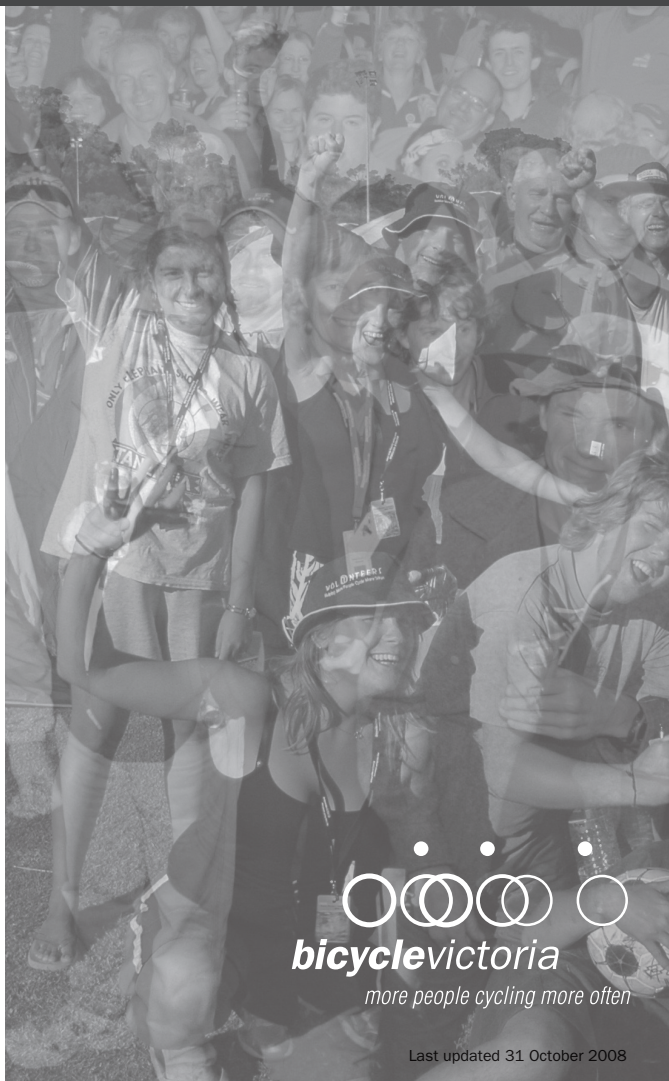


# **Bicycle Victoria Rides**

## *Volunteer Handbook*



  
**bicyclevictoria**  
*more people cycling more often*

Last updated 31 October 2008

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*Where practical this handbook should be carried with you at all times.*

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## My Personal Details

*Please complete the personal details in the front of this handbook so that it can be returned to you if lost.*

Your Name:

.....

Home Telephone Number:

.....

Mobile Number:

.....

Volunteering Role:

.....

Team:

.....

Team Leader's Name:

.....

Team Leader's Telephone Number:

.....

## Emergency Contact Details

Name:

.....

Relationship:

.....

Home Telephone Number:

.....

Mobile Number:

.....

Other medical conditions in case of emergency:

.....

.....

.....

.....

## **About this Volunteer Handbook**

The aim of this Volunteer handbook is to provide our Volunteers with a comprehensive guide to volunteering on all Rides (Single Day Rides such as Around the Bay in a Day® and Multi Day Rides such as The Great Victorian Bike Ride® and Great Escapade™) organised by Bicycle Victoria.

- It states our behavioural principles, expectations and ideals.
- It states how we should respect and treat each other.
- It incorporates principles and a fair go for all so that we all know what is expected of Volunteers.
- The Charter is intended to motivate and confirm the organizations values to which all Volunteers can aspire.

We recommend you familiarise yourself with the contents of this Volunteer Handbook and event Ride Guide as it covers important safety and emergency information which will be useful in the event of an incident or accident during a Ride and answers almost any questions you are likely get from Riders, fellow team members or the general public.

# **Volunteering with Bicycle Victoria**

## **Who is Bicycle Victoria?**

Founded in 1975 and has since been dedicated to getting More People Cycling More Often.

A self-funded, not-for-profit community organisation, owned collectively by its Members.

