



# 2015 Castlemaine State Festival

# Volunteer Guidelines

This document sets out a series of guidelines for volunteers of the 2015 Castlemaine State Festival (CSF). These should be read in conjunction with the 2015 Volunteer Handbook.

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# 1. Code of Conduct

The CSF Volunteer Code of Conduct sets out the standards of behaviour required of any person who becomes a volunteer for the festival. The code is designed to ensure that, as a CSF volunteer, you are aware of your obligations and responsibilities.

The Volunteer Code of Conduct is in addition to the CSF Code of Conduct. Where any inconsistencies between the two codes may exist in all cases the general Code of Conduct will be seen to override all subsidiary policies.

By accepting the intent of this code and through complying with its provisions, as a CSF volunteer, you acknowledge your status as a representative for the CSF. Adherence to the CSF code of conduct is a requirement for all volunteers.

It is expected that, as a volunteer you will:

- Take care and diligence in fulfilling the functions of your volunteer role and in exercising the powers attached to that role
- Make every effort to uphold the overall vision and mission of the CSF
- Be accountable to the Volunteer Coordinator and work closely with staff and volunteers
- Handle confidential information received in the course of the exercise of volunteer activities with due diligence according to the Privacy and Confidentiality guidelines
- Within reason, attend your volunteer duties and training sessions
- Take responsibility to contact the Volunteer Coordinator or your volunteer manager if you cannot attend a shift and give at least 24 hours notice, if reasonably possible
- Comply with the spirit, as well as the letter of the law and with the principles of this Code
- Ensure that your personal interests do not conflict with the interests of the CSF

CSF wants to encourage a safe and pleasant work environment. Any employee found engaging in behaviour the organisation considers non-acceptable will be subject to disciplinary actions including reprimand, warning, suspension, or dismissal.

- Wilfully damaging, destroying, or stealing property belonging to the CSF or employees
- Fighting or engaging in disorderly conduct
- Refusing or failing to carry out any reasonable instruction of a supervisor
- Ignoring work duties or wasting time during work hours
- Coming to work under the influence of alcohol or drugs, or bringing illegal drugs to work
- Using threatening or abusive language towards a fellow employee
- Smoking contrary to established policy or violating any other fire protection regulation
- Wilfully or habitually violating health and safety regulations
- Not taking proper care or, neglecting, or abusing company equipment
- Using company equipment in an unauthorised manner
- Possessing firearms or weapons of any kind on company property
- Not respecting the confidential nature of any personal or private information learned during your time working for the CSF
- Discrediting the CSF and casting a negative image of the organisation

## 2. Equal Opportunity & Anti-Harassment

The following are acts that the organisation considers non-acceptable:

Castlemaine State Festival is an equal opportunity employer consisting of and engaging with workers and community members from a range of cultural backgrounds and identities. It is the policy of the CSF to provide equal opportunity for all employees and volunteers in an atmosphere free of discrimination.

Discrimination on the basis of; race, sex, age, marital status, religious belief or activity, industrial activity, political opinion or activity, national extraction, social origin, disability, parental status or status as a carer, pregnancy or breast feeding, lawful sexual activities or physical features is unlawful.

Discrimination by a staff member or volunteer of CSF against another staff member or volunteer on the basis of any of the attributes set out above will be considered misconduct on the part of the staff member or volunteer and will not be tolerated by CSF.

Harassment of any kind, whether relating to bullying, sexual harassment or other behaviour normally unacceptable in a workplace, is contrary to the vision, mission and principles of the CSF and is actively discouraged by CSF.

Harassment and bullying can be overt in the form of teasing, badgering or directly insulting and belittling. It can also take the form of exclusion and rejection in the workplace or the association's activities through non provision of reasonable support, direction or access.

As a preventative measure CSF has undertaken:

- To be vigilant about acting on the "warning signals" of discrimination or sexual harassment e.g. sudden absences on stress leave
- To ensure that the workplace is free of objectionable posters or other material
- To make it clear that discriminatory behaviour will be treated as serious misconduct.

If a volunteer feels that he or she has been harassed or bullied they should bring it to the attention of the Volunteer Coordinator. The complaint will then be dealt with promptly and confidentially in accordance with the procedures outlined in the Volunteer Grievance Resolution Procedure.

