediately following the Festival. A link to our customer survey will be available on our www.bushfestival.com.au website.

Feedback is actively sought from MFSR Volunteers. At the conclusion of the Festival a MFSR Volunteer Survey will be distributed for completion by all official MFSR Volunteers



DRESS CODE



Policy

Man From Snowy River Bush Festival's objective in establishing a safe and comfortable environment includes setting some standards for workplace dress code. This is to enable MFSR Volunteers to represent the Festival in a professional manner at all times. Branded MFSR Volunteer uniform shirts should be presented clean and tidy at all times. Bottoms may include neat jeans, slacks, ¾ pants or skirt.

MFSR Volunteers are issued with a branded MFSR Volunteer uniform shirt, please note that while we do our best to provide you with the size you have given us we cannot guarantee the size in your kit.

MFSR Volunteers MUST wear their branded MFSR Volunteer uniform shirt at all times when actively engaged in an official volunteering role for the Festival. (MFSR Volunteer uniform shirts and/or name badges are not to be worn when not undertaking official volunteer roles for the Festival.)

Appropriate enclosed footwear is to be worn at all times.

It is highly recommended that sun protection headwear be worn when performing official MFSR Volunteering duties outdoors. The Festival provides access to sunscreen at the MFSR Volunteer Refreshment Centre



PRIVATE/ PERSONAL USE OF SOCIAL MEDIA



Policy

Man From Snowy River Bush Festival acknowledges its MFSR Volunteers have the right to contribute content to public communications on websites, blogs and business or social networking sites NOT operated by Man From Snowy River Bush Festival. However, inappropriate behavior on such sites has the potential to cause damage to the Festival, as well as other MFSR Volunteers, its employees, clients, business partners and/or suppliers.

MFSR Volunteers must refrain from posting, sending, forwarding or using, in any way, any inappropriate material, including but not limited to material, which:

- Is intended to (or could possibly) cause insult, offence, intimidation or humiliation to Man From Snowy River Bush Festival or its MFSR Volunteers, clients, business partners, suppliers or visitors
- Is defamatory or could adversely affect the image, reputation, viability or profitability of Man From Snowy River Bush Festival or its MFSR Volunteers, clients, business partners or suppliers
- Contains any form of Confidential Information relating to Man From Snowy River Bush Festival, or its MFSR Volunteers, clients, business partners, suppliers or visitors

All MFSR Volunteers must comply with this policy. Breaches of this policy will be treated as a serious matter and may result in disciplinary action including termination





EQUAL EMPLOYMENT OPPORTUNITY AND ANTI BULLYING



Discrimination, Sexual Harassment and Bullying

Man From Snowy River Bush Festival is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behavior that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

For the purposes of this policy, the following definitions apply:

Direct discrimination occurs when someone is treated unfavorably because of a personal characteristic that is protected under Victorian law.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people. For example a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.

Workplace bullying may include behavior that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.



INTELLECTUAL PROPERTY AND SECURITY



All intellectual property developed by MFSR Volunteers, during their engagement with Man From Snowy River Bush Festival, including discoveries or inventions made in the performance of their duties related in any way to the business of Man From Snowy River Bush Festival, will remain the property of Man From Snowy River Bush Festival.

MFSR Volunteers may be given access to confidential information, data, business property, keys to premises or any other business-related property/information in the performance of their duties. This must be protected and used only in the interests of Man From Snowy River Bush Festival.

MFSR Volunteers must not:

- à disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Man from Snowy River Bush Festival
- à authorise or be involved in the improper use or disclosure of confidential information

‘Confidential information’ includes any information in any form relating to Man From Snowy River Bush Festival and related bodies, clients or businesses, which is not in the public domain.

MFSR Volunteers must act in good faith towards Man From Snowy River Bush Festival and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in dismissal and Man From Snowy River Bush Festival may also pursue monetary damages or other remedies.





GRIEVANCE PROCEDURE



Man From Snowy River Bush Festival is committed to maintaining and developing a harmonious, fair and productive working environment.