## **Why do we need Volunteers?**

As a community based not for profit organisation, Bicycle Victoria would not be able to run its Rides without our Volunteers. The time and resources given up by our team of dedicated Volunteers ensures that our cycling events are a success every year.

Your enthusiasm, dedication and planning before, during and after the Rides is critical to the on going continued success of our Rides.

Of course, the benefits are not just entirely for Bicycle Victoria and the cycling community – volunteering is a terrific way to meet a variety of people from all walks of life.

You will have fun while at the same time you are giving back to the community and doing something valuable and meaningful for the benefit of others.

Many of our Volunteers have been able to develop useful work-related skills, by furthering their training from Universities, Colleges and TAFE, and used volunteering as practical experience in furthering their careers.

## **Why Volunteer at Bicycle Victoria?**

Each year thousands of people come and ride on our Great Rides. The Rides would not exist without YOU, our inspiring Volunteers.

Volunteers come back and renew acquaintances, make new friends, have fun and surprise themselves with what they can do and achieve on our Rides.

We welcome and support all Volunteers and we are honoured when Volunteers return year on year and become part of the Bicycle Victoria Volunteer family.

We cannot begin to explain what the feeling is like to take part in a Bicycle Victoria Ride. There is a vibe

before the Ride commences, for riders and volunteers, it's exciting and the atmosphere is electric. What they experience on the Ride stays with them and our Volunteers forever.

There are a multitude of reasons why volunteering is a great idea:

- Try something different and new
- Opportunities to develop friendships
- Learn new skills
- Challenge one's personal confidence
- Access to free training courses
- Gain credit for university placements, experience and contacts within the events industry
- Experience for future employment within the industry
- Priority access to entertainment, massages and vendors on our Rides
- Recognition of your involvement with regular volunteer catch-up functions.

### **Definition of a Volunteer**

In order to become a Volunteer you must officially register and be accepted by Bicycle Victoria.

A Bicycle Victoria Volunteer is a person who, without financial compensation (beyond reimbursement of expenses incurred in the course of their volunteer duties) performs a task(s) at the direction of and on behalf of Bicycle Victoria.

If a Volunteer decides they are not suitable to be a Volunteer we encourage them to speak to the Bicycle Victoria Volunteer Co-ordinator of the relevant event.

These people are:

**Around the Bay in a Day**

Jeremy Millard (03) 8636 8855 [jeremym@bv.com.au](mailto:jeremym@bv.com.au)

**Multi-day Rides**

Kylee Elkington (03) 8636 8831 [kyleee@bv.com.au](mailto:kyleee@bv.com.au)

Should a Volunteer not act in the manner or spirit expected, Bicycle Victoria reserve the right to remove the volunteer from their official capacity as a volunteer.

## Our Rides

### **Single Day Ride – Around the Bay in a Day®**

Held annually the event has been running since 1992 and offers distances from 50km, 80km 100km 210km and 250km where riders can challenge themselves and ride around Port Phillip Bay.

The Ride starts and finishes at Alexandra Gardens incorporating the Go Bike Expo with live entertainment and activities for people of all ages.

### **Multi Day Rides – Great Victorian Bike Ride® and Great Escapade™**

The Multi Day Rides provide people with an opportunity to experience a unique and affordable, supported cycling holiday, visiting great destinations that are challenging and fun within a friendly community environment – It's a week in another world.

Each year since 1983, the Great Victorian Bike Ride has been travelling through various regions of country Victoria becoming a great institution amongst the riding fraternity. From The Great Ocean Road, the Goldfields of Ballarat, to the Alpine region and the lush Gippsland country all have been visited over the years by riders and families of all ages and abilities.

Like the Great Victorian Bike Ride, the Great Escapade™ is a ride designed to take riders out of Victoria to explore regional countryside interstate. In the past, we have visited Tasmania, New South Wales and Western Australia. We have even ventured overseas to New Zealand.

### **What is provided for Volunteers?**

- Breakfast, Lunch, and Dinner on Multi Day Rides
- Lunch only on Single Day Ride
- Name badge, ride passport and lanyard
- Volunteer Uniform which includes a hat and water bottle (may vary depending on the Ride)
- Volunteer Handbook and Ride Guide
- Volunteer Job description
- Insurance (whilst working within your job description)
- Opportunity to provide us with feedback after the Ride
- Opportunity to attend a Volunteer 'thank you' Function

## **Communication**

We recommend that all Volunteers carry their mobile telephone with them at all times whilst on shift.

