

Aggressive and Disruptive Patron Policy



The Doveton Show is held annually at Myuna Farm in Doveton. As a venue hirer of Myuna Farm, the committee are required to adhere to the policies and procedures developed by the City of Casey, including any instructions provided to committee and volunteer members on show day. Myuna Farm staff are the dedicated fire wardens and venue operators, and as such assume control in the event of an incident or event.

The following behaviours are considered not acceptable and should be escalated in line with the aggressive and disruptive patron process:

- Verbal aggression, including rudeness, raising voice, yelling, swearing
- Attempts at intimidation and threats
- Threatening or inappropriate body language
- Destruction of property or possessions
- Assault or armed assault
- Forcible confinement or false imprisonment
- Acts of indecency, sexual assault
- Stalking or loitering
- Failing to adhere to reasonable requests of Myuna Farm staff or Doveton Show Committee members or its volunteers.

Volunteers

Volunteers are required to read and understand the aggressive and disruptive patron policy. In the event of an incident, volunteers are required to report the incident to the volunteer coordinator, administration officer or a member of the committee. The chairperson must be notified of any incident that occurs as soon as possible. An incident report form must be completed at the time of the incident and logged with the committee chairperson.

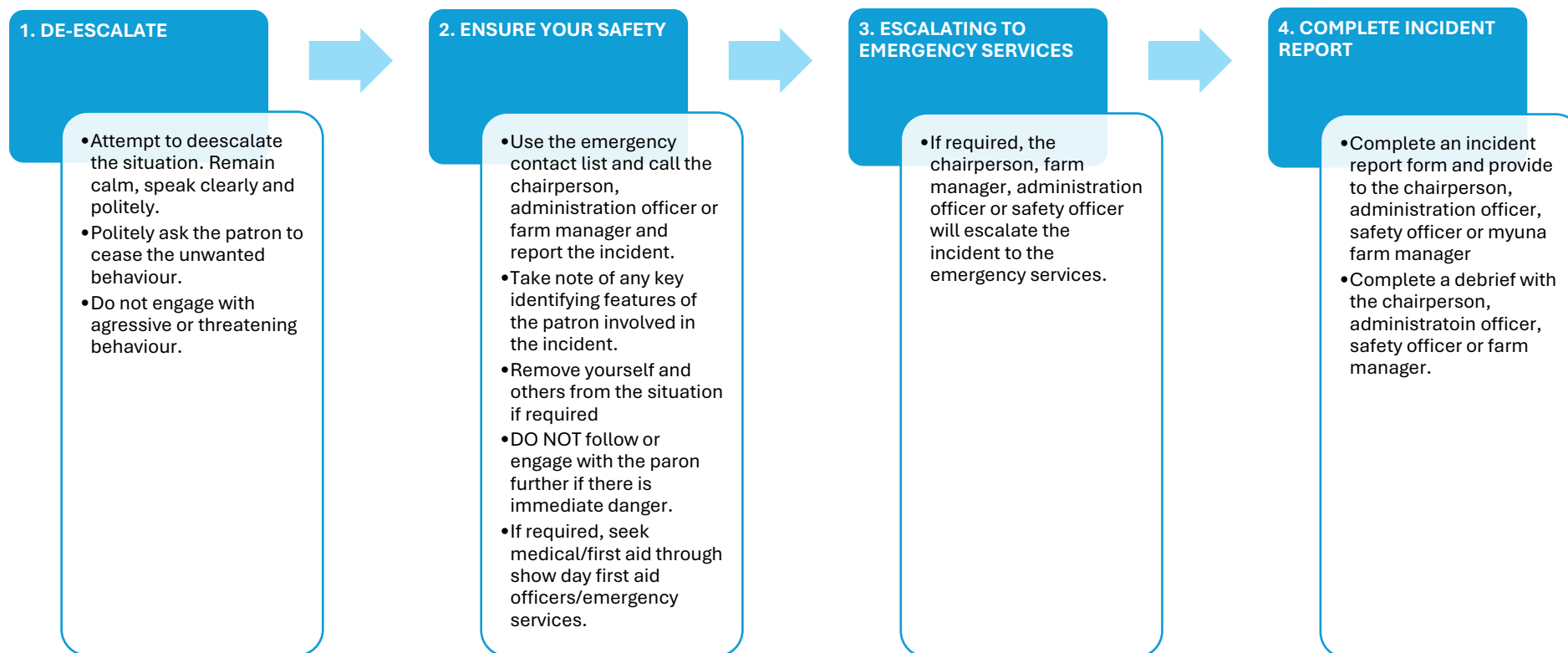
Committee Members

All committee members are required to read and understand any aggressive and disruptive patron policy in place at Myuna Farm.

As elected members of the shows committee, members are the first contact point for all volunteers on show day where an incident may occur. The following process must be followed should a volunteer or committee member become aware of an aggressive or disruptive patron.



Process



Committee members and volunteers are a representation of the Doveton Show Inc, and are therefore required to conduct themselves in a manner that is deemed appropriate and customer-focused. They are required to follow all OH&S policies and procedures that have been developed to ensure their safety while representing the Doveton Show Inc.

