

2025 Australian Masters Games Volunteer Code of Conduct

As of 31 March 2025

Policy Objective

The purpose of the 2025 AMG Volunteer Code of Conduct is to ensure that all 2025 AMG volunteers are aware of their obligations and responsibilities as part of their involvement in the 2025 Australian Masters Games (AMG).

Policy Key Principles

Every 2025 AMG volunteer is required to agree to and abide by this Code of Conduct as representatives of the 2025 AMG.

Accreditation

All 2025 AMG volunteers will be issued with an official 2025 AMG accreditation pass. This identification must be worn at all times when on shift and must be prominently displayed. The accreditation will allow 2025 AMG stakeholders to easily identify volunteers and will provide volunteers with access to restricted areas (as required). Volunteers are encouraged not to wear their accreditation when not on shift.

Behaviour and conduct

As a representative of the 2025 AMG, volunteers are expected to maintain a high standard of conduct and personal presentation whilst on and off duty. Behaviour, (both on shift and off shift) whilst involved with the 2025 AMG, must not reflect unfavourably on the 2025 AMG or damage the 2025 AMG's relationships with other parties.

Breaches

2025 AMG volunteers have a duty to observe this Code of Conduct and ensure no breaches occur. Breaches require immediate attention, and volunteers have a duty to report known or suspected breaches of the code to their team leader or the 2025 AMG Workforce Coordinator. If you are uncertain about whether your actions or the actions of others are in accordance with the Code of Conduct, you are encouraged to seek guidance from your team leader or the 2025 AMG Workforce Coordinator.

Unacceptable or inappropriate behaviour, or breaches of the 2025 AMG Volunteer Code of Conduct will be dealt with by the 2025 AMG Workforce Coordinator in accordance with the 2025 AMG's disciplinary procedures, and this may result in cancellation of a 2025 AMG volunteer's accreditation and removal from their role in the 2025 AMG Volunteer Program.

Bringing family members along when volunteering

When rostered for a shift at the 2025 AMG, it is not practical for volunteers to bring children or other members of their family along. A volunteer accreditation may provide access to restricted areas of the venue and therefore friends and family members will not have access. Family and

friends may be able to attend the event as a spectator however the responsibilities of the volunteer role will take priority while on shift.

Confidentiality

Some of the information that 2025 AMG volunteers will have access to at the 2025 AMG will be confidential. Volunteers should not use or disclose any Confidential Information or information of a sensitive nature unless the disclosure is required by law, made as part of the proper performance of the volunteer's duties or where agreed to by 2025 AMG. This includes removing Confidential Information from the workplace or making copies for use outside of the 2025 AMG.

Conflict of interest

2025 AMG volunteers must avoid or resolve any real and apparent conflicts between any of their personal, financial or other interests and those of the 2025 AMG. If a volunteer is unsure about a potential conflict of interest, they should contact the 2025 AMG Workforce Coordinator.

2025 AMG volunteers may not engage in personal business or other interests during their shift, whilst at the venue, or when in uniform. This includes use of event telephones to make calls in relation to personal business interests, the display or distribution of collateral, or approaching others in relation to those activities.

Compliance

As a 2025 AMG volunteer you agree to follow all policies and procedures relevant to your volunteer role. Details around the relevant policies and procedures will be provided during the training program.

Failure to abide by and comply with any 2025 AMG policy may attract disciplinary action, which may take the form of counselling, verbal and written warnings or termination of the volunteer's services.

It is each volunteer's responsibility to ensure they have familiarised themselves with 2025 AMG policies and procedures.

Cultural awareness

2025 AMG is extremely proud to welcome the participants and visitors to Canberra and Australia Capital Territory. Participants, officials, visitors, workforce and media who come from a range of cultural backgrounds will be present at the Games and we expect our 2025 AMG volunteers to demonstrate the same high level of customer service to people from all backgrounds. Volunteers are required to treat everyone with respect and greet everyone in the same polite, friendly and helpful way.

Drugs and alcohol

All 2025 AMG volunteers are prohibited from using, carrying or being under the influence of drugs or alcohol whilst on shift. Individuals believed to be under the influence of alcohol or drugs will have their accreditation cancelled and will be dismissed from their volunteer duties. While attending 2025 AMG related functions (whilst not on shift) 2025 AMG volunteers must adopt a responsible approach to the consumption of alcohol and be of a legal drinking age.

For volunteers driving 2025 AMG vehicles, a zero-alcohol level (Blood Alcohol Reading of 0.00) will apply whilst on shift. Alcohol is not to be consumed within eight (8) hours of commencing a shift.

Fatigue management

We are committed to ensuring that all 2025 AMG volunteers have adequate breaks and recovery time, but should a volunteer feel they are experiencing fatigue or need an additional break, they should speak to their team leader or the 2023 AMG Workforce Coordinator.

Gifts or Benefits

As a general rule, 2025 AMG volunteers are not to solicit or accept offers of money in any form, or gifts and benefits of more than nominal value. The 2025 AMG identifies gifts and benefits as having a nominal value as inexpensive marketing trinkets or corporate mementos that are not targeted specifically at the business of an agency. The 2025 AMG recognises that volunteers may receive gifts or benefits of more than a nominal value on some occasions. Prior to accepting, approval must be sought from your team leader or the 2025AMG Workforce Coordinator.