Ensure you and your Team Leader have exchanged mobile telephone numbers.

2 way radios are an effective communication tool for all of our Ride Coordinators, Route Operations, Team Leaders and Riding Marshals. Generally only Team Leaders and staff are allocated these. If your Team Leader asks you to operate one there are operating protocols to follow.

These will be documented on a card attached to the radio indicating what channels to use, details of the other Team Leaders and radio operating procedures.

## **Safety**

Never do anything that you think is unsafe.

Never ask anyone else to do anything unsafe.

If you see something risky, address the problem immediately and involve anyone you need to eliminate the risk.

Any safety matter must be recorded on an Incident Form, available at Club Vollie, Headquarters or from your Team Leader.

The Rides continues in all sorts of difficult conditions (i.e. heat, wet weather, high winds). It is important that Volunteers, Riders and the general public are safe at all times. If you see something that you believe is unsafe please let your Team Leader know immediately.

Please ensure you take breaks, keep yourself protected from the elements and maintain your fluids.

Think Safety – watch out for these signs in yourself and others

- Heat exhaustion
- Fatigue
- Sunburn/sunstroke
- Overexertion

- It is also important to undertake safe work practices around water, gas, electricity, roads, traffic hazards, heavy equipment and machinery. Your Team Leader will provide you with information regarding equipment and processes, if necessary.
- Please ensure you don't operate equipment/ vehicles or machinery that you are not trained or skilled in using.
- Remember when lifting heavy equipment to ask for assistance and bend your knees.

### **Hours of Work**

Full time Volunteers work 6–8 hours per day, Riding Volunteers, 3–4 hours per day. We aim to have Volunteers only work these hours but please be aware that sometimes an extra effort is needed by all to achieve the result of a memorable Ride for both Riders and Volunteers.

Your Team Leader will arrange a roster for you. Please make sure you attend your rostered times promptly. Volunteering is hard work with early morning starts and late nights, so bring any dress-ups, funny hats, musical instruments, etc. to add a little humour to the day.

### **Uniform**

Each Volunteer is provided with two long sleeved t-shirts on multi day rides and one t-shirt on single day rides, a hat and a name badge. This is your uniform, to be worn when you are on duty. Please wear a safety vest over the top of your uniform when appropriate (e.g. Marshals, Campsite Crew etc). Sturdy, closed toed shoes must always be worn when you are on duty. Some Teams will have additional uniforms relevant to their role. These will be provided on the Ride by your Team Leader.

### **So you're thirsty?**

Each Volunteer will be provided with a water bottle at the start of the Ride. Please write your name on the bottle and take care of it. There will be water available at each site for you to fill up your water bottle. Please make sure you take responsibility for making sure you have enough water each day.

## **Expenses – Reimbursement**

We try to provide all items needed to efficiently and safely run the Ride and do not expect volunteers to spend money from their own pockets to purchase such things.

If you believe there is something you need in order to perform your duty, please make this suggestion to your Team Leader.

Strictly no purchases can be made without prior approval of the Ride Director.

## **Rebates for Riding Volunteers (Multi-Day Rides Only)**

After the Ride, Team Leaders are asked to confirm with the Volunteer Coordinator that each Riding Volunteer completed their rostered duties. If Riding Volunteers have contributed 3 to 4 hours each day of the Ride, they will receive a 30% rebate of their Ride Entry Fee. We aim to get rebates to the riders by the end of May of the financial year the Ride was completed. Riding Volunteers should receive a Rebate Form to complete in this pack. It should be return to us as soon as possible which will facilitate the refund process after the Ride.

## **Media Requests**

Through your involvement with the event, Volunteers may be asked to respond to questions raised by the media. It is important that no comments are made and the enquirer is politely directed to the Ride Director for comment.

## **Insurance**

Liability and accident insurance is provided for all volunteers engaged in volunteer work for Bicycle Victoria.

Volunteers are encouraged to consult with their own insurance companies regarding the extension of their personal insurance to include community volunteer work.

The Bicycle Victoria Membership Department can be contacted for any claim enquiries.

