



2018 Volunteer Guidelines and Standards

Please read below carefully. If you are unable to meet any obligations/requirements, please talk to our Volunteer coordinator:

Linda Phillis – Linda.Phillis@thecentre.vic.edu.au – 5721 0256

Get the most out of your volunteer experience at the festival by following the points below:

- attend the volunteer briefing night to gain an understanding of the festival and its operations;
- respect the privacy and dignity of patrons, contracted staff, and other volunteers;
- abide by the organisation guidelines for privacy, confidentiality and equality;
- always represent the best interest of the festival;
- participate in a co-operative team spirit to achieve the goals of the festival;
- report observed safety hazards to the Venue Manager or Festival Manager;
- participate in consultation and training regarding OHS;
- observe and promote safe working practices during the festival;
- provide feedback;
- be accountable and accept evaluation;
- willingly assist patrons at all times;
- follow procedure when conflict arises;
- ask for support when you need it;
- be willing to accept direction from a supervisor;
- maintain a positive, optimistic and non-judgemental attitude;
- you must not be under the influence of any drug or alcohol while undertaking volunteer responsibilities;
- be accountable for your own actions;
- be punctual, always arrive 10 minutes prior to your shift start time to allow for a change over and/or briefing;
- notify the Venue Manager if you are running late or unavailable to undertake a shift;
- wear the appropriate uniform supplied by the festival and always appear neat and tidy;
- raise any issues that affects your role/task, and
- if a festival volunteer works 3 or more shifts (totalling 12 hours), they will be entitled to a Blues Weekend Pass (valued at \$135).