



VOLUNTEER INFORMATION



**AN INTRODUCTION TO WHAT YOU NEED TO KNOW WHEN YOU
VOLUNTEER AT THE MUDGEERABA AGRICULTURAL SHOW!**

WWW.MUDGEERABASHOW.ORG.AU

WELCOME



Thank you for volunteering your time, energy and enthusiasm at the **Mudgeeraba Agricultural Show**. You are truly appreciated.

Every year we are in awe of our volunteers commitment to supporting our Show and we are so grateful to have you with us. We look forward to working with you, learning new skills, meeting other passionate volunteers and sharing the excitement and tradition of our beloved Show.

We thank our existing volunteers and appreciate the experience you bring to the Show; and we welcome our new volunteers with open arms.

This Volunteer Guide contains information you need to know during your time with us. Make sure you grab a copy of our Show Magazine for detailed Show information, and you've read and understand the Queensland Ag Shows Handbook.

Please contact us at volunteers.mudgeerabashow@gmail.com for any questions or if you require any special considerations.

See you at the Show!

Mudgeeraba Agricultural Show Society Inc.

WHO ARE WE?

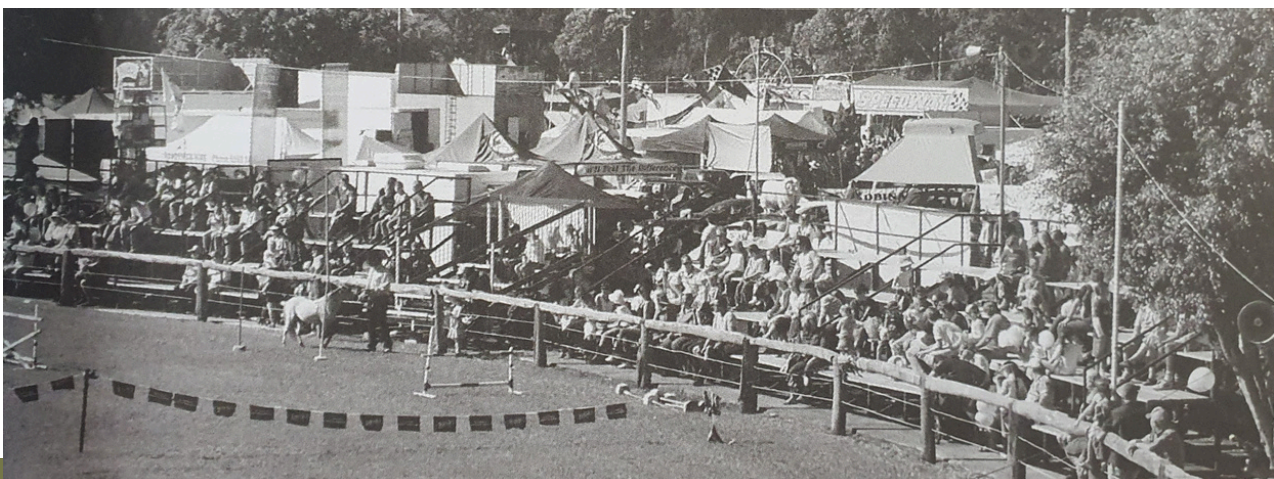


The Mudgeeraba Show Society is a volunteer run, not for profit charity organisation who, through its annual Mudgeeraba Agricultural Show, showcases the rural and pastoral roots of our community. The Mudgeeraba Show Society seeks to preserve and perpetuate the heritage and grassroots values that agricultural shows collectively bring to our Australian communities.

On a year round basis, we serve our community by offering our hire venue facilities to both private and corporate clients. We also make available to the public a free and safe recreational area amidst the beautiful greenspace which is the Mudgeeraba Showgrounds.

We encourage and support an array of community organisations that offer a window into the rich tapestry of our past, such as our local Woodturners, Spinners and Weavers, the Country Women's Association and the Light Horse Education Museum

We are one of 129 agricultural show societies in Queensland and 580 throughout Australia. As part of the agricultural show fraternity, we are a voice and advocate for agriculture in Australia, past, present and in the future. We serve to showcase the role of importance the Australian farmer plays in our economy and community.



WHAT WE EXPECT OF OUR VOLUNTEERS



Respect

- We honour our commitments,
- We are polite, understanding and courteous,
- We look out for our visitors, fellow volunteers, stakeholders and animals,
- We complete our roles with smiles on our faces and a willingness to help.

We never

- Undertake any task in an unsafe manner or that poses a risk to ourselves, the public, volunteers or animals,
- Breach confidentiality,
- Intimidate or harass others or tolerate intimidation or harassment by others.



WHAT TO WEAR?

