Welcome & Information for Volunteers
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1. Introduction

Wangaratta Festival of Jazz & Blues recognises that volunteers make a valuable and vital contribution to the effective operation of the festival. Wangaratta Festival of Jazz & Blues also recognises that volunteering benefits not only the festival but the volunteers themselves and the community, as it is their event. This policy is designed to meet the needs of Wangaratta Festival of Jazz & Blues and its volunteers and to ensure positive outcomes for both parties.

Wangaratta Festival of Jazz & Blues is committed to providing a positive work environment in which volunteers feel that they are valued, treated fairly and given recognition for their contribution to the Festival’s success. Wangaratta Festival of Jazz & Blues aims to provide an environment that fosters good working relationships at all levels and offers flexible and supportive work practices.

Wangaratta Festival of Jazz & Blues is committed to providing volunteers with working conditions that comply with relevant legislation and which are comparable with industry standards.

1.2 Role of the Board

Promoting and maintaining occupational health and safety is primarily the responsibility of the Festival Board. It is the responsibility of the Board and Operations Committee to establish and implement systems that provide for the health and safety of all persons in the organisation, to ensure that these OHS policy and safety procedures are effectively implemented and to support contractors, paid workers and volunteers and hold them accountable for their specific responsibilities.

1.3 Role of Management

The Festival Board and Nolan Media and Events will have primary responsibility for implementation of OHS Policy and take all practical measures to ensure that:

- the Wangaratta Festival of Jazz & Blues workplace is safe and without risks to health
- the behaviour of all persons in the organisation is safe and without risk to health
- if she/he does not have the necessary authority to fix a problem, she/he will report the matter promptly, with any recommendations for action, to the Chairperson

In implementing these responsibilities the Festival Board will:

- disseminate information about OHS throughout the organisation
- encourage regular discussion about OHS issues at volunteer meetings
- maintain a log of accidents and incidents and use this information to help identify risk throughout the organisation
- conduct an annual inspection of health and safety risks throughout the organisation

1.4 Role of Volunteers

In appreciation of your contribution, the Festival will provide you with a day pass into our King George Gardens Venue. If however, you volunteer for 12 hours or more, you will receive a Blues pass.

Venue FOH (Front of House):

- Liaise with venue manager
- Checking wristbands on entry to venue
- Cash handling, the use of cash registers and EFTPOS (Box Office, Blues & King George Gardens)
- Queue management (ensure queues are tidy to limit any foot traffic jams that may occur)
- Clearing tables of rubbish and general tidy up of venues
- Assist with patron queries
- Liaise with venue managers & first aid
- General duties
King George Gardens and Blues Bump In/Out:

- Liaise with venue manager
- Set up tables & chairs
- Distribute rubbish bins & lids to appropriate areas
- Signage / Bunting
- General duties

Courtesy Bus Drivers:

- Collect/deliver artists from Melbourne &/or Albury airports
- Drive courtesy bus circuit for patrons around Wangaratta CBD Fri/Sat/Sun
- Monday Jazz winery circuit
- Assist with patron queries

Box Office:

- Liaise with venue manager
- Using a cash register, where comfortable and shown, EFTPOS usage
- Selling of tickets
- Assist with patron collecting pre purchased tickets
- General customer service including venue directions and queries
- Ticket collection
- General duties

Catering:

Volunteers will be supplied with snack food and water at each venue to replenish during volunteering shifts. If however you have special dietary requirements or will require a meal of more substance, it is recommended that you also bring something along.

Risk Management is the responsibility of all involved, including our volunteers. If you detect an issue or one has been reported to you by a patron or contractor, please report to your venue manager so that it may be dealt with in a safe and authorised manner.

The festival thanks you for your commitment, time and support towards the Festival and we hope you enjoy the experience.
1.4 Volunteer Information

Patron passes:

- Gold Pass (gold wristband – with and without glitter): All-inclusive pass giving full-access to all venues with priority seating and queuing. THIS IS THE PREMIUM TICKET AND ALL GOLD PASS HOLDERS SHOULD BE TREATED AS VIPS – please!
- Festival Pass (clear/silver wristband – with and without glitter): All-inclusive pass giving full-access to all venues
- Blues Pass (blue with and without glitter): This pass gives you access into our Blues Marquee
- Local Area Pass (clear wristband – same as Festival Pass): All-inclusive pass giving full-access to all venues
- KGG and Ovens Street (Saturday – yellow, Sunday – green wristbands, weekend - Orange) giving access to the KGG and Oven Street venue only
- The Board and media representatives will have red wristbands along with a lanyard, and these ticket type holders are allowed access to all venues, at all times;
- Artists will have red wristbands and NO lanyard and therefore, they have restricted access and are NOT permitted into venues which are at capacity;
- Concession passes may be given if the patron produces a Seniors Card or Student Card
- Children under the age of 15 are admitted to venues FREE OF CHARGE and have no wristband, however they must be accompanied by an adult; and
- People over 15 years of age are classified as an adult and are required to purchase the appropriate ticket type.

Volunteer refreshments and packs:

- Volunteers will have access to snack food and water during their shifts which will be available at the volunteer stations located throughout
- The volunteer stations are designed to serve the needs of the volunteers, however leaving personal items of value at such stations is not advised and the Festival will hold no responsibility for lost or stolen goods
- Volunteer t-shirts will ONLY be available for collection:
  o At the information evening;
  o From Visitor Information Centre prior to the festival; and
  o From the Box Office during the festival weekend.

Volunteer Expectations:

- Volunteers should be active always, ensuring that designated tasks are carried out to the best of volunteer’s abilities
- Should volunteers find that their shift at their rostered venue is unusually quiet, please communicate directly with your venue manager (or volunteer coordinator) as your valued assistance may be required elsewhere
- Part of your volunteer role is to promote our local area i.e.: The Rural City of Wangaratta and the North East of Victoria, and it is our hope that all volunteers communicate in a positive manner. Should volunteers have constructive or negative feedback about the festival, they should share this information ONLY with their venue managers or event organisers
- Arrive 10 minutes prior to shifts starting and report directly to the venue manager
- Report observed safety hazards to your venue manager immediately as a priority
- If rostered shifts cannot be met it is imperative that volunteers notify their venue manager immediately so that all efforts can be made to replace such shifts. PLEASE NOTE: We ask that you please be extremely considerate when cancelling shifts as a great deal of effort is required by many people to replace volunteers
- Wear the supplied uniform and ensure appropriate footwear is worn
- Always represent the best interest of the festival
- Participate in a cooperative, team spirited manner, i.e.: volunteers should be working equally to the best of their ability
- Assist patrons at all times in a friendly and courteous manner
- Volunteers MUST NOT be under the influence of any drugs or alcohol whilst undertaking volunteer responsibilities

2. Definition & principle of volunteering

Definition
Volunteering is an activity which always takes place through a not for profit organisation or project and is:
- of benefit to the community and the volunteer
- undertaken of the volunteer’s own free will and without coercion
- undertaken for no financial gain
- underpinned by “Principle of Volunteering”

Principles
- volunteering benefits the community and the volunteer
- volunteering is always a matter of choice
- volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- volunteering is a legitimate way in which citizens can participate in the activities of their community
- volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- volunteering is an activity performed in the not of profit sector only (Note: although those in the business sector and corporate organisations now also engage in volunteering for the benefit of non-profit organisations and committees.)
- volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- volunteering respects the rights, dignity and culture of others
- volunteering promotes human rights and equality

2.1 Equal Opportunity

The Wangaratta Festival of Jazz & Blues does not discriminate against sex, age, marital status, pregnancy, parental status, race, national or ethnic origin, disability, religious or political affiliation or union activity, or any other attribute covered in relevant State and Federal anti-discrimination legislation, and which is irrelevant to the person’s ability to perform the inherent requirements of the job.

2.2 Volunteer Responsibilities

As a Wangaratta Festival of Jazz & Blues volunteer you understand that you are to:
- Be reliable and arrive on time
- Notify the supervisor if you are running late
- Respect confidentiality
- Represent the interest of the Festival
- Give feedback, communicating relevant important information
- Be accountable and accept evaluation
• Acknowledge decisions made by Board members or contracted staff
• Undertake training and have a good understanding of the Festival operations
• Address areas of conflict in the appropriate manner
• Ask for support when it is needed
• Undertake voluntary work according to training, the policies and practices
• Participate in the co-operative team effort to achieve the goals of the Festival
• Be willing to accept direction from a supervisor
• Accept the privacy and dignity of patrons, contracted staff, and fellow volunteers
• Follow the organisation guidelines for privacy, confidentiality and access and equality
• Maintain a positive, optimistic and non-judgemental attitude
• Not be under the influence of any drug or alcohol whilst undertaking volunteer responsibilities
• Be accountable for your own actions

2.3 Wangaratta Festival of Jazz & Blues Responsibilities

• Treat volunteers with the rights, respect and responsibilities of a paid employee
• Provide the volunteers with information about the organisation and its policy on volunteers
• Provide the volunteers with work that is appropriate to their skills, abilities, availability and individual interests
• Provide volunteers with the resources, information, training and support they need in order to do their work
• Provide continuing education on the job as a follow up to initial training, providing information about new developments
• Provide sound guidance and direction - from someone who is experienced
• Provide volunteers with opportunities to offer feedback and express concerns that arise during their work with Wangaratta Festival of Jazz & Blues
• Provide volunteers with adequate insurance cover
• Provide volunteers with a clear outline of their roles, identifying responsibilities and limitations

3. Recruitment

There are no restrictions on gender or race, but a volunteer must be over the age of 15 years. If they are under age they must be accompanied by their legal guardian or must have signed an MOU (memorandum of understanding).

The recruitment of volunteers is at the discretion of the Board, the Artistic Director and the Event Managers.

Wangaratta Festival of Jazz & Blues recruits volunteers for one-off tasks and for ongoing work, as well as offering placements to students on work experience.

All potential volunteers are required to complete and return the following documentation:

➢ Volunteer registration form

3.1 Orientation / Training

Wangaratta Festival of Jazz & Blues will provide volunteers with work that is appropriate to their skills, abilities and availability. Wangaratta Festival of Jazz & Blues will ensure that volunteers receive appropriate training prior to commencing work with the organisation.

It is the responsibility of the venue manager of each venue to ensure that all volunteers are:

- inducted on the venue site
- aware and understand their role description, code of conduct and rights and responsibilities
- given the opportunity to provide feedback verbal or written
- provided with an official t-shirt
3.2 Refreshments & Clothing

When working for the Festival volunteers will be given time to access an area that is supplied with refreshment with no expense to the volunteer. Volunteers are expected to wear the provided official t-shirt and present themselves with a neat and tidy appearance at all times.

4. CUSTOMER SERVICE

Whilst volunteers are on duty and dealing with the public you need to be very aware that you are representing the Festival and understand that there are boundaries that need to be approached with care.

As a volunteer you must maintain a helpful attitude at all times, as the Festival patrons are our guests.

4.1 Teamwork

Volunteers work together towards agreed work objectives and Festival goals, and communicate regularly with one another. They are encouraged to look for ways to improve work methods and to solve problems.

Volunteers are encouraged to give support and guidance to each other, ensure appropriate training and development and recognise each other’s results and achievements.

4.2 Commitment to the work of the organisation

Volunteers should share a commitment to the values and objectives of Wangaratta Festival of Jazz & Blues and work within priorities identified by the Board, the Artistic Director and the Event Manager. Volunteers are actively representing the Wangaratta Festival of Jazz & Blues and contribute to the development of the organisation.

5. Harassment

Definition: Harassment is any unwanted, unwelcome or uninvited behaviour which makes a person feel humiliated, intimidated or offended. The intention in which jokes or any other behaviour are made is irrelevant. It is how another person perceives those comments or behaviour that is important. What one person thinks is funny may be considered harassment by another. Harassment may include, but is not limited to:

Contact
Unwelcome physical contact of a sexual or non-sexual nature

Comments
Verbal comments or jokes that put down or stereotype people

Media
Display of or distribution of material that is racist, sexist, sexually explicit or homophobic

Questions
Persistent questions or probing about a person’s private life, offensive phone calls, text messages or letters

Discrimination
Discrimination occurs when someone, or a group of people are treated less favourably than another person or group. This could be because of:

- Race, colour, nationality or ethnic origin
- Gender
- Sexual preference
- Pregnancy or marital status
- Age
- Disability
- Religion
What to do if this is happening to you:

- Talk to the person who is responsible of this behaviour, (they may be unaware that it is making you feel uncomfortable)
- If you do not feel comfortable in doing this or the person does not think this is a serious issue then report it to the Venue Manager or Event Manager who will investigate your allegations and deal with it accordingly.
- If for any reason you do not feel that your outcome was appropriate or just, the incident can be reported to the police.

Nonetheless discrimination and harassment should not be confused with legitimate feedback, even that of a constructive nature by Festival staff.

Eliminating harassment does not eliminate fun it just makes it fun for everyone.

6. Grievance Policy / Procedure

Volunteers have the right to make a complaint or raise any issues that affect their role/task while working for the Wangaratta Festival of Jazz & Blues. Any issues/complaints will be dealt with in a confidential and a non-biased manner. Grievances and outcomes will be recorded and a copy will be given to the appropriate individuals.

Responsibilities for a volunteer:
- the issue/complaint is not built or based on personal judgements or personal bias
- they should not discuss the matter with any other employees, volunteers, performers or patrons
- they must be prepared to take part in discussions/negotiations to guarantee an acceptable and agreeable outcome for all parties involved

Procedure
- the volunteer should go directly to the Venue Manager or Festival Manager to discuss the situation as well as a proposed solution to the situation
- the Event Manager will need to talk with the third party involved to get their opinion/view on the dispute
- only then can they organise a meeting between both parties to discuss/mediate a solution to the dispute

An evocation or dismissal of a volunteer may occur if a breach of these policies and procedures have been identified, i.e.
- by misusing the session pass to benefit themselves, family or friends
- if they are found breaching the confidentiality policy
- giving misleading advice or instruction to clients, performers or other volunteers
- stealing from performers, other volunteers, public or festival patrons

7. Occupational Health & Safety (OHS)

Wangaratta Festival of Jazz & Blues is committed to providing a safe and risk free workplace and commits itself to providing this to its board members, volunteers, contractors, performers and patrons. Wangaratta Festival of Jazz & Blues will make resources available to comply with relevant Acts and Regulations associated with occupational health and safety and to ensure that the Festival’s many venues/ workplaces are safe and without risk to health.

Wangaratta Festival of Jazz & Blues will implement this policy commitment by:
- taking steps to enhance occupational health and safety on a continuous improvement basis
- consulting contractors and volunteers
- training contracted staff in OHS management
- displaying appropriate safety notices
- identifying safety procedures