Media

If approached by media 2025 AMG volunteers should feel free to communicate general information about the 2025 AMG as they would to any participants or visitors to the Games. However, 2025 AMG volunteers are **not** authorised to make public comment about the Games. Only the 2025 AMG General Manager is able to make public comment on organisational or 2025 AMG matters. Volunteers should politely direct any media queries to the 2025 AMG Media Centre for further assistance.

Occupational health and safety

2025 AMG volunteers must observe occupational health and safety procedures and work in a manner that is safe for them, and all stakeholders. Volunteers must report as a matter of urgency, any potential hazards, safety risks or security violations to their team leader and complete an Incident Report Form as detailed in the training program.

Personal items and security

The volunteering areas will have large numbers of people passing through each day and therefore security will be limited. 2025 AMG volunteers are to avoid bringing valuables and personal items with them, and items such as phones/wallets should be kept on your person at all times. Every volunteer will be provided with a bag as part of their uniform, and we encourage all volunteers to use this to carry any items of value they need with them. 2025 AMG cannot take any responsibility for loss/theft/damage of personal items.

Property

2025 AMG property, funds, facilities and services must be used only for authorised purposes. 2025 AMG volunteers must keep all items issued to them secure and in good order. Volunteers who abuse items or are negligent in securing 2025 AMG property may have usage withdrawn or cover any costs associated with the abuse or negligence.

Role requirements

By accepting a 2025 AMG volunteer role offer, volunteers will be required to perform the tasks, duties and responsibilities outlined in the role description. Team leaders and supervisors may ask 2025 AMG volunteers to complete reasonable additional tasks from time to time. If a volunteer doesn't feel comfortable completing a certain task it can be discussed with a team leader or supervisor in the first instance to find a solution. If a volunteer still feels uncomfortable in what they are being asked to do, they can contact the 2025 AMG Workforce Coordinator.

Due to the nature of some roles, the use of personal mobile devices will be required to conduct certain tasks at the time of the event. If you are unable to do so, please inform the Volunteer Workforce Coordinator upon arrival.

Security searches

In the interest of ensuring a safe and secure 2025 AMG, venues may, on occasion, need to perform searches of 2025 AMG volunteer bags on entry to event venues. Searches will not be conducted without the consent of the individual and individuals will have the right to be accompanied. If a volunteer fails to consent to a reasonable request to be searched, they may be denied access to the event venue.

Shifts, breaks, food and refreshments

All 2025 AMG volunteers are entitled to breaks, food and refreshments while on shift at 2025 AMG. The allocation of breaks, food and refreshments will be dependent on the number of hours that volunteers are on shift. How volunteers receive their breaks, food and refreshments will be different at each volunteer location and further details will be provided at training.

Smoking

As a 2025 AMG volunteer, smoking (including vaping) when on duty is prohibited. We appreciate that volunteers may need to smoke over the course of a day but must limit smoking to break times only and in designated smoking areas.

Social media

We encourage 2025 AMG volunteers to use social media to share their experience being a volunteer. However, volunteers must also follow the rules below:

- Do not make any comment on behalf of the 2025 AMG.
- Do not share any confidential information or images that you have privilege to as a 2025 AMG volunteer.
- Do not share a picture of your accreditation on social media.
- Do not use your personal phone inappropriately (i.e. when attending to a participant or any incident which could be deemed as private or compromising in nature) or excessively whilst on duty;
- If you are unsure of what is or isn't appropriate to post, speak to the 2025 AMG Workforce Coordinator.

Uniform

All 2025 AMG volunteers will be issued with an official 2025 AMG uniform to be worn whilst on duty. Whilst in uniform, volunteers are required to maintain a sense of professionalism. Volunteers must present neatly for duty, with uniforms washed and ironed prior to the commencement of each shift.

Use of position

2025 AMG volunteers will not use, or permit the use of, their position, title or authority, or give an improper advantage to or advance the private interest of another organisation, person or group of persons.

2025 AMG volunteers are not authorised to sign any documents, agreements or correspondence committing the 2025 AMG to any financial or legal risks. Any queries in this regard should be directed to the 2025 AMG Workforce Coordinator.

2025 AMG volunteers are not authorised to make purchases on behalf of the 2025 AMG. Any expenses incurred must have prior approval by the 2025 AMG.

Values

2025 AMG volunteers should promote and commit to the 2025 AMG's five values:

Collaborative – We take a collaborative, flexible approach, sharing knowledge and working co-operatively to deliver the best outcome for all parties.

Respectful - We treat everyone with respect and believe that all people we work with contribute to the success of university sport.

Committed - We are dedicated to what we say we are going to do, and we recognise that the team comes first.

Authentic - We foster an authentic work environment that supports integrity,

Innovative - We seek to improve in everything we do.

Videography and photography

Please be aware that the 2025 AMG, UniSport Australia and their partners and affiliates may capture photography and video footage of 2025 AMG volunteers whilst on duty as a 2025 AMG volunteer. 2025 AMG and UniSport Australia process any footage captured to further promote the event and to promote future Masters' sport events and volunteering initiatives, on the basis that it is necessary for their legitimate interests to do so, and this does not prejudice or harm a volunteer's rights and freedoms. More information about how 2025 AMG and UniSport Australia processes personal data can be found in our Privacy Policy which is available [here](#).