### 3. Grievance Resolution Procedure

This procedure aims to provide a structured approach to resolving workplace issues that is fair and equitable and which leads to solutions that are acceptable to all parties. This specifically includes disputes arising between volunteers and CSF, including CSF staff members. This policy does not apply to criminal behaviour e.g. assault of any nature. These will be referred directly to the police.

In common with our paid staff, volunteers have the right to express complaints, grievances, concerns or dissatisfaction with any aspect of the CSF's practices and programs without fear of reprisal or adverse consequences. The CSF is committed to providing a fair, equitable and transparent process for dealing with complaints.

If a volunteer wishes to express their dissatisfaction they must do so through the appropriate complaints procedure. Raising complaints outside the organisation's complaints procedure may incur disciplinary or other action, particularly if in breach of the Privacy and Confidentiality guidelines.

Procedure for resolving disputes:

1. Raise concern with your immediate supervisor for investigation or mediation. If there is no suitable resolution from this process, then:
2. Raise concern with the Volunteer Coordinator for further investigation or mediation. If there is no suitable resolution from this process, then:
3. Raise concern with the General Manager for further investigation or mediation. If there is no suitable resolution from this process, then the concern will be escalated to the Castle maine State Festival Board for further investigation or mediation.

Some disputes are not able to be resolved internally and either the volunteer or the organisation may choose to take the problem to an external authority.

## 4. Privacy & Confidentiality

The Castlemaine State Festival is committed to protecting your privacy in compliance with the Victorian Information Privacy Act 2000 (VIP Act).

These guidelines are designed to tell you about our practices in relation to the collection, use, and storage of information that you may provide to us in the course of your volunteer application and placement.

### **COLLECTION, USE AND DISCLOSURE**

Personal information that CSF collects from you as a volunteer includes your name, your age, your contact details and emergency contact details. This information is only collected when you supply it to us voluntarily. Personal information you supply to us will be kept in our database. The information will be used to contact you and to provide you with information about CSF. We will not sell, loan or rent your personal information for any reason, nor will we email you on behalf of any other organisation.

### **DATA QUALITY**

CSF takes care to ensure that your personal information is accurately recorded, complete and up to date, and we request you do the same. Therefore, when you provide us with your personal information please ensure that you spell words correctly and you provide information for all required fields. We also ask that you contact us whenever your personal information changes or if you become aware that our records are incorrect so that we can take reasonable steps to ensure that your personal record is accurate.

### **ACCESS**

You have a right to access the personal information we hold about you. Before you can gain this access, you must satisfy us of your identity by providing us with appropriate identification such as a valid driver's licence or passport.

### **REVIEW PROCEDURE**

If you believe that personal information held about you by CSF has not been dealt with in accordance with an Information Privacy Principle (IPP), you are entitled to make a complaint to us seeking an internal review. A request for an internal review must be made in writing and must be made within six months from the date when the breach was suspected to have occurred.

Requests should be forwarded to:

General Manager  
Castlemaine State Festival  
PO Box 230  
Castlemaine VIC 3450  
helen@castlemainefestival.com.au

Requests for review will be acknowledged in writing within 14 days from the date on which the application was received and we will process the request within 60 days from the date on which the application was received. Applicants will be advised of the outcome.

## 5. Occupational Health & Safety

The Castlemaine State Festival and its Board of Management are committed to ensuring the health, safety and welfare of the working environment for its volunteers.

As a consequence of this, CSF encourages all of its volunteers to regard accident prevention and workplace safety as a collective and individual responsibility.

The purpose of these guidelines is to ensure that volunteers are aware of their responsibilities as volunteers of CSF and under associated legislation, and are committed to ensuring their own health and wellbeing and that of everyone in the workplace. In fulfilling this responsibility, all volunteers have a duty to provide and maintain, so far as it is practicable, a working environment that is safe and without risks to health.

CSF recognises its moral and legal responsibilities to provide a safe and healthy work environment for its employees, volunteers, contractors and visitors. CSF further endeavours to ensure that their operations do not place the wider community at risk of injury or illness.

