



Glenworth Valley Horse Riding P/L ABN: 95 002 589 362 T/A Glenworth Valley Outdoor Adventures

GVOA

VOLUNTEER

JOINING PACK





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WELCOME!

Thankyou for applying to join the Glenworth Valley Volunteer Team. The following policies apply to every applicant and member of the volunteer team. The policies are in conjunction with the Horse-Riding Centre Volunteer Standard Operating Procedure, Training and Induction Manual (HRCV SOP). Each policy detailed below must be read, understood, agreed, signed by the applicant and signed by a parent or guardian if the applicant is under 18.

We look forward to welcoming you to the Glenworth Valley Volunteer team.

Craig Ellis

Chief Executive Officer



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POLICY: VOLUNTEER CODE OF CONDUCT

HONESTY, INTEGRITY & FAIRNESS

We endeavour to perform our duties and conduct business in a manner that is honest and of the highest integrity. We strive to maintain our business relationships in a manner which is consistent with principles of respect and trust for others and aim to maintain standards that exceed community expectations.

As a representative of GVOA we are expected to conduct ourselves in a professional and courteous manner and observe the following standards of behaviour. These standards should be observed both inside the workplace and anywhere outside the workplace where we can be perceived as representing GVOA:

- We will always comply with all laws, policies, procedures, rules, regulations and contracts.
- We will comply with all lawful and reasonable directions from the Management of GVOA.
- We will be honest, respectful and fair in dealings with customers and team members.
- We will display the appropriate image of professionalism at GVOA. Wear the required uniform and safety equipment.
- We will treat everybody whether team members, members of the community, paying visitors or suppliers in a non-discriminatory manner and respect for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, mental or physical disability, or any other classification protected by law will not be tolerated.
- We will refrain from any form of conduct which may cause a team member unwarranted offence or embarrassment. In other words, we will not show aggression or humiliate or bully a fellow team member, especially in front of visitors or fellow team members. We will not argue, fight or swear at GVOA, especially front of house.
- We will not say any negative things to customers about GVOA, its team members or policies
- We will maintain punctuality. If a volunteer is late or cannot report for their volunteer shift, we will be respectful and let our supervisor/manager know as soon as possible (before 8:00am)
- We will maintain and develop the knowledge and skills necessary to carry out our voluntary duties and responsibilities.



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- We will observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by GVOA in the interests of workplace health and safety.
- We will be truthful at all times and in all dealings with people encountered at GVOA. In other words, we will not tell falsehoods, especially to our team members or management.
- We will never request any gift or benefit in connection with volunteering at GVOA.

PROPERTY & OWNERSHIP

We take responsibility for the protection, care and respect of GVOA assets including:

- Cash, merchandise, food and beverage, digital photo prints, discount vouchers/passes, funds, supplies, books, records and other GVOA property.
- Plant, tools and equipment, e.g. cars or machinery.
- Company information.
- GVOA products & publications.
- Computers and software.
- Intellectual property (e.g. copyright, trademarks, patents, registered designs and the right for GVOA to have its confidential information kept confidential).

We will ensure that our actions in relation to GVOA property are honest at all times. If we believe that theft or damage is taking place at GVOA we will report it immediately to our manager/supervisor.

PRIVACY & CONFIDENTIALITY

- We understand that as GVOA volunteers we are placed in a position of trust and are regularly privy to sensitive information. We will strive to operate in accordance with the relevant privacy legislation.
- We will undertake to handle such information in a confidential and sensitive manner and not use this information for personal gain, or to share this information either during or after our volunteering with GVOA.
- We will not make any unauthorised statements or denigrate (defame) GVOA to the media or on social media sites about GVOA. E.g. Facebook/YouTube/Twitter/Instagram.



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PERSONAL ADVANTAGE

As GVOA volunteers, we will not abuse any benefit or advantage that is provided by GVOA management.

- We will not use GVOA equipment for personal social media E.g. Facebook, Twitter, YouTube etc. (Refer to Social Media Policy)
- We will not smoke during volunteering hours
- We will not use our personal mobile phone during volunteering hours unless during prescribed breaks or when there are urgent family matters.

