

# CODE OF CONDUCT

## Volunteers



The Band Association of NSW is a member based wholly volunteer service organisation whose services, events and competitions are all designed to promote Banding in NSW in a collegiate, friendly and supportive atmosphere. Volunteering to assist at Band Association of NSW events can be an extremely rewarding experience. Our events and opportunities are created for our membership to perform to their best, to grow and develop their skills and to participate and make new friendships whilst supporting our wider banding community.

As a volunteer for the BANSW, you are the face of our organisation, our community, and an integral part of our Association. As such, you have a responsibility to do your best to support the aims and objectives of the Association and to work to create a friendly, supportive, yet professional atmosphere at all of our events, whilst still having fun.

There are a few basic rules which you should follow:

- Always act in a friendly manner towards all members of the organisation.
- You must not at any time use inappropriate language or behave in a manner which would be deemed unacceptable, offensive, or harm the reputation of the BANSW or the NSW Banding community.
  - You must, at all times, treat all competitors / participants, band members, officials, sponsors, other volunteers and audience members with respect.
  - If you have a member who has a problem or is upset, always act in a calm and composed manner and try to assist the person as best you can. Be honest if you do not know an answer or a solution to the issue and advise that you will do your best to get help as soon as you can.
  - If you have a problem or a question, ask either the room supervisor, Volunteer Coordinator, Contest Supervisor, Contest Administrator or event organiser for direction.

We need to be aware that competitors are often nervous and in a highly stressed state and may sometimes behave in a manner that they may otherwise not. This does not excuse bullying and disrespectful behaviour from competitors/participants or audience members.

In the event that a person continues behaves in an aggressive manner, engages in bullying or disregards instructions, do not try to resolve the matter yourself. Be polite but firm and advise the room supervisor or Contest Supervisor who will deal with the matter and person accordingly.

Any volunteer who is considered to behave contrary to this policy will be asked to leave the venue and may subject to further action at the discretion of the BANSW Management Committee.