We are a true Agricultural Show, so we all dress the part! Think jeans and shirts, dresses and boots, and your best cowboy hat! As our annual show is always held on the last weekend in June, we welcome crisp, sunny winter days and cool starry nights.



WHAT TO BRING?

- Wear comfortable, closed in shoes at all times.
- Bring a hat and apply sunscreen before you arrive, sunscreen is available for all volunteers at any time from the Show Society marquee.
- Early mornings and evenings can be very cold. If your shift is during this time, or you are staying to enjoy the show after your shift, please bring a warm jacket or jumper.
- Water stations are available throughout the Showgrounds, please bring a reusable water bottle with you.
- Light refreshments will be provided for shifts of 4 hours or more. You are welcome to bring food in a small cooler bag if you have dietary requirements.
- Please leave your valuables at home, you can wear a small bag if you wish during your volunteering. We do not offer storage options for personal items.



WHAT WILL MY DAY LOOK LIKE?



- Volunteers will be issued with an entry ticket in the weeks leading up to the Show. You are welcome to enter the Showgrounds through any gate. (Tickets are only required for shifts during show weekend)
- Please make your way to the Mudgeeraba Show Society Marquee. Maps will be located at the gates.
- You will sign on for your shift with one of our friendly volunteers who will let you know who your Section Head is and your allocated location. You can also pick up your Show Magazine at this time.
- Introduce yourself to the Section Head on arrival and you will be given an introduction to your role and expectations.
- If you have any particular requirements, requests, or you find yourself with a question, please do not hesitate to ask!
- Keep your Show Magazine with you during your shift. It comes in handy.
- Enjoy all the fun and excitement of the Show!
- When you're finished your shift, please sign out at the Mudgeeraba Show Society marquee. You are then welcome, if you wish, to stay and discover all of the attractions and exhibits of a true agricultural show!





WHAT WILL I BE DOING?

DISCOVER OUR VOLUNTEER ROLES

Gate /Information Attendant

You will be welcoming our guests to the Show or supporting our information marquee. This may include scanning tickets, taking payments, offering directions, assisting with prams, wheelchairs or walkers where required. Managing lost and found items, signing in/ out volunteers or providing support to the Volunteers Section Head.

General Hands

This role is varied and essential to our show. Duties may include setting up chairs, tables, delivering refreshments to volunteers, marshalling of traffic or pedestrians, putting up signage and fencing or supporting our Section Heads.

Steward

If you are a 'Steward', you will make sure that our exhibits, animals and guests are safe and comfortable. You might find yourself in the poultry pavilion keeping an eye on the chooks or in the craft pavilion making sure no one is bringing in food or drinks. Equestrian Stewards make sure the competition is running smoothly and on time. This is a varied role, often providing information to patrons or giving directions around the Showgrounds. Stewards also support the judges by recording results and awarding ribbons. Most of our roles at showtime are as Stewards.



FAQ'S YOU MIGHT BE ASKED

Can I pay cash at the gate?

Online ticket purchase through our website is preferred to avoid disappointment and delays at the gate. Cash/EFTPOS tickets sales will be accepted.

How do I get to the Show?

You can travel by car, bus or free shuttle to the Show. See our website for up to date details.

Can I bring my pet?

No, pets are not allowed entry at any time. Certified guide, hearing and assistance dogs are permitted entry and owners must carry their identification card and ensure their dog is wearing the correct badge accreditation.

Is there an ATM?

Yes, please see our site map for locations.

Are there accessible toilets and parking?

Yes, please see our site map for locations.

Can I leave and return on the same day?

Pass Outs may be requested by ticket holders at the gates between 9am -3pm on any day the ticket holder enters.

Pass Outs are only valid for use for re-entry on the day the Pass Out is issued. The Mudgeeraba Show Society reserves all rights to refuse entry to any person who does not hold a valid Pass Out.

Can we bring alcohol?

No, The Mudgeeraba Agricultural Show has licensed bar areas for the purchase and consumption of alcohol.

Can we bring food?

Food (excluding commercially prepared food), non-alcoholic beverages within plastic or tin containers are permitted.

Are there smoking/e-cigarette areas?

Yes, please see our site map for locations.

Do you have water stations where we can fill a water bottle up?

Yes, water stations are available throughout the Showgrounds.

Where is the Information booth/Lost & Found?

Please see our site map for location. If you have found an item while you are at the show, it is best to immediately notify the nearest volunteers or security personnel.

Is First Aid available?

Yes, please see our site map for locations.

EMERGENCY PROCEDURES

It is vital during your time with us at the Mudgeeraba Agricultural Show that you are familiar with reporting procedures, first aid and emergency management.

Identifying Hazards

An identified hazard should be reported directly to the Show Office on **0418 182 533**.

An example of a hazard could include:

- Water Leaks,
- Unsecured cabling on the ground,
- Damaged fencing or cabling,
- Unsecured umbrellas, marquees or signage,
- Animals that are not secured or are stressed.

Incident Reporting

If an incident occurs it **MUST** be reported to the Show Office as soon as is reasonably practical. An incident can be classed as an injury, dangerous event or near miss. In the event of minor injury, First Aid is available at two locations. (See maps for details)

To report hazards, incidents or non life threatening injuries stay calm and call the Show Office on 0418 182 533.

IN CASE OF EMERGENCY CALL 000 IMMEDIATELY



PEDESTRIAN ACCESS UNDERPASS

CAR PARKING

MUDGEERABA ROAD

GATE 2
CREEK GATE

GATE 1
MAIN GATE

CATTLE SHEDS

ROTARY BAR

TED & SUE SHEPHERD PAVILION

LIGHT HORSE MUSEUM

BILL DEACON PAVILION

MUDGEERABA PONY & HACK CLUB OFFICE

BACK PADDOCK

SAND ARENA

MAIN RING

WORONGARY ROAD

FIG TREES

RING OFFICE

WOODCHOPPERS BAR

HELEN RIPPER PAVILION

HERITAGE AREA

STEVE BOYLE PAVILION

WOODCHOPPERS ARENA

TOM PEARSON PAVILION

GATE 3

WORONGARY ROAD

SOCIAL MEDIA POLICY

WHAT CAN I SAY?

One of the best ways that you can support us is to encourage others to visit the Show or volunteer through social media. We love when you share your experience with your family and friends. However, we have some guidelines that we all follow:



- There are many competitions held over the week leading up to and of course across Show weekend. Competition results **MUST NOT** be published until winners have been notified.
- Please be mindful of the privacy of the others, try to capture images of yourself, the excitement, exhibits and attractions rather than people that are unknown to you.
- Use kind, respectful and friendly language when commenting on your posts. Negative or derogatory commentary will not be tolerated. Thank you for your understanding.

Here are some tags you can use:

#mudgeerabashowvolunteer

#mudgeerabaagshow



mudgeerabashow



mudgeeraba_show



SHOW LINGO

WHAT DOES THAT MEAN?

SECTION HEAD

- With so many displays, competitions and entertainment on offer, we need a lot of hands. The SECTION HEAD is the person in charge of a particular area. (eg. Equestrian, Pavilion, Poultry, Sites etc). This is the person you will report to during your time with us.

STEWARD

- A STEWARD is a volunteer who ensures the comfort and safety of participants, animals or exhibits during an event. They manage crowds, respond to enquiries and take different roles to ensure things proceed smoothly.

SCHEDULE

- Agricultural Shows are full of competitions. We have cookery, craft, horticulture, education, livestock, equestrian and many more. The competition SCHEDULE details the rules, classes, prizemoney and entry requirements.

SHOW MAGAZINE

- Our SHOW MAGAZINE contains all of our SCHEDULES, ticketing information, sponsors and articles of interest. Make sure you grab a copy, it's a handy reference while you are with us.

MANAGEMENT COMMITTEE

- These are the people that manage the Mudgeeraba Show Society, they include our President, Vice President, Treasurer and Secretary. We have a total of 9 members on our committee. For more details, see our Show Magazine.

QUEENSLAND AG SHOWS

- Queensland Ag Shows is the peak body for the Agricultural Show Societies in Queensland. There will be lots of visitors from other Shows, all whom belong to QUEENSLAND AG SHOWS.

SHOW OFFICE

- The SHOW OFFICE is located on the second floor of the Bill Deacon Pavilion. This is the headquarters for all Show Operations. Strictly no admittance at any time.

HAVE YOU READ THE HANDBOOK?



Queensland Ag Shows

Staff, Contractors and Volunteers Handbook (The Handbook)

Welcome to the Queensland Chamber of Agricultural Societies Inc. (Queensland Ag Shows).

Queensland Ag Shows is the peak body for Agricultural Show Societies in Queensland. We promote and protect the general interests of Show Societies so they can continue to put on safe events and increase community wellbeing.

Our employees, contractors and volunteers are an essential part of ensuring our ongoing success. This Handbook has been designed to give you direction, objectives and a complete understanding of our code of conduct, applicable policies and procedures.

I hope that your time with us is rewarding and enjoyable.
Signed:

Trevor Beckingham OAM – General Manager
The Queensland Chamber of Agricultural Societies Inc.
ABN - 79 086 021 294

Address: P O Box 240, Rocklea, Qld 4106
Phone: (07) 3277 7747
Email: admin@queenslandshows.com.au

Disclaimer: This document has been developed for internal use by Queensland Ag Shows and is particular to their operation. Members wishing to use any content must use it as a guide only and must seek their own independent advice to ensure that it meets the requirements of their operation. Queensland Ag Shows will not be held liable for any use of this document outside its intended use.

