



Queensland Ag Shows

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Volunteer Management: Managing the increased requirements for Industry Plan Compliance

Queensland Agricultural Shows and Showgrounds Industry COVIDSafe Plan requirements:

Staff and volunteers

1. Protect employees and volunteers with various approaches, including barriers, protective coverings, and distancing. Communicate with employees and guests on how to prevent the spread of germs.
2. Where reasonably practical:
 - a. ensure staff maintain at least 1.5 metres physical distancing including at meal breaks and in any office or meeting rooms
 - b. stagger start times and breaks for staff members/volunteers to minimise the risk of close contact
 - c. Use telephone or video for essential staff meetings where practical.
3. Reduce the use of shared equipment (computers, phones, radios, etc.). If equipment must be shared, staff and volunteers should wash/sanitise their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitised frequently.
4. Ensure human resource offices, hiring centres, conference rooms, meeting rooms and training facilities are managed to facilitate occupant density requirements.
5. Provide team members with a point of contact to discuss their concerns and access to support services, including employee assistance programs.

RESOURCE:

https://www.safeworkaustralia.gov.au/sites/default/files/2020-4/how_to_keep_workers_safe_covid-19.pdf

6. Review employee sick leave policies and update as needed. Advise staff to stay home if they are sick or not feeling well and not to return to work until they are symptom-free for 72 hours, following medical advice. Encourage staff to seek medical advice if they have a fever, cough, sore throat, loss of sense of taste or smell, or shortness of breath.
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7. All team members training records are to be kept and maintained securely.
8. Only operate with essential personnel. Others (who can) should work from home, particularly in the early stages of reopening.
9. Separate work teams into groups (i.e. a Team A and Team B structure) to keep staff and volunteers separate on different working days in case one person tests positive for COVID-19. This will allow operations to continue if one entire team or work group must be quarantined. Carefully consider staff and volunteer rotation cycles to keep work teams together to reduce interactions with different groups of staff and volunteers.
10. Personal Protective Equipment (PPE) must be worn by staff and volunteers based on their role and responsibilities and in adherence to state regulations, or guidance. Training on how to properly use, clean, and dispose of PPE is extremely important.

Training

11. It is your responsibility to train your team on what to do during a violent or aggressive incident in the workplace including managing psychosocial risks (including patron aggression). See below links for Safe Work Australia's guidance on managing the risks of work-related violence.

RESOURCES:

<https://www.safeworkaustralia.gov.au/work-related-violence>

https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf (refer pages 4 and 10).

12. Provide staff with information and training on COVID-19, including when to get tested, physical distancing and cleaning. Make staff aware of their leave entitlements if they are sick or required to self-isolate. Display conditions of entry (website, social media, venue entry).
13. Consider cross-training staff and volunteers so they can operate one or two attractions in the morning and then move across the showgrounds to operate other attractions in the afternoon.
14. Communicate to staff and volunteers that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

<https://swa.govcms.gov.au/covid-19-information-workplaces/industryinformation/general-industry-information/duties-under-whs?tab=tab-toc-employer>

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industryinformation/general-industry-information/cleaning>

<https://swa.govcms.gov.au/covid-19-information-workplaces/industryinformation/general-industry-information/workers-rights?tab=tab-toc-employer>

<https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses>

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/physical?tab=tab-toc-employer>

15. Provide pre-opening training to staff and volunteers to ensure they understand and feel confident managing the physical distancing and hygiene aspects of their roles. They should also know how to handle unsafe conditions and emergency situations.
16. Train staff and volunteers thoroughly on their core responsibilities and provide clear direction and guidance about what is expected. They should understand:
 - When to stay away from the showgrounds
 - What action to take if they become unwell
 - What symptoms to be concerned about
17. Instruct staff and volunteers to practice good hygiene by frequently cleaning their hands or using alcohol based hand-sanitiser at frequent intervals and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, eating, drinking, smoking, entering or leaving a guest area, and before starting their shift.

Volunteers need to be engaged and involved in the process of delivering a safe Show or event and their needs must be considered as there are additional responsibilities that they must assume beyond what was previously expected of them.

Remember this is new and untested territory for all of us so where possible draw on existing experience or skill sets that volunteers may have as their knowledge may be considerably more than our own and we need to recognise and utilise this to maximum advantage.

Consideration MUST be given to the fact that some processes and activities will take longer than previously and allowance for this must be factored in.

Appendix 9 – Checklist Volunteer components:

Pre-event Checks	YES	NO	NA
Have the risks been communicated to attendees and other workers? (e.g. The highest risk is to people with a pre-existing health. Anyone with a health condition may want to consider their own personal risk and make their own decisions about attending or sending a delegate.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have event participants been advised not to attend if they are unwell?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has protection of staff and volunteers been considered and appropriate approaches been implemented? (eg. Barriers, protective coverings and distancing etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff and volunteers have been provided guidance on their responsibilities? For example <ul style="list-style-type: none"> - Presenting fit for duty - Monitoring the health of guests and participants - Modelling and encouraging good hygiene and physical distancing practices 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have stakeholders received the information and training and feel confident to undertake their duties and have been trained and provided guidance on: <ul style="list-style-type: none"> - Hand and respiratory hygiene - Physical distancing - Signs and symptoms of COVID-19 - Measures to take in the event of a confirmed or suspected case of COVID event - The requirements of the Show and Showgrounds Industry COVID Safe Plan - New processes and procedures - Additional education in workplace health and safety practices and dealing with conflict 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>