GIFTS AND INDUCEMENTS

We will not accept gifts or inducements, which could impair our judgment or be perceived to be a conflict of interest, bribe or inappropriate gift.

Similarly, we will not offer bribes or inappropriate payments for the purpose of acquiring, retaining, directing business, or receiving any kind of special or favoured treatment for the company.

HEALTH, SAFETY & ENVIRONMENT

GVOA strives to provide a safe, healthy, injury free and environmentally sustainable business. We aim to carry out our business activities in a manner consistent with applicable health, safety, and environmental laws and regulations for the wellbeing of the environment and our fellow team members and visitors. We will endeavour to be aware of and follow all Health, Safety and Environment policies and procedures.

- We will never report for volunteering under the influence of illicit drugs or alcohol. If we take prescription medication that we know will affect our ability to perform our duties, we must obtain in writing from our medical practitioner or pharmacist and provide it to their manager prior to commencing volunteer shift. We may be required to produce medical evidence to prove your medication does not affect our capacity to voluntary work and to perform safely.

COMPLIANCE WITH COMPANY POLICIES

We will comply with all Company policies as amended from time to time.



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REPORTING

We must report all breaches of this Code of Conduct immediately to your supervisor/Manager. If they are not available, and the matter is serious, we may contact the appropriate representatives as outlined below.

The supervisor/manager will record the breach in a logbook.

The contacts listed below will only be used in instances where the matter is serious, and involves financial malpractice, impropriety or fraud, sexual harassment, bullying, criminal activity or breaching of the law.

- CEO
- Horse Riding Manager
- Operations Manager
- Work Health and Safety Officer
- Section Supervisor

Volunteers making complaints in good faith will be protected by this Code of Conduct; however, we understand that disciplinary action may be taken where an allegation is malicious.

ISSUES FOR MANAGERS AND SUPERVISORS

GVOA managers and supervisors will:

- Promote a team spirit.
- Maintain confidentiality when conducting investigations into grievances and disputes.
- Avoid bias when making decisions.
- Ensure compliance with procedures when carrying out counselling and discipline.
- Exercise objectivity when administering rewards or discipline.
- Will not condone, permit, or fail to report any breaches of the above Code by workplace volunteers under their supervision.

If you have any questions about a matter or issue you should consult with GVOA management

VARIATIONS

GVOA reserves the right to vary, replace or terminate this policy from time to time.



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POLICY: VOLUNTEER SOCIAL MEDIA

PURPOSE

The Glenworth Valley Outdoors (GVOA) recognises that team members participate in social media from time to time. The purpose of this policy is to provide clear guidance when using social media sites and our company's expectations while you act as a representative and ambassador of GVOA. This policy will help raise your awareness of acceptable and unacceptable behaviour and provide a means to assist avoiding real or perceived misconduct.

COMMENCEMENT OF POLICY

This Policy will commence from 15/07/2015. It replaces all other policies, if any, relating to access to social media platforms and social networking sites (whether written or not).

SCOPE

The Policy relates to all full-time, part-time and casual employees and volunteers of GVOA.

The Policy does not form part of any contract of employment with GVOA. Nor does it form part of any contract for service with GVOA.

REPRESENTING GVOA IN SOCIAL MEDIA

We must at all times consider that we are ambassadors of GVOA. While we recognise that staff and volunteers wish to promote GVOA, it is vital that any people wishing to post pictures, videos, comments or any other type of participation on social media forums and sites, that you first consider the consequences. Only media (pictures, videos, tweets, blogs etc.) that is taken or commented on in the public areas or which a member of the public could take is permitted to be posted on social networking sites.

The Director of Sales and Marketing must approve any other media we wish to use in advance. Unfortunately, all staff cannot be up to date with every aspect of approvals, permits, and standards, ever-changing legislation and possible media opportunities. For these reasons it is imperative that we all abide by the above with all social media sites/forums, even those for personal use.

Please be aware that online bullying and harassment will be treated the same as if it occurred offline. Examples of cyber bullying of a team member can include: critical comments of fellow team members posted on personal websites; the exclusion of one team member out of a group of colleagues from a personal social media page; or the posting of photos or other comments relating to the behaviour of a team member on a personal website or other form of social media.

Things that we need also to consider when assessing whether or not to place comments or



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media to social networking include:

- Comments made must be factual and consistent information with GVOA's goals and objectives. Thought must be put into the possible consequence and reactions caused by our participation prior to entering into social networking.
- We should always attempt to ensure that comments made about or relating to GVOA are positive and will most likely inspire positive reactions and promote our reputation. We should always avoid making comments, which might reflect negatively on GVOA.
- We must avoid correcting any statements or comments made by GVOA without having first discussed this with the Director of Sales and Marketing.
- We must avoid answering or commenting on behalf of GVOA on GVOA Social Media sites. Please refer to Director of Sales and Marketing.
- We must never make deliberate false or misleading claims about GVOA or our products or services. Any recognised inaccurate comments must have all reasonable efforts made by GVOA team members to correct the statement.
- We will not disclose confidential or commercially sensitive information about GVOA. This obligation continues after volunteering ceases.
- We will not endorse or comment negatively on other institutions, customers, suppliers, partners companies or individuals at any time.
- We must remember that we are all representatives GVOA and what we write and post in the social media environment, affects the way GVOA is perceived by others. It is for this reason that we must consider what we post even on personal sites unrelated to GVOA and ensure they cannot be detrimental to our reputation. For example, the use of offensive images or language should not be used.

Please think wide! Consider are we representing the Valley and ourselves in a negative light? We will not ridicule, humiliate, use swear words, post anything in bad taste or anything that is x-rated.

SOCIAL MEDIA DURING WORK HOURS

We are not permitted to use GVOA Computers to participate in social media sites unless directed by Management.

SOCIAL MEDIA VOLUNTEERS AND STAFF

GVOA Volunteers are not permitted to request or ask any GVOA Staff (Employee's or Contractors) to be "friends" or connected with GVOA volunteers on social media platforms.



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EMERGENCY INCIDENTS

Only the following GVOA Employees are authorised to speak on behalf of GVOA on Social Media Platforms when matters are concerning an emergency or incident relating to GVOA team members or customers, this could include but not limited to thefts, injuries, bush fires:

- a) Barton Lawler – Managing Director
- b) Craig Ellis – CEO
- c) Andrew Cooper – Director Sales and Marketing
- d) Other staff as directed by Management

MATERIAL POSTED BY OTHERS

Inappropriate, inaccurate or misleading content and information stored or posted by others (including non-team members) in the social media environment may also damage GVOA's reputation.

If you become aware of any material, which may damage GVOA or its reputation, immediately notify your Manager/Supervisor.

CONSEQUENCES OF BREACHING THE SOCIAL MEDIA POLICY

Any breach of the Policy may result in disciplinary action, including, but not limited to, issue of a warning, suspension or termination of volunteering.

VARIATIONS

GVOA reserves the right to vary, replace or terminate this Policy from time to time.



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Appendix A

DEFINITIONS

“Blogging” means the act of using weblog or ‘blog’. A blog is a frequently updated website featuring diary-style commentary, audio-visual material and links to articles on other websites.

“Confidential Information” includes but is not limited to trade secrets of GVOA; non-public information about the organisation and affairs of GVOA such as: pricing information -internal costs and pricing rates, production scheduling software, special supply information; marketing or strategy plans; exclusive supply agreements or arrangements; commercial and business plans; commission structures; contractual arrangements with third parties; tender policies and arrangements; financial information and data; sales and training materials; technical data; schematics; proposals and intentions; designs; policies and procedures documents; concepts not reduced to material form; information which is personal information for the purposes of privacy law; and all other information obtained from GVOA or obtained in the course of working or providing services to GVOA that is by its nature confidential.

“Computer” includes all laptop computers and desktop computers.

“Handheld device” includes all such devices, which are used by GVOA team members inside and outside working hours, in the workplace of GVOA or at any other place. Such devices include, but are not limited to, mobile phones, Blackberrys, Palm Pilots, PDAs, iPhones, tablets, iPads, other handheld electronic devices, smart phones and similar products, and any other device used to access social networking sites or a social media platform.

“Intellectual Property” means all forms of intellectual property rights throughout the world including copyright, patent, design, trademark, trade name, and all Confidential Information and including know-how and trade secrets.

“Person” includes any natural person, company, partnership, association, trust, business, or other organisation or entity of any description and a Person’s legal personal representative(s), successors, assigns or substitutes.

“Social Networking Site” and **“Social Media Platform”** includes but is not limited to Facebook, MySpace, Bebo, Friendster, Flickr, LinkedIn, XING, Blogger, WordPress, YouTube, Twitter, Yahoo Groups, Google Groups Whirlpool, Instant Messaging Services, Blogging, Message Board, Podcasts, ‘Wikis’ (e.g. Wikipedia) and other similar sites. The following two sites list some more photo sharing sites <http://photo-sharing-websites.no1reviews.com> and <http://www.photographybay.com/2008/02/11/45-photo-sharing-sites/>



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POLICY: CUSTOMER SERVICE

PURPOSE

The purpose of this Customer Service Policy is to ensure we, Glenworth Valley Outdoor Adventures (GVOA), as workplace participants (employees, volunteers and work experience), are providing our guests (customers) with a high standard of quality service at all times. It also ensures that we are giving every customer the same outstanding experience to provide consistency. This policy will ensure we all have a clear understanding of what is expected of us during interaction with customers and that our Customer Service Model ensures the following:

- **Quality**
- **Consistency**
Ensure we give every customer the same consistent great experience
- **Expectations**
We have a clear understanding of what is expected of us when we interact with the customers
- **Coaching/Acknowledgement**
Our peers and supervisors can recognise when we are doing a great job and give clear tips if we need a helping hand.

COMMENCEMENT OF POLICY

Our policy commenced from 21/03/15. It replaces all other policies dealing with customer service processes (whether written or not).

APPLICATION OF THIS POLICY / COVERAGE

This policy applies to all workplace volunteers. We are all ambassadors of GVOA even if do not work on the 'front line' with our customers.

WHAT ARE OUR CUSTOMER'S EXPECTATIONS?

- Make me feel special (make my children feel just as special)
- Listen to me
- Give me value for my money
- Give me a better than expected experience

CUSTOMER SERVICE PROCEDURE

The procedures outlined below are intended as a general guide at GVOA. We, as workplace volunteers, will take into consideration the circumstances of the case prior to adopting this procedure.



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MY STEPS OF GREAT CUSTOMER SERVICE

- **My Welcome, I will...**
 - Deliver a Friendly and energetic greeting and make eye contact
 - Be Individual, I will let the customer meet **me**
 - Acknowledge everyone no matter what time of day it is
 - Deliver the 5 and 10 foot rule, - a smile and a nod 10 feet away and a verbal greeting 5 feet away
- **My Interaction...I will**
 - Make eye contact and smile
 - Use positive body language
 - Treat each customer as my only customer and the most important person in my day
- **My Close...I will**
 - Thank and farewell each customer

ETHICAL CUSTOMER SERVICE

I will at all times:

- Behave professionally and ethically at all times
- Treat all our GVAO customers in a friendly, honest and fair manner and with courtesy and sensitivity
- Alert a staff member if I witness any dangerous riding, mistreatment of horses or observe a potentially dangerous situation.
- Listen if a customer needs assistance when out on the trails and then advise the customer that I will get a staff member to assist them.
- Maintain GVOA Confidentiality and never discuss any issues relating to the business, horse behaviour, accidents, or any information regarding team members of GVOA with a customer / customers. If you are asked questions by a customer you should direct them to a GVOA Staff member (Employee's or Contractors) who will be able to help them.
- Ensure that the customer/s impression of me is that of a GVOA Volunteer and not as GVOA Staff Member (Employee or Contractor). If my role is questioned I will refer to myself as a volunteer.



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- Take all steps to ensure that queries are answered correctly and/or referred to GVOA Staff Member (Employee or Contractor)
- Use positive body language when interacting with our customers
- Always look neat, tidy and presentable

VARIATIONS

Glenworth Valley Outdoor Adventures reserves the right to vary, replace or terminate this policy from time to time.



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POLICY: VOLUNTEER WORK HEALTH AND SAFETY

PURPOSE

At Glenworth Valley Outdoor Adventures (GVOA) we are committed to providing a safe and healthy working environment for all team members, so far as reasonably practicable. This is achievable by management and employees/volunteers working together as a team. We aim to follow a program of health and safety activities and procedures, which are monitored, reviewed and audited to achieve a realistic and best practice approach to our workplace tasks.

We aim to regularly review this policy to take into account of changes in legislation, activities, services and products. As a result of this review, changes may be made to this policy from time to time and all team members are required to comply with those changes.

SCOPE

This policy applies to:

- all staff members (employee's/contractors) of GVOA whether full-time, part-time or casual, all GVOA Volunteers and all persons performing work at the direction of, or on behalf of GVOA (for example external contractors, subcontractors, agents, consultants, and temporary staff) (collectively referred to as "team members");
- all of GVOA's workplaces and to other places where team members may be working, volunteering or representing GVOA for example external events, when visiting a customer, client or supplier (collectively referred to as "workplace").

GVOA WORKPLACE HEALTH AND SAFETY SYSTEM

At GVOA, we are able to achieve excellence in workplace health and safety by focusing on the following key objectives:

- Understanding defined WHS Responsibilities;
- Exercising due diligence;
- Health and safety training and education of us all;
- Adopting a risk management approach to manage health and safety risks;
- Consultation with anyone carrying out a task and everyone on matters related to health and safety;
- Carry out regular Emergency procedures and drills;



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- Carry out regular GVOA site inspections that result in capital improvements and general repairs for the prevention of workplace accidents;
- Undertake WHS committee meetings;
- Thorough Incident/accident reporting;
- Excellent Management of injured employees.

GVOA WORKPLACE HEALTH AND SAFETY OBJECTIVES

GVOA Management aims:

- To provide a safe and healthy work environment for all our employees, volunteers, contractors and other persons;
- To provide safe and healthy methods of work, and the necessary tools and skills to do so;
- To provide programs of health and safety activities and procedures which are continually updated and effectively carried out;
- To identify and eliminate or reduce hazards and risks to health and safety of all persons;
- To continually monitor and improve work health and safety;
- To provide education and training resources to all levels of staff members and volunteers;
- To comply with all relevant laws, rules, standards and codes of practice.

POLICIES / RISK MANAGEMENT AND SAFE WORKING PROCEDURES

Overarching policy documents relating the safety of all staff members and volunteers are shown to staff members and volunteers during induction into the GVOA team. New or amended documents are also displayed in team areas for a period of two weeks for consultation.

Within each area, specific risk assessments are completed on each task, which presents a risk to the safety of any persons. Risk assessments break down, describe and prioritise all potential hazards and enable control measures to be put in place using a uniform and objective approach.



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Safe Working procedures are completed after each risk assessment, describing all operational steps required to complete a task, taking into account the control measures needed to minimise risks to all persons.

We all commit to becoming aware of, and understanding the relevant documents to our individual position within GVOA, and ensuring that these documents are followed at all times during our time at GVOA.

MANAGEMENT RESPONSIBILITIES

All GVOA Managers and Supervisors are responsible and accountable for the safety of staff members, volunteers and GVOA property under their control so far as reasonably practicable. Managers and Supervisors are responsible for ensuring all policies, and safe work procedures are followed at all times, and new systems implemented for the prevention of accidents at GVOA.

STAFF MEMBERS/VOLUNTEER RESPONSIBILITIES

We are all required as staff members / volunteers of GVOA to comply with workplace health and safety legislation and GVOA's policies and procedures by taking responsible and reasonable care that our behaviour does not adversely affect our health or safety and that of other persons. We must report all hazards and incidents to our supervisors as soon as practically possible to ensure our own health and safety and the health and safety of others in our workplace, including external contractors and third parties. We must take all reasonable care to ensure ourselves and others remain safe and carry out tasks in a safe manner at all times.

CONTRACTORS

All external contractors engaged to perform work for GVOA are required to comply with the health and safety legislation as amended from time to time, the policy, programs and procedures of GVOA as they relate to work health and safety and to observe all directions on health and safety given by GVOA management. Failure to comply or observe a direction will be considered a breach of the contract and sufficient grounds for termination of the contract.



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POLICY: VOLUNTEER GENERAL

Glenworth Valley Outdoor Adventures proudly offers a volunteer program to members of the community. This program strives to provide valuable training, mentorship and education to our volunteers in order to assist them with their pathway into the field of outdoor recreation.

PURPOSE

The purpose of this policy is to ensure that you as a volunteer, will participate in a manner that is safe, significant and fulfilling when volunteering at Glenworth Valley Outdoor Adventures (GVOA). GVOA encourages an environment of mutual respect, where management and you, as a volunteer, work towards the aims and objectives as outlined in the GVOA mission statement.

COMMENCEMENT

Our Volunteer Policy will commence from 26.03.15. It replaces all other codes of conduct (whether written or not).

APPLICATION

Our Volunteer Policy does not form part of any agreement between you and GVOA nor does it form part of any other workplace volunteer's contract. Our Policy provides an overview of Glenworth Valley Outdoor Adventures business values and ethics, and summarises some of our most important policies.



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POLICY

RESPONSIBILITIES OF THE VOLUNTEER

As a volunteer you **WILL**:-

- be older than 12 years of age to volunteer in the horse-riding centre. (All forms must be signed off by a parent or legal guardian if under 18.)
- conduct yourself in accordance with GVOA's policies and procedures
- follow GVOA's Code of Conduct at all times
- follow GVOA's guidelines for risk management
- carry out the tasks as directed by the GVOA horse riding centre managers
- undertake training and evaluation as required under GVOA's volunteer induction and training program
- be punctual and notify the office if you are unable to attend
- wear the correct volunteer uniform at all times when volunteering
- treat fellow volunteers, staff and especially customers with respect
- you will treat all horses and animals with empathy and respect

RESPONSIBILITIES OF GLENWORTH VALLEY OUTDOOR ADVENTURES

Glenworth Valley Outdoor Adventures recognises its responsibilities to volunteers and undertakes to:

- Provide you with appropriate volunteer training and induction
- Make available to you information, supervision and training appropriate to being able to perform your tasks
- Be responsible for a safe workplace for all volunteers
- Carry appropriate voluntary insurance cover
- Treat you with respect

LIMITATIONS OF THE VOLUNTEER

As a volunteer you should **NOT**:-

- perform any task you do not feel confident and comfortable with. If you are asked to perform a task you do not feel confident and comfortable to perform you must speak with the supervisor/manager to seek guidance and assistance.
- be asked or expected to clean bathrooms
- mount customers onto horses or perform gear safety checks
- put feed bags onto any horses or be in the feeding area during feeding operations
- operate cars, bikes or machinery without a driving license or without full permission from management
- 'push' or 'hurry along' horses on trail rides



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- trot or canter away from or through customer groups without instruction to do so.
- respond to or administer first aid to a customer or fellow team member unless specifically instructed to

As a volunteer you should **ALWAYS**:-

- listen to and respect instructions and requests from staff members
- follow the instructions of a staff member in an emergency and assist only if and when instructed to do so by that person
- think and act in a responsible manner to keep yourself and other team members safe

PROCEDURES

Acceptance into Volunteering Program

- All volunteers are subject to screening, approval and probationary periods.
- Before commencement of voluntary work you must have contacted GVOA admin office and given your name, email address, contact numbers and purchased a uniform shirt
- Book in for the next available induction day
- If you are over the age of 18 you must have a Working With Children Check (WWCC) completed and a copy given to the GVOA horse riding centre manager/s prior to starting

*Recruitment of volunteers by GVOA shall take into account the organisations commitment to cultural diversity and anti-discrimination

INDUCTION AND TRAINING

- You, as a volunteer, are entitled to an induction and training day. This will include a tour of the organisation, training and assistance of work required and introduction to other volunteers
- You will be offered appropriate training and information in order to be made familiar with the specific tasks you are asked to do
- You will be assessed on your horse riding ability and will only be allowed to assist with trail rides when you complete the required training level. Horses will always be allocated subject to availability and based on horse riding experience and other physical or contributing factors

*Please note, it is not guaranteed that you will assist on trail rides on every volunteer shift, especially during busy peak times



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SUPERVISION

You shall receive appropriate supervision in the exercise of your daily duties.

UNIFORM

You must wear the GVOA volunteer uniform. This is made up of:-

- Glenworth Valley Volunteer Polo Shirt
- Smart jeans (dark coloured, non faded or ripped) or dark coloured Jodhpurs
- Riding boots or other suitable riding shoes (non steel toe cap)

RIDING HELMETS

Every person riding a horse on GVOA property must wear an Australian or equivalent safety standard horse riding helmet at all times. GVOA HRC will provide volunteers with a correctly fitting current standard horse riding helmet. If you wish to purchase or use your own, it must display a standard code of AU NZ 3838 or equivalent. Any helmets with any other safety standard code or no code will be disallowed by HRC management.

ESSENTIAL ITEMS TO BRING WITH YOU EACH TIME;

- Sunhat
- Sunscreen
- A long-sleeved shirt may be worn underneath uniform shirt
- Gumboots (for general HRC duties)
- Waterproof jacket

You should always look neat and tidy as you are dealing with the public. Hair must be tied back, at all times and have no bright colouring. Visible body piercings (except for subtle earrings) must be removed or fully covered and protected with neutral coloured band-aids. Tattoos must be minimal and covered by wearing long sleeves and collared shirts.



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SMOKING, DRUGS & ALCOHOL

GVOA Volunteers are not permitted to smoke, take, use or be under the influence of illicit drugs and not permitted to drink Alcohol whilst Volunteering at GVOA.

MOBILE PHONES

While we all love our mobile phones, they can only be used whilst on scheduled breaks while volunteering at GVOA. The carrying of a mobile phone while performing duties is classed as a work hazard and is strictly prohibited.

VOLUNTEER BENEFITS

As a volunteer you are entitled to the following benefits at GVOA

- Free camping for you and your immediate family (parents, siblings, partners)
- 20% discount at the onsite kiosk on the day you volunteer
- One free slushy per day at the onsite kiosk on the day you volunteer. Subject to availability and must provide own cup.
- Volunteers may be requested to attend events external to Glenworth Valley. If this is the case and you are under 18, GVOA must gain verbal or written permission from a parent or guardian prior to the event date. You must also follow the volunteer uniform guidelines at all times whilst representing GVOA.

CONFIDENTIALITY

GVOA will respect the privacy and confidentiality of information supplied by you.

As a volunteer you will not reveal (both directly or indirectly) to anyone any information, confidential dealings, finances, transactions or affairs about GVOA and its customers, which may come to your knowledge during your period of volunteering.

You will not, unless expressly authorised by GVOA, use for your own benefit or gain (or for anyone else that you may know), any information belonging to GVOA and this obligation will continue even after you leave GVOA.



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WORK HEALTH AND SAFETY

All reasonable steps will be undertaken to provide you with a workplace that is compliant with NSW WHS standards and other Australian equestrian governing bodies. You will be covered under GVOA's Public Liability insurance and GVOA's Voluntary Workers Insurance up to the age of 85 years of age.

If you witness or feel that an area of the workplace or a duty is unsafe, you must notify your supervisor/manager without delay. You must report any accident or injury to yourself or others to a supervisor/manager immediately.

COMPLAINTS AND GRIEVANCES

A grievance is defined as any event, rule or practice with which a volunteer believes violates their civil rights, treats them unfairly, or causes any degree of unpleasantness or unhappiness in the job. A grievance may also deal with an attitude, statement or an opinion held by any member of staff.

If you have any grievances you should:

1. Discuss with your horse-riding centre manager. This discussion is strictly confidential. If for some reason your manager fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step
2. Discuss with our CEO. You may prefer to put this issue in writing and request a time to meet.

I will be responsible and calm: I pledge to present GVOA at its best at all times no matter what the situation.

- I will present myself in a clean uniform and well-groomed every day.
- I will perform my duties to the best of my abilities and adhere to all rules and regulations.
- I will ensure that the customer/s impression of me is that of a GVOA Volunteer and not as GVOA Staff Member (Employee or Contractor). If my role is questioned I will refer to myself as a volunteer.



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I will be safe: I pledge that the safety of our customers and fellow staff members is paramount; compromise is not an option in this area.

- I will follow all safety procedures, rules and regulations at all times.
- I will actively report any equipment to safety hazards to my supervisor/manager.
- I will actively monitor my team members and ask them to do the same of me to ensure best safety practice at all times.
- I will seek assistance and be cautious when required to prevent injury or incident.

VARIATIONS Glenworth Valley Outdoor Adventures reserves the right to vary, replace or terminate this policy from time to time

WORKING WITH CHILDRENS CHECK (WWCC)

All volunteers over the age of 18 must have a current WWCC using the governing body of Service NSW. This certificate must be held or obtained before commencement of volunteering. Include your certificate (an example given below) as part of your application forms. Joining packs will not be accepted without a WWCC.

WWCC are free for volunteers so be sure to click the correct option when applying online at servicensw.com.au. You will receive instructions from Service NSW to attend a centre to complete the process and provide identification.

PETER JOHN BUSHELL
67 Jersey Rd
Greystanes NSW 2145

Surname	BUSHELL
First Name	Peter
Working With Children Check number	WWC0501544E
Type of clearance	Valid for paid and unpaid work
Expiry date of Working With Children Check	22/10/2019

You must provide your employer with your surname, WWC number and date of birth for the compulsory online verification process.

For more information, go to www.kidsguardian.nsw.gov.au/check or email check@kidsguardian.nsw.gov.au.

NOTICE TO EMPLOYERS

This document is not proof of clearance. You must verify the applicant's clearance online. Paper-based evidence is subject to fraud and you risk criminal and/or civil action if you engage a worker who has submitted fraudulent information.

How to verify a clearance online

- Go to www.kidsguardian.nsw.gov.au/online and click on the [Start here] button.
- Under the [Verify] section, select the [Employer/Agency Verify] button.
- Enter your username and password details and select the [Verify] button.
(If you have not already registered as an employer, please register first.)
- Select the [Verify Working With Children status] tab.
- Enter the applicant's surname, date of birth and WWC (or APP) number.
- Click the [Verify] button. The verification results will be displayed.

If the verification result is **CLEARED** or **APPLICATION IN PROGRESS**, the worker may commence child-related work.

If the verification result is **NOT FOUND**, **EXPIRED**, **INTERIM BARRED** or **BARRED**, you must not employ the worker for child-related work and it is a criminal offence to do so.

When to verify a worker online

- New paid workers must be verified online before they begin child-related work.
- Existing paid workers and volunteers should be verified online as they are phased in to the Working With Children Check. This also applies to new volunteers.



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SUBMITTING YOUR APPLICATION

Submitting your application is easy! Simply ensure you have each item on the check and click on the online enrolment application icon below.



JUNIOR VOLUNTEER JOINING PACK CHECKLIST

- If 18 years or above, provide a copy of your approved Working with Children Clearance (as displayed on the previous page)
- Volunteer Code of Conduct Acknowledgement
- Volunteer Social Media Acknowledgement
- Volunteer Customer Service Acknowledgement
- Volunteer Work Health and Safety Acknowledgement
- Volunteer General Acknowledgement
- [Completed application form \(submitted electronically\)](#)