## **Volunteer Rights and Responsibilities**

- Volunteers are viewed as a valuable resource
- Volunteers shall be given genuine assignments
- Volunteers are treated as equal
- Volunteers have the right to effective supervision
- Volunteers have the right to full involvement and participation
- Volunteers have the right to receive recognition for work completed.

Volunteers are expected to perform their duties to the best of their abilities and capabilities and to comply with the values, goals and procedures of Bicycle Victoria.

Volunteers are the face of the Ride and therefore the face of Bicycle Victoria and are expected to represent Bicycle Victoria in a suitable manner.

## **Volunteer Customer Service Guide**

### **1 What is our product?**

When we are acting as representatives of Bicycle Victoria we are there to provide a service.

### **2 What is Customer Service?**

- Responding to the needs of the customers.
- Meeting their expectations.

### **3 What is exceptional Customer Service?**

- Exceeding customer expectations.
- Wanting their experience to be memorable.

### **4 What do our Customers expect?**

Ask yourself what you expect every time you are a customer. Start to take notice of what is good and bad about the service you receive. What made it good? How could the service have been improved? Take note of how you feel when service has been particularly good or bad. The things we expect of service providers become the benchmark-the minimum level of service we must be prepared to provide to our customers.

## **5 What are the effects of good service?**

- Happy Customers are likely to participate in future events.
- Free advertising through recommendations to others.
- Job satisfaction.

When we are unhappy about service we are likely to tell more people about it!

## **6 Communication Skills:**

- Give people your full attention.
- Listen. Listen and Listen!
- Be aware of body language and tone of voice.
- Don't make assumptions.

## **7 Handling Complaints:**

- Take a positive approach.
- Show sincere interest in their problem.
- Thank them for telling you.
- Accept responsibility (to do something about it).

If you have the authority to fix a problem, act as soon as possible. If you don't have the authority, report it to someone who does. A well-handled complaint creates a positive and professional image of the organisation.

## **8 Problem Customers:**

- Think of them as customers with problems.
- If they are angry- let them blow off steam- don't interrupt.
- Express your regret at the situation.
- Tell them what you can do – not what you can't do!

The ability to deal with difficult situations is a real test of your commitment to customer service. Always separate your personal feelings from your professional behaviour. The customer is not always right but they are always the customer!

## **9 Quality Service – An Attitude:**

- Today's exceptional customer service is tomorrow's customer service!
- Our attitude is reflected in our behaviour.
- Always maintain a positive, optimistic attitude.
- Being pleasant, polite and professional takes no more time and it's free!

## **Emergency Procedures**

In the unlikely situation of an emergency, dial one of the two Ride Emergency numbers to obtain assistance.

Never relay details of an emergency situation over the radio.

**Ride Emergency Telephone Numbers:  
0425 381 816 or 0425 777 484  
Or “000” in a life threatening incident**

### **Check Working Environment**

It is vital that all staff and Volunteers familiarise themselves with their working environment. Before the commencement of your shift, all staff and Volunteers should go through the following:

- Make contact with your Team Leader and ensure a thorough briefing is carried out. If you are unsure about anything, ask questions
- Read all event collateral given to you i.e. ride guide, program listing etc.
- Read this Volunteer Handbook
- Identify the area in which you are working, its location and nearest landmarks
- Identify/if appropriate, all emergency exits, fire equipment, emergency phones and the relevant assembly areas
- If appropriate, ensure all passageways and paths are clear, clearways and exit doors are free from obstructions and not restricted.
- If you identify any areas of concern, contact your Team Leader immediately or report these concerns to Route Operations.
- The work site will contain the necessary facilities, equipment and resources to enable Volunteers to work safely and comfortably perform their duties.

***If you become aware of any situations where this is not the case, please remove yourself and contact your Team Leader or Bicycle Victoria staff immediately***

## **Emergency and Medical Procedures**

'An Emergency' is a broad term used to describe many different types of incidents (i.e. fire, explosion, structure collapse, personal injury) that has actually occurred OR has the potential to occur.