Castlemaine State Festival is committed to:

- Compliance with all relevant legislation standards
- Ensuring that all equipment and substances are safe and without risk to health when used in accordance with standard operating procedures
- Maintaining safe systems of work, the work premises and the work environment, including systems to adequately manage emergency response
- Providing adequate facilities to protect the welfare of all employees
- Providing information and supervision for all volunteers, enabling them to work in a safe and healthy manner

The CSF will engage an OH&S officer who will be accountable for providing a healthy and safe workplace for volunteers and will ensure adequate resources are provided to meet the health and safety objectives and implement supporting strategies.

OH&S training will be held as part of the volunteer information sessions, and it is the responsibility of every volunteer to ensure that they attend these sessions.

In particular, the OH&S officer will ensure that:

- Appropriate health and safety policies and procedures are developed and implemented to enable the effective management of health & safety and control of risks to health & safety
- The production manager is provided with the necessary knowledge and skills to effectively carry out their health and safety responsibilities
- Mechanisms are provided to regularly monitor & report on any health and safety incidents
- The CSF OH&S policy is reviewed regularly to ensure it remains accurate and in line with legislative requirements.

The OH&S officer coordinating management of health and safety shall:

- Coordinate the development, implementation and review of health and safety related policies and procedures
- Assist volunteers in the identification, assessment and selection of measures to control hazards and risks to health and safety
- Assist volunteers in monitoring and evaluating hazards and risk control measures
- Assist volunteers in the provision of appropriate health and safety related information, and technical changes relating to health and safety
- Support volunteers to follow policies and safe work procedures developed.

The production manager will ensure:

- Relevant health and safety policies and procedures are effectively implemented
- All risks to health and safety are identified, assessed and effectively controlled
- The effectiveness of risk control measures are regularly monitored and deviations from standards rectified
- Volunteers have adequate knowledge and skills to carry out their health and safety responsibilities
- Volunteers are consulted on any proposals for or changes to the workplace, work practices, policies or procedures which may affect the health and safety of employees
- All incidents within their area of control are reported and investigated, and basic cause and control strategies are identified.

Volunteers have a legal duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person.

Volunteers have a responsibility to:

- Report any incident or hazards at work to the CSF Volunteer Coordinator
- Obey any reasonable instruction aimed at protecting their health and safety while at work
- Use any equipment provided to protect their health and safety while at work
- Assist in the identification of hazards, the assessment of risks and the implementation of risk control measures
- Consider and provide feedback on any matters which may affect their health and safety
- Ensure they are not affected by alcohol or another drug which may endanger their own or any other persons' health and safety.

## 5. Festival Feedback Procedure

These guidelines aim to:

- Ensure CSF staff and volunteers understand their responsibilities in handling feedback
- Ensure complaints are resolved promptly, effectively and fairly
- Help resolve complaints to the satisfaction of the parties as far as is reasonable, and mitigate any negative repercussions for the organisation
- Assist with making decisions to redress any dissatisfaction and prevent similar issues in the future
- Confirm CSF's commitment to quality services.

### **DEFINITION**

CSF considers that a legitimate festival complaint is any reasonable incident, action, or process that has detracted from a member of the public's experience or enjoyment of the festival in some way.

### **PROCEDURE**

Generally, the remedy of complaints is the responsibility of management. Volunteers should refer the matter to their supervisor or the Volunteer Coordinator. It is important that volunteers recognise where responsibility rests for handling feedback and complaints. For example, a volunteer should not accept or admit liability on behalf of the CSF.

While it is encouraged that straightforward complaints are resolved at the first point of contact, it is extremely important that volunteers do not exceed their authority in forming responses to public grievances. If there is any doubt whatsoever, further instruction should immediately be sought from a relevant superior.

If the volunteer discerns that they have the authority, knowledge, or means to responsibly deal with a complaint to the mutual satisfaction of both parties, the complaint is to be dealt with accordingly, and acknowledged promptly in writing by completing a festival feedback form.

All completed festival feedback forms are to be provided to the General Manager for registration. Furthermore, a copy of any written complaint received is to be attached to the corresponding complaint form, which is included in Venue Boxes.



# 2015 Castlemaine State Festival

## Feedback Form

### Personal Details

Name:

Phone number:

Email:

### Feedback Details

Date:

Time:

Event Name:

Feedback:

Is a response requested/required: YES / NO

### Receipt Details & Progress

Feedback received by:

Position:

Feedback referred to:

Position:

Action taken:

Outcome: