

# **Shooting Australia Policies and Procedures Handbook for Officials and Volunteers**



Last Updated 15 March, 2021

*These guidelines apply to all Officials and Volunteers directly engaged by Shooting Australia to assist in the delivery of an event within Australia.*

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# Section 1. General Conditions of Service for Officials and Volunteers

## 1.1 Code of Conduct

Shooting Australia is a professional organisation with high standards and expects that all Officials and Volunteers will adhere to behaviours that exemplify these standards. This section describes the behaviours and standards which all Officials and Volunteers are expected to adhere to in order to uphold the mission and values of the Organisation.

This section applies to **both** Officials and Volunteers and is supported by detailed procedures and processes where applicable.

### 1.1.1 *Conduct and Behaviour*

Shooting Australia expects that Officials and Volunteers will behave in a professional manner which upholds the standards and values of the organisation. Officials and Volunteers will always treat others with respect and courtesy reflecting the objectives of Shooting Australia.

Officials and Volunteers are expected to behave with integrity in their dealings with others, providing support and assistance to their Event Delivery Team and to individuals and organisations to whom they provide services or information.

Harassment and bullying are not tolerated in Shooting Australia's workplace or in any venue where its services are delivered. All Officials and Volunteers share responsibility for ensuring that Shooting Australia endorsed events are free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise. Disciplinary action or termination may result from inappropriate behaviour.

### 1.1.2 *Community Care Obligations*

Shooting Australia has a responsibility to the Target Shooting Sports community and it is expected that Officials and Volunteers are sensitive to the needs of the community and the individuals within it. During the delivery of events, Officials and Volunteers who form part of the Event Delivery Team, will come into contact with children and vulnerable members of the community. The Officials and Volunteers have a clear duty to protect the rights, safety, financial security, and the well-being of these individuals.

To support these responsibilities, Shooting Australia requires that Officials and Volunteers are familiar with the Working with Vulnerable People and Working with Children guidelines in the State an event is being held. Further information can be found at <https://shootingaustralia.org/child-safe-sport/>.

An Official or Volunteer will advise Shooting Australia immediately if any Authority commences proceedings against them that may result in their inability to sustain

clearance to attend an event in an environment where children or vulnerable people may be in attendance.

Shooting Australia will advise the Officials and Volunteers of any procedures required to apply for to obtain clearance/s to attend an event. Shooting Australia will also provide Officials and Volunteers with regular education and resources to ensure ongoing awareness of any policies or guidelines they need to be familiar with and adhere to.

### *1.1.3 Privacy & Confidentiality*

All Officials and Volunteers are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at an event. This information is only for use in the course of your duties as an Official or Volunteer at an event and may not be used for any other purposes.

Officials and Volunteers must also respect the privacy of individuals who are registered with Shooting Australia and should not use or disclose personal details except when expressly authorised by Shooting Australia. This includes disclosure to any other Official or Volunteer not authorised to receive such information.

Except when expressly authorised by Shooting Australia, an Official or Volunteer will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions, or affairs of Shooting Australia or any of its clients which may come to their knowledge during their period of engagement.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to Shooting Australia.

An Official or Volunteers obligation in these matters continues to apply after the conclusion of their engagement.

### *1.1.4 Conflict of Interest*

Officials or Volunteers must disclose any actual, perceived, or potential conflict of interest to the Event Director at the earliest opportunity. The Event Director, in consultation with the Technical Director, will determine whether the conflict of interest requires the individual to withdraw from participation in an event or decision.

### *1.1.5 Intellectual Property*

All event records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by Officials and Volunteers in the course of their engagement with Shooting Australia for an event, must be returned to Shooting Australia on demand or otherwise no later than upon the conclusion of the engagement.

### 1.1.6 *Equal Event Opportunities*

Shooting Australia recognises that Officials and Volunteers are one of its most important resources and is committed to providing equal event opportunities for all. Shooting Australia Officials and Volunteers are expected to support this objective in their behaviour and conduct during the event delivery process.

### 1.1.7 *Access and Inclusion*

Shooting Australia makes all practicable efforts to ensure and promote access and inclusion through the event delivery process. Shooting Australia, through its provision of equal opportunity, supports the objectives of applicable equal opportunity laws that deal with discrimination and harassment.

### 1.1.8 *Dress Code*

It is expected that at all Shooting Australia endorsed events, Officials wear a Shooting Australia Official branded short sleeved or long sleeved polo and a Shooting Australia hat. Dark coloured pants and closed toe shoes (e.g. runners or boots) should also be worn. Jeans or active wear are not considered appropriate.

During a domestic endorsed event, Volunteers are expected to demonstrate a neat and presentable standard of dress in line with the applicable disciplines National Association. It may also be appropriate for an event Volunteer to wear a uniform applicable to the State Association, National Association or Club they represent.

Shooting Australia reserves the right to raise the issue of dress with individuals when considered necessary.

### 1.1.9 *Drugs and Alcohol in the Workplace*

Shooting Australia is committed to providing Officials and Volunteers with a smoke, drug and alcohol-free environment when participating in Shooting Australia endorsed events. Alcohol may be permitted to be served at designated social occasions off the field of play and outside of the event schedule. Responsible service and consumption of alcohol will be advocated at all times.

The unlawful distribution, dispensation, possession or use of a controlled substance while engaged by Shooting Australia and Officiating or Volunteering at a Shooting Australia endorsed event, is prohibited.

The Event Director must be notified immediately if an Official or Volunteer is:

- Convicted of a drug or alcohol violation arising out of conduct occurring during the delivery of a Shooting Australia endorsed event
- Fined, or has their driver's license suspended while driving a hire vehicle arranged by Shooting Australia as a result of being under the influence of alcohol or other intoxicants.

Any Official or Volunteer who violates this policy will be subject to discipline up to and including termination of their Officiating or Volunteering role.

#### *1.1.10 Presentations and Gifts*

Officials and Volunteers may on occasion receive presentations and gifts from Shooting Australia in recognition of services provided the delivery of events.

#### *1.1.11 Official and Volunteer Information*

Shooting Australia will maintain a database containing Official and Volunteer contact details. This database will be used for internal purposes only and will not be made available to any persons outside of Shooting Australia, nor circulated to Officials and Volunteers.

Shooting Australia will also maintain a register of all Officials with ISSF officiating accreditation noting level of accreditation, date of accreditation and any renewal dates. Again this information will not be made available to any persons outside of Shooting Australia, nor circulated to Officials and Volunteers.

A database will also be kept to record events that Officials and Volunteers assist at. This database will be used for internal purposes only, and will provide Shooting Australia with information to appropriately acknowledge the service of Officials and Volunteers.

## **1.2 Insurance**

All Officials and Volunteers assisting in the delivery of a Shooting Australia endorsed event will be covered by the Public Liability Insurance Policy of Shooting Australia.

Officials and Volunteers can request to see a copy of Shooting Australia's Public Liability Insurance Policy by contacting the Human Resources Manager via email to [jenni@shootingaustralia.org](mailto:jenni@shootingaustralia.org).

Officials and Volunteers are advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work or work (as appropriate).

A copy of any applicable insurance cover when using a hire car organised by Shooting Australia will be provided upon confirmation of the hire car booking.

In the event Shooting Australia books any travel for an Official or Volunteer, the person/s will be covered under Shooting Australia's Corporate Travel Policy.

## **1.3 Internet Access**

There will be no internet access provided to Officials and Volunteers while assisting in the delivery of a Shooting Australia endorsed event.

## **1.4 Telephones**

There will be no mobile telephone access provided to Officials and Volunteers during the delivery of a Shooting Australia endorsed event. If a telephone call of an events nature is required, please

approach a Shooting Australia staff member and they will provide you with access to a mobile telephone.

When using your personal mobile telephone during an event of which you are Officiating or Volunteering, please ensure the ring tone is at a level that will not impact the field of play, and when on the telephone you are removed from the field of play and by taking or making the telephone call, you are doing so at a time when you are not required to be fulfilling your duty.

## **1.5 Care of personal property**

Officials and Volunteers should take reasonable precautions to ensure the security of personal possessions brought with them to an event to reduce the risk of theft or damage. Shooting Australia does not take responsibility for loss or damage to personal property due to negligence or wilful action on the part of the Official or Volunteer.

## **1.6 Travel**

Where possible, the roles required from Officials and Volunteers will be filled from those available within the State an endorsed event is being held. Where this is not possible, an Official or Volunteer from another State may be engaged. Shooting Australia will make the necessary travel arrangements including booking of flights, accommodation and a hire car as needed. The costs of such will be met by Shooting Australia. Direct flights will be booked where possible.

In the event an Official or Volunteer has preference in driving to an event in their personal car, a reimbursement will be given for the cost of fuel (upon provision of a receipt/s) used both to and from the event as well as between the accommodation and the range.

In the event an Official or Volunteer has preference in accommodation and would prefer to make their own arrangements, Shooting Australia will provide reimbursement up to the maximum accommodation allowance in accordance with the Australian Taxation Office rates per State.

## **1.7 Internal Grievance Resolution**

If any Officials or Volunteers feel they have cause for complaint regarding their treatment by Shooting Australia, they may seek resolution in accordance with the Complaints Handling Procedure as outlined in the Member Protection Policy. Every effort should be made to solve problems cooperatively and informally before escalating them to a formal complaint.

All grievances will be taken seriously and will be fully documented in the event an Official or Volunteer would like to proceed to a formal complaint. Such information will be used to determine appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Officials and Volunteers are assured they will not be disadvantaged by using these procedures whether decisions are found for or against their grievance.



Please refer to PART D: COMPLAINT HANDLING PROCEDURES ATTACHMENT D1: COMPLAINTS PROCEDURE of the Shooting Australia Member Protection Policy for the step-by-step process that is recommended to be followed should such a situation arise.

## Section 2. General Procedures

### 2.1 Work Health and Safety

#### 2.1.1 *Safety in the Workplace*

Workplace health and safety is important in ensuring the workplace environment is both safe and encourages sound health practices. Shooting Australia is committed to ensuring a healthy and safe workplace for Staff, Officials, Volunteers, Spectators, and Athletes. All Officials and Volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the event Technical Delegate or event Director to enable immediate action to be taken.

Care should be taken to ensure that, where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

Should an accident or injury occur it must be immediately reported to the Event Director who will ensure that appropriate action is taken. Shooting Australia Staff will have access to an Incident Report Form which is to be completed and filed by a Shooting Australia Staff member along with any accompanying documentation.

If an illness requires medical attention suitable arrangements will be made to provide transport of any Official or Volunteer to either a doctor or hospital. Any Official or Volunteer who has a medical issue which may require urgent medical treatment should make a Shooting Australia Staff Member aware of the possible action required.

#### 2.1.2 *First Aid*

While Shooting Australia encourages Officials and Volunteers to hold a current first aid certificate, this is not imperative. Shooting Australia will ensure a staff member at an event holds an appropriate first aid certificate as well as ensure there is a first aid representative provided by the event host.

#### 2.1.3 *Emergency Procedures*

It is expected that Emergency procedures for an event location are clearly outlined by each host. It is Shooting Australia's responsibility that each event host/venue has an Emergency Evacuation and Procedures Plan on display. It is recommended that all Officials and Volunteers familiarise themselves with such procedures. No Official or Volunteer is exempt from taking part in any organised emergency activity.

## 2.2 Communications & Marketing

### 2.2.1 Promotional Material

Shooting Australia will continue to promote events in the lead up, during and after their conclusion. This process will be coordinated by Shooting Australia in line with its marketing plan and associated budget.

### 2.2.2 Media Contact

The Event Director will coordinate any media interviews and promotional opportunities throughout the duration of an event. Officials and Volunteers may be advised of any associated activities that may be undertaken throughout an event on an information only basis.

Should an Official or Volunteer be approached by media during an event, they should immediately advise a Shooting Australia staff member to determine if any media opportunity or promotional request is appropriate.

### 2.2.3 Social Media

Shooting Australia engages in regular social media posts and external communications, relevant to its activities. This may include social media posts or external communications relative to events. All postings on social media will be always considered as a public forum and Shooting Australia will ensure that postings are not discriminatory, offensive, inappropriate or liable to bring the organisation into disrepute.

Shooting Australia may at times capture photographs or videos of Officials and Volunteers to acknowledge their contribution to the sport and/or an event via a social media post or external communication. Should an Official or Volunteer not wish for their photograph to be taken for either personal preference or privacy reasons, please advise a Shooting Australia staff member at the commencement of an event.

### 2.2.4 Managing Athlete Feedback

From time to time, athletes may feel unhappy with their situation and although this may sometimes be caused by external factors, Officials and Volunteers are encouraged to assist and listen to any feedback received. When athletes have a complaint or other issue, use the four steps shown below to help in managing the situation.

#### Four steps to managing athlete feedback

1. **Listen:** Listen to their story without interruption. To show that you understand their problem, it may be helpful to repeat their issue back to them in your own words.
2. **Apologise:** Acknowledge their issue and apologise for the inconvenience. Do not be defensive, do not over explain and do not assign any blame to the athlete or other Official or Volunteer. Thank them for their feedback.

3. **Take action:** Tell the athlete what you are going to do to fix the situation for them, or to ensure it doesn't happen again. Take their details, so that they can be contacted later if appropriate (e.g.: for an apology letter).
4. **Follow Up:** Make sure that the action you have promised the athlete is completed.

In the event an Official or Volunteer does not feel comfortable in managing the feedback process, please approach a Shooting Australia staff member for assistance.

## Section 3. Volunteers Conditions and Procedures

### 3.1 Volunteer Recruitment and Induction

Officials and Volunteers will be recruited based on suitability for the position and in line with Shooting Australia's appointment procedures.

All Officials and Volunteers will be provided with all information relating to Shooting Australia's policies and procedures when attending an event.

Upon arrival at an event, Officials and Volunteers will be provided with an overview of the event including information relating to emergency procedures. The Officials and Volunteers will be taken on a guided tour showing them the layout of the venue including toilets, fire extinguishers and the catering facilities.

Officials and Volunteers will be engaged by Shooting Australia on an event-by-event basis.

### 3.2 Ongoing Support & Development

Officials and Volunteers will be provided with ongoing support and supervision as well as professional development opportunities via an Officiating mentoring program.

Shooting Australia encourages its Officials and Volunteers to enhance their knowledge of matters relating to their position within the delivery of an event. Should training needs be identified, consideration will be given as to what level of support may be provided by Shooting Australia.

### 3.3 Termination of Service

#### *Termination by Official or Volunteer*

Should an Official or Volunteer wish to resign from further participation in a Shooting Australia endorsed event, they are asked to advise Shooting Australia of such.

When a Volunteer terminates their engagement with Shooting Australia, a record of the request to terminate will be kept in order to obtain information that may help to:

- Establish the reasons for terminating the engagement
- Analyse any trends in the reason for terminating the engagement
- Gain constructive feedback on the Official or Volunteer's position and their time with Shooting Australia

### ***Termination by Shooting Australia***

Shooting Australia reserves the right to terminate the Official or Volunteer in the event of misconduct. Misconduct includes breaches of any of Shooting Australia's policies and procedures as well as serious cases of misconduct including:

- Theft of property or funds from Shooting Australia and/or the event host
- Wilful damage to Shooting Australia's or the event host's property
- Intoxication through alcohol or other prohibited substance whilst officiating or volunteering
- Verbal or physical harassment of any other employee, official, volunteer, Shooting Australia Staff Member, Athlete or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding Shooting Australia to any other party without prior permission
- Falsification of any of Shooting Australia's records for personal gain or on behalf of any other Official or Volunteer
- Unwillingness or inability to support and further the mission of Shooting Australia and/or the objectives of the event programme.

Immediate dismissal would only take place in the most serious of circumstances and the Official or Volunteer would be advised by a Shooting Australia staff member. A written report will be provided to the Official or Volunteer clearly outlining the reason/s for the dismissal. Shooting Australia will retain a copy of the report. The Official or Volunteer must return any Shooting Australia property they have in their possession.

## Section 4. Official and Volunteer Provisions and Allowances

Throughout an event, all Officials and Volunteers (whether engaged by Shooting Australia or the Event Host) will be provided with:

- Water, tea and coffee while on the range
- Lunch, fresh fruit and snacks
- Access to sunscreen, insect repellent, personal hygiene products including hand sanitiser and facemasks

In the event an Official or Volunteer is engaged by Shooting Australia and required to travel outside of their home state to attend an event, in addition to the above Shooting Australia will provide:

- Breakfast
- A dinner allowance of \$40 per night
- Flights, accommodation, and a hire car in accordance with SECTION 1.6 TRAVEL of this Policy

In the event an Official or Volunteer is engaged by Shooting Australia and is required to drive more than one hour to attend an event then Shooting Australia will provide a reimbursement for fuel costs on the provision of a fuel tax receipt.

## Section 5. Covid-19 Guidelines

Shooting Australia has established a set of Covid-19 Guidelines that all Officials and Volunteers must familiarise themselves with. These guidelines can be found at [here](#).

Officials and Volunteers must always take responsibility for their safety and wellbeing. Shooting Australia will do its best to provide educational resources to assist Officials and Volunteers in having information available to them to make informed decisions on which events they are able to attend due to any Covid-19 travel or attendance restrictions in place at the time an event is scheduled.

## Section 6. Code of Conduct

Shooting Australia expects high standards of behaviour from all people involved in the sport. It is vital that the integrity of the sport is maintained in accordance with Shooting Australia's core values of integrity and fairness.

All Officials and Volunteers engaged by Shooting Australia must comply and meet the following requirements in regard to your conduct during any event or activity held or endorsed by Shooting Australia, and in any role you hold within Shooting Australia.

### FAIRNESS

- Operate within the rules and spirit of the sport, promoting fair play at all times
- Encourage opportunities for participants to learn appropriate behaviours and skills.
- Encourage participation and enjoyment in all aspects of the sport.
- Be fair, considerate and honest in all dealing with others.
- Be courteous, impartial, respectful and open to discussion and interaction.

### RESPECT

- Treat each person as a valued individual at all times
- Be a positive role model.
- Display control, tolerance and courtesy to all involved with the sport.
- Value the rights, dignity and worth of every person regardless of their gender, ability, cultural background or religion.
- Do not use your involvement with Shooting Australia, a Full Member, Associate Member or a Club to promote your own beliefs, behaviours or practices where these are inconsistent with those of Shooting Australia
- Condemn unsporting behaviour and promote respect for all participants

### RESPONSIBILITY

- Ensure interaction with persons under the age of 18 years is appropriate and that unaccompanied and unobserved activities are avoided wherever practical
- Ensure all interaction with vulnerable persons is appropriate and empathic
- Adopt appropriate behaviour in relation to the use of alcohol and recreational drugs
- Be aware of, and understand your responsibilities in relation to Sport Integrity Australia's anti-doping regulations (as adopted by Shooting Australia), and how it applies to officials, athletes and event administrators
- Act with integrity and accept responsibility for your actions
- Make a commitment to providing quality service
- Be aware of, and understand your responsibilities in relation to anti-wagering in accordance with Sport Integrity Australia's anti-wagering regulations (as adopted by Shooting Australia), and how it applies to officials, athletes and event administrators
- Understand your responsibility if you breach, or are aware of any breaches of this Code of Conduct
- Encourage inclusivity and access to all areas of officiating

### SAFETY

- Ensure your actions contribute to a safe environment



- Place the safety and welfare of the athletes/participants/spectators and other officials above all else
- Ensure your actions contribute to a harassment free environment.
- Do not tolerate violence or abusive behaviours