Should you become aware of an emergency or be involved in a medical incident you should take the following actions:

- Remain calm and in control
- Quickly assess the situation
- Do not put yourself at risk
- If safe to do so, identify how many people are involved and determine the injuries sustained
- Identify the exact location of the incident

Occurrences that may cause an emergency situation include:

- An incident in the near vicinity of the route, or on the route, involving a road or rail 'hazardous materials' tanker
- A gas cloud resulting from an accident at one of the nearby chemical complexes, factories or manufacturers
- A vehicle collision
- A hostile act by an armed or unarmed person
- A bomb threat or suspected bomb threat
- A fire in a nearby building or within a temporary structure
- Natural disaster such as high winds, flooding, smoke, fog or dust storm
- Food poisoning
- Structural collapse

The objective is to isolate, contain and control the cause of the emergency. Demand for evacuation in the whole or part of area may result.

### **Medical Incident**

When faced with a medical incident, you should take the following action:

Attempt to ascertain the type and extent of injury;

- Notify your Team leader (or another team member via the radio or mobile phone) and Route Operations with the following information:
- Who is making the call (your identity);  
... Location (nearest intersection, landmark, etc);

- ... Situation (e.g. person/s injured, gender, approximate age, type of injury, level of consciousness);
- ... Requirement of emergency services (e.g. Ambulance, Police, Red Cross); and
- ... Any other relevant information.
- ... Where appropriate, suitably qualified persons should administer basic first aid and offer any possible assistance;
- ... Keep other patrons away;
- ... Act as directed by your Team Leader and/or Route Operations;
- ... YOU MUST remain with the injured person until medical assistance arrives;
- ... YOU MUST remain in contact with Route Operations until medical assistance arrives; and
- ... YOU MUST notify Route Operations once medical assistance arrives

***For all emergency and medical incidents notify Route Operations and your Team Leader with the following information:***

- Who is making the call (your name)
- Exact location (refer to nearest intersection, landmark, building, etc)
- Situation (e.g. persons injured)
- Requirement of emergency services (i.e. Police, Ambulance, Red Cross)
- Any other relevant information
- Turn off any gas or electricity, if appropriate and if safe to do so;
- Keep other patrons away;
- Remain calm using a firm strong voice to get your message across
- Act as directed by your Team leader, Warden or Route Operations and
- Ensure no one except emergency service personnel enter the affected area and await further orders.

The seriousness of any emergency or medical incident can be limited or reduced by effective action of the person who first detects the situation. Therefore it becomes imperative for all key personnel, including supervisory staff, to be aware of the procedures to be followed.

## **Evacuation Points**

In the unlikely event of an evacuation around the campsite, pre-appointed Safety Wardens will direct you.

- Please obey their instructions
- Safety Wardens are recognised by their red armbands/tabards
- Remember, stay calm
- Proceed to the evacuation point and await further instructions

## **Ride Rules and Etiquette**

### **Alcohol and Drug Policy**

During the Rides there are defined areas on site that hold a liquor licence and are licensed to serve liquor. These areas are clearly defined.

Please feel free to enjoy your breaks with your team members and friends in these areas.

No alcohol is permitted outside these licensed areas. If a breach occurs our liquor licence may be cancelled and a fine imposed.

Volunteers must not start their shift under the influence of alcohol or drugs (or consume any during their shift).

If you are responsible for driving an official Bicycle Victoria vehicle during the Ride you are required to have a blood alcohol reading (BAR or BAC) of 0.00.

Illicit drugs are strictly prohibited from the event site and Bicycle Victoria premises. Anyone found with these items whether in use or not will be reported to the police and removed immediately.

### **No Smoking**

The Campsite/Event Site is smoke-free.

Smoking areas will be identified nearby and are off-site.

### **Negligent Behaviour**

Under no circumstances will negligent behaviour be tolerated towards attendees, general public participants, vendors, contractors, event crew and the event site, such as foul or abusive language or sexual harassment.

Any negligent behaviour should be reported and appropriate action will be taken.

## **Sexual Harassment**

Sexual harassment is behaviour of a sexual or coercive nature directed at another person who does not welcome it. This behaviour is directed at any person or group by another person or group and may be intentional or unintentional.

Sexual harassment is the way in which behaviour is perceived by another person/s, and may or may not be the original intention of the person engaging in the behaviour. Sexual harassment may include:

- Sexual jokes, offensive phone calls or emails
- Displays of pornographic material or objects including; screen savers, web sites and computer programs
- Sexual propositions or persistent requests for dates
- Patting, pinching or touching in a sexual way. Unnecessary and unwanted physical contact such as deliberately brushing against a person or putting an arm around a person's body
- Remarks about a person's sex and/or private life
- Inappropriate comments about a person's appearance or body
- Leering, wolf whistles, catcalls, obscene gestures
- Indecent exposure
- Sexual assault and rape, both of which are criminal offences. The person experiencing such offences will be strongly encouraged and supported to contact the police.
- Unwelcome use of terms of endearment such as 'love', 'honey', 'dear', etc.
- Any activity or behaviour a person considers sexually inappropriate or unwelcome
- Any behaviour of a sexual nature which, even though the perpetrator does not feel it to be inappropriate or unwelcome, is considered to be inappropriate or unwelcome by any other person

## **Absenteeism**

Volunteers are expected to perform their duties on a regular, scheduled and punctual basis.

When expecting to be absent from a scheduled duty, Volunteers should inform their Team Leader or Supervisor as far in advance as possible. This will allow time for alternative arrangements to be made.

Continual absenteeism from the team will result in a review of the Volunteer's work assignment and term of service.

Volunteers may be encouraged to find a substitute for any future absences, which could be filled by another Volunteer. Such substitution should only be taken following consultation with the Volunteer Coordinator and Team Leader as far in advance as possible.

## **Dismissal of a Volunteer**

Volunteers who;

- Do not abide by the rules and procedures of Bicycle Victoria, or
- Who fail to satisfactorily perform their Volunteer assignment, will be subject to dismissal from their duties.
- A Volunteer whose services have been terminated due to unacceptable actions and/or behaviour will be escorted from the site/premises immediately.
- Volunteers may be given the opportunity to discuss the reasons for dismissal with a Bicycle Victoria staff member after the initial incident/s.

## **Reasons for Dismissal**

Possible grounds for dismissal may include, but are not limited to, the following:

- Gross misconduct or insubordination
- Under the influence of alcohol or drugs
- Theft of property or misuse of Bicycle Victoria equipment or materials
- Abuse of any kind or mistreatment of clients or co-workers
- Failure to abide by the Bicycle Victoria's policies and procedures
- Failure to meet physical or mental standards of performance
- Failure to satisfactorily perform assigned duties.

### **Notice of Departure or Re-assignment of a Volunteer**

In the event that a Volunteer departs from the group or organisation, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Coordinator to inform those affected staff and clients that the Volunteer is no longer assigned to work with them.

In cases of dismissal, this notification should be given in writing and should clearly indicate that any further contact with the volunteer must be outside the scope of any relationship with Bicycle Victoria and associated parties.

### **Resignation**

To assist with our Ride planning Volunteers who intend to resign from their volunteer service should provide adequate notice of their departure to Bicycle Victoria.

## **The Legal Stuff**

### **Maintenance of Records**

The personal details of each registered Volunteer will be held in accordance with the Privacy Laws.

### **Conflict of Interest**

Volunteers with a conflict of interest with any activity, programme or project organised by Bicycle Victoria, whether personal, philosophical, or financial is precluded from service as a volunteer in such activity.

### **Professional Services**

Volunteers shall not perform professional services for which certification or a licence is required unless they hold the necessary certification or are licensed to do so.

Bicycle Victoria requires a copy of any legal documents (license or certification) when performing services which naturally expect such privileges.

### **Working with Children Check**

Under the Commission for Children and Young People Act 1998 prohibited persons are prevented from working in child-related employment. People who have:

- Committed serious sex offences against children or adults, or
- Serious physical assault, or
- Kidnap or murder offences against children are prohibited persons.

Under **no circumstance** will Bicycle Victoria allow any prohibited person to work within our organisation or on our events.

### **Working with children background check entails:**

Checking relevant records of people who are being recruited to child-related employment

- To consider whether they indicate any risks to children

### **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst serving as a Volunteer, whether this information involves members of staff, Volunteer, Sponsor, contractor or other person involved in the overall business of the organisation. Failure to maintain confidentiality will result in termination of the volunteer's relationship with Bicycle Victoria and other corrective action may be taken.