The grievance procedure aims to:

- Outline the means for early grievance resolution through informal
- mechanisms wherever possible;
- Prevent personal conflicts from becoming entrenched;
- Resolve grievances without unreasonable delay and wherever possible in a
- conciliatory and effective manner; and
- Determine the matter(s) in question when conciliation has not proved to be
- effective or possible.

Grievance resolution is an integral part of an Event Manager's/Team Leaders duties. It is the primary responsibility of Event Managers/Team Leaders to identify, respond to and address problems within their Events and to take all reasonable steps to ensure that victimisation of either a MFSR Volunteer or a respondent does not take place. So far as reasonably practicable, Event Managers/Team Leaders should recognise the early signs of disharmony in their teams and if possible, take early, sensitive and positive steps to prevent and resolve potential or actual grievances between their team members.

If a MFSR Volunteer raises a grievance, the Event Manager/Team Leader should arrange to meet the MFSR Volunteer to talk about the issue and try to resolve the issue internally. (The Volunteer Coordinator is available as an alternative contact person in case the MFSR Volunteer has concerns raising the matter with their Event Manager/Team Leader and doesn't feel comfortable approaching him or her.)

If a solution isn't found after the first meeting between the MFSR Volunteer and their Event Manager/Team Leader and neither party is satisfied with the outcome, the next step would be for the Volunteer Coordinator to be involved in discussions. A Grievance Report Form MUST be completed by MFSR Volunteers as part of this conversation with the Volunteer Coordinator. Copies of the Grievance Report Forms are available from Event Managers/Team Leaders and the Volunteer Coordinator.

If after approaching these levels of management, the dispute cannot be resolved, a third party will be brought into discussions by the Volunteer Coordinator.

Tips for dealing with a grievance:

- Don't ignore or hide from the problem, listen to what the problem is from both sides
- Don't take the problem as a personal attack or criticism
- Work with the people involved to find the best possible solution
- If necessary, involve a third person (Volunteer Coordinator)

It is important for all discussions to be friendly, and open, and for MFSR Volunteers to be encouraged to be direct. Meetings will take place where it is convenient for both parties and the MFSR Volunteer feels comfortable – somewhere his or her privacy isn't jeopardized.



FREQUENTLY ASKED QUESTIONS - FAQs



Q: What if I'm going to be late or cannot attend my rostered shift?

A: Inform your Event Manager/Team Leader in the first instance and/or Volunteer Coordinator.

Q: Can you attend the Re-enactment if you are a Volunteer

A: Yes you can attend the Re-enactment if you are not rostered on for any shifts during that time.

you do not need to pay for a re-enactment ticket.

Q: What if I am having problems with my designated role or another MFSR Volunteer?

A: Discuss the situation with your Event Manager/Team Leader in the first instance. If you are still concerned after discussing with your Event Manager/Team Leader then contact the Volunteer Coordinator.

Q: Are briefing sessions held?

A: MFSR Volunteers will be briefed by their Event Manager/Team Leaders on the role(s) to be undertaken. Volunteers will have the opportunity to ask questions and seek clarification at this time.

Q: If I hurt myself while performing official MFSR Volunteer activities and need first aid – what should I do?

A: Call 000 in the case of an Emergency.

Inform your Event Manager/Team Leader of the incident and seek immediate first aid attention. First Aid is located in the Events Centre accessible via the Food Court. An Incident Report Form MUST be completed and lodged to your Event Manager/Team Leader (or in their absence the Volunteer Coordinator via the Festival Office) for all injuries sustained.

Q: What if I witness a serious injury – what should I do?

A: Do not panic. Call 000. Stay with the injured party and provide reassurance and reasonable first-aid until medical assistance arrives. An Incident Report Form MUST be completed and lodged for all incidents as per procedure.

Q: Can I keep my MFSR Volunteer uniform shirt?

A: MFSR Volunteer shirts are sponsored by JUST COUNTRY as a part of volunteering you are supplied with a shirt that's yours to keep.

Q: Who do I speak to if I require further information about volunteering?

A: Contact the Volunteer Coordinator, Lisa. 0447016015.