**THE QUEENSLAND AG SHOWS HANDBOOK CONTAINS THE RULES AND GUIDELINES THAT WE ALL OPERATE BY.
IF YOU HAVE ANY QUESTIONS. PLEASE ASK.**

MEDIA RELEASE

CAN WE TAKE YOUR PHOTO?

We love to take photos from our show each year. It adds to our history and show story. Our volunteer photographers are often roaming the grounds, finding the smiles and capturing the fun and excitement.

If you do not wish to have your photo taken, please let our photographers know. In addition, if you would prefer that any images that have been taken are NOT published, please email volunteers.mudgeerabashow@gmail.com with your request.

Thank you for your support and understanding.



AGREEMENT: In consideration of my engagement as a volunteer/employee, I hereby grant rights and permission to Mudgeeraba Show Society Inc ('Photographer') legal representatives, and assigns, those for whom Photographer is acting, and those acting with their authority and permission. They have irrevocable, perpetual and unrestricted right and permission to take, use, re-use, publish, and republish photographic or video images of me or which I may be included, in whole or in part, or composite or distorted in character or form, without restriction as to changes or alterations, in conjunction with my own name.

I hereby release, discharge and agree to waive any right that I may have to inspect or approve the finished image/video.



CONFIDENTIALITY POLICY

You agree to maintain appropriate confidentiality about information that may come to your knowledge about the operations of The Mudgeeraba Show Society Inc.

That being the case, we require that you agree to the following;

1. You will not at any time, now or in the future, use or disclose any confidential information without permission unless
 - a) It is necessary to do so to perform your duties
 - b) You are ordered to disclose by a court, commission or tribunal.
2. You will not, directly or indirectly:
 - a) Seek to obtain Confidential Information to which you have not been granted access
 - b) Remove (physically or electronically) any Confidential Information from Mudgeeraba Show Society Inc. or any associated business premises
 - c) Make any copies of Confidential Information
 - d) Bring any computer software tapes or disks, cameras or videos onto Mudgeeraba Show Society Inc. or any associated business premises without prior written permission from the Manager on behalf of the Management Committee of the Mudgeeraba Show Society Inc.
- 3.. When Confidential Information is disclosed per paragraph 1, you will ensure that any person to whom information is disclosed is made aware of its confidential nature and do everything to ensure that the person does not use or disclose that information.
4. You will do everything to prevent the use or disclosure of Confidential Information by any Mudgeeraba Show Society Inc. employee or volunteer other than as permitted by paragraph 1.
5. You will advise Mudgeeraba Show Society Inc. if you detect or think of any ways in which the security of Confidential Information can be increased.

6. Confidential Information means information belonging to Mudgeeraba Show Society Inc., or a member, volunteer, employee, stakeholder or associated business, and includes information which:

a) Mudgeeraba Show Society Inc. indicates it is confidential.

b) By its nature, be reasonably understood to have been disclosed to you confidentially.

c) Would be of commercial value to a Mudgeeraba Show Society Inc. competitor or a Mudgeeraba Show Society Inc. associated business or the customer.

d) Relates to Mudgeeraba Show Society Inc, or a stakeholders financial or business affairs, including financial information, accounts work, financing information, management reports, performance or profitability reports and margins and the purchase price of supplies.

e) Relates to any arrangements or transactions, including details of those arrangements or transactions, between Mudgeeraba Show Society Inc. or a Mudgeeraba Show Society Inc. associated business and a stakeholder.

f) Relates to any Mudgeeraba Show Society Inc. associated business, stakeholder, customer, including lists of customers/members, the identity of any customers/members and their requirements.

g) Relates to Mudgeeraba Show Society Inc. computer database or software.

h) Relates to membership information, society records and meeting minutes.

7. You agree to return any confidential information that you may have in your possession on termination of employment or termination of active volunteer duty.

8. You acknowledge that if you breach the confidentiality obligation, your actions could cause Mudgeeraba Show Society Inc. substantial loss or damage. In that event, you agree that Mudgeeraba Show Society Inc. may terminate your employment or volunteer involvement; they may recover from you any costs that Mudgeeraba Show Society Inc. may incur. Or any loss that Mudgeeraba Show Society Inc. may suffer due to any such breach. The Court of competent jurisdiction in which such will take such action will be the Court of appropriate jurisdiction in the State of Queensland.





IMPORTANT CONTACTS



MUDGEERABASHOW.ORG.AU



0418 182 533



VOLUNTEERS.MUDGEERABASHOW@GMAIL.COM



115 MUDGEERABA RD,
WORONGARY Q 4213