### **Length of Service**

All Volunteer positions shall have a set duration, with an option for renewal at the discretion of both parties. All Volunteer assignments shall end at the conclusion of the Ride, without expectation of re-assignment of that position reoccurring.

## What Should I Bring on a Multi-Day Ride?

For safety and hygiene reasons all Volunteers must wear closed toe shoes when they are working.

### When you are packing remember:

- Label all your personal belongings.
- Protect your belongings and keep them dry by packing items in separate plastic bags in case it rains within your luggage bags
- Weight is restricted to two x 10kg bags or one bag up to 20kg
- Your tent and sleeping gear must fit into your two luggage bags
- If you are sharing a tent, you can spread it between each others luggage.

### Clothing

- Wet weather gear, i.e. Waterproof jacket
- Short and long sleeve tops
- Shorts and a pair of long pants
- Clothes for hot and cold conditions
- Sunglasses & 30+ sunscreen
- Comfortable, closed toe shoes
- Jocks, socks etc (underwear)
- Swim wear

### Camping Gear:

- A waterproof tent with poles and pegs (not required for those with a live easy tent)
- Sleeping bag and sleeping mat
- Torch
- Towel (light weight sports towels are a great space and weight saver)
- Toiletries (soap, deodorant, toothbrush, etc)
- Plastic plate, bowl, mug, cutlery

### Other useful Stuff:

Camera, ipod, Book, Diary, Pen for writing postcards, Bum bag, Money

**Luggage Specifications:**

- Can be one bag up to 20kg or two (2) bags at 10kg each.
- This includes all personal items and camping gear.
- The bags should be waterproof
- Be less than 1.2 metres long
- Have nothing strapped to the outside
- Be clearly labelled with your name and address

**For Riding Volunteers****Riding Clothes:**

- Wet weather gear, i.e. waterproof jacket
- Clothes suitable for hot and cold conditions
- Bright clothing to be seen on the road
- Padded cycling knicks to help prevent saddle sores. Knicks need to be washed daily for hygiene purposes
- Cycling gloves to cushion handlebar shock plus provide warmth and protection

**Riding Accessories:**

- Reliable bicycle and helmet
- Sunglasses, 30+ sunscreen, hat with neck protection
- Two water bidons or containers to carry on your bike
- Pannier, bum bag or rack pack to carry
  - ... Your Ride Guide
  - ... Food, camera, toilet paper
  - ... Basic tool kit
  - ... Puncture repair kit, spare tube
- Bike lock
- For those who plan to ride at night, ensure that you have front and rear lights

## **Grievance Procedures**

Rides conducted by Bicycle Victoria involve hundreds of Volunteers and thousands of riders. It is clear that problems between individuals may arise. As a result, we have indicated the process which should be followed in the event of a problem arising between two parties.

If the two parties cannot resolve the problem amongst themselves the problem should be brought to the attention of the person in the next box to the right. This process should continue until the matter is resolved.

It is vital that any problems or disputes are resolved as quickly as possible. If no resolution can be agreed and the conflict is affecting other team members or service to customers, one or both parties may be asked to leave the Ride by the Ride Director.

### **Possible Methods of Resolving a Conflict**

#### **1 Initiate**

This is the first step is confronting the issue involved. Avoid any defensive responses, which will provoke a similar response back.

#### **2 Listen**

It is essential to listen actively and hear the other persons' point of view. Avoid defending, demanding, threatening or challenging their point of view whilst they explain it.

#### **3 Resolve**

Jointly clarify the issues and where each party stands. Generate possible solutions (brain storm) then look at each solution in turn. Decide which solution is the most favoured. Plan the implementation of the solution-how, when, where, what.

#### **4 Review**

Has the strategy worked? If not start the process again.

The best method of resolving a conflict is to talk through the problem with those involved, listen to their concerns and try to understand why this concern exists. By doing this, a simple compromise may become more obvious to the two parties.

It is important for a mediator to listen objectively to the two parties and try to understand the nature of the conflict. You should have an impartial view of the situation, which may allow you to see a resolution more clearly than the parties involved.

If you cannot resolve the situation, please seek assistance from the Volunteer Coordinator. A copy of the Grievance Procedure Chart will be available for review at Volunteer Support.

### **Frequently Asked Questions**

#### **Do I need to get myself to the destination?**

On Single Day Rides you are required to get to the designated meeting place of your Team Leader on your own – unless otherwise stated by your Team Leader.

On Great Escapade Multi Day Rides, you will need to make your own travel arrangements to get to the interstate destination. We do however provide buses to pick you up from the airport / train station upon arrival to get you to the first campsite.

On the Great Victorian Bike Ride Multi Day Rides, Bicycle Victoria can organise transportation at no charge to you to get you to the first campsite from a specified Melbourne location and selected Victorian regional centres.

Once the Ride commences Bicycle Victoria will organise to transport you from campsite to campsite at no cost to you.

### **Can I bring my car?**

We don't allow private support vehicles on any Multi Day Ride. If your vehicle is suitable for official duties and you want to donate use of it please speak to the Ride Coordinator who will provide you with the necessary information.

### **Can I bring my bike?**

If you are a Riding Volunteer you can bring your own bike. If you are a full time Volunteer unfortunately you will not be allowed to bring your bike. If you really want to ride, register as a Rider or a Riding Volunteer. From our experience full time Volunteers riding bikes rarely works.

### **Can I bring a friend?**

Yes, please encourage your friends to join the Ride as Riders or as Volunteers.

### **When will I get my uniform? When will I get my passport?**

We will equip you with your uniform and passport/ name badge upon your arrival at the first campsite (for Multi-Day Rides). Otherwise these can be collected at the Volunteer Support area.

### **For how many hours per day will I be required?**

We try to minimise the number of hours volunteers are required to be on duty, where possible. The number of hours will vary from team to team. It is unlikely that a Full Time Volunteer would be required for any more than 8 hours per day. There will be times when you will be able to have a break as we want you to have fun while performing your duties. Only in exceptional circumstances, you may be required to work a little bit longer.

### **Can I leave the Area/ Campsite when I am off duty?**

Certainly, on Multi Day Rides we want you to enjoy your experience and part of that will be exploring the towns we stay in. On Single Day Rides during your break you are welcome to leave the ride area. Just remember to always inform your Team leader of your whereabouts and if you have a mobile phone keep it with you, in case we need to contact you.

### **On Multi Day Rides, does a Volunteer get to rest on Rest Day?**

Our expectations are that we will recruit enough volunteers (ratio of 1 volunteer to every 10 riders), which should make it possible for Team Leaders to allocate free time to their team members on a rotation basis on Rest Day. Generally Rest Day is so named as it is a day that the Riders don't ride, but we will strive to provide some rest for all. It is best to assume you will have duties until you are allocated to a team and the rosters have been drawn up.

### **What happens if I pull out of Full Time Volunteering during the Ride?**

If you decide that volunteering is really not for you and/or you need to leave the Ride for personal reasons, we can assist you to arrange your transport home. However the cost of your return home will be your responsibility.

### **Who is my Team Leader?**

Your Team Leader should contact you well before the commencement of the Ride (Single Day or Multi Day) to confirm your position and provide you with information about your role within the team. If you have not heard from your Team Leader, please contact the Volunteer / Ride Coordinator for each Ride.

### **What time should I arrive at my post during the Ride?**

Your Team Leader will allocate you to a shift time. Please ensure you arrive 15 minutes prior to the commencement of your shift to allow time to check in, relax and familiarise yourself with your surroundings.

### **If I am a Route Marshal do I have to direct traffic?**

No. Route Marshals can only direct riders. Only Police and qualified traffic management trained professionals have the authority to direct traffic.

### **Who can I talk to if I'm having problems?**

If you are feeling a little overwhelmed (and don't worry, most of us do at some stage!) and want someone to talk to, please feel free to talk to your fellow volunteers, Team Leader or the friendly team at Volunteer Support. If there's something we can do to help you – we'll find it! Please refer to Grievances Procedures in this Handbook.

**Your dedicated commitment and fantastic efforts as a Volunteer enables Bicycle Victoria to achieve its ongoing purpose of *More People Cycle More Often*. You are the Spirit of the Ride. Thank you.**

**Please do your bit for the environment by retaining this handbook and bringing it with you when you Volunteer on future Bicycle Victoria rides.**

  
**bicycle victoria**  
*more people cycling more often*

**VOLUNTEERS**  
*Helping More People Cycle More Often*

