



Volunteer Code of Conduct

Volunteers play a significant role in the Newcastle Blues Festival and are an integral part of providing safe & enjoyable environment for festival patrons

Our Commitment to you (the Volunteer)

Volunteers have the right:

- To work in a healthy & safe environment
- To be interviewed and assigned voluntary roles in accordance with equal opportunity & anti-discrimination legislation
- To be made aware of festival itinerary
- To be provided with sufficient training to competently complete tasks
- To have a reasonable understanding of the line of accountability within the festival
- To work with festival team leaders, admin and other volunteers
- To be safe at all times

The Responsibilities Of The Volunteer

Volunteers have the responsibility:

- To be reliable and honest
- To arrive within schedule
- To notify the team leader of any problem or dilemma the volunteer is unsure of
- To respect confidentiality of all festival information
- To represent the interests of the organisation, not themselves
- To carry out the specified roles described in the code of conduct statement
- To complete all induction/ OH&S requirements
- To acknowledge decisions made by staff
- To undertake training and have a good understanding of the festival itinerary
- To ask for help when it is needed
- To not make any decision without first consulting the team leader

Principles/ OHS/ code of conduct

- Safety
- Support (both team & patron)
- Effective Communication (both team and patron)
- Ethical Conduct
- OHS
- Abide by all lawful statutes

Safety (OHS)

The safety of festival patrons, other volunteers and yourself is of the utmost importance. As volunteers, you should endeavor to be acutely aware of your surroundings and strive to create and encourage a safe and enjoyable environment for those around you.

Volunteers will always:

- Put safety first in all activities
- Work only according to your level of competency.
- Contact and report to the festival headquarters when confronted with a situation which you are unable to contend with or is beyond your role & responsibility

Support

- Volunteers must be aware of the networks and services available to festival patrons during the festival
- It is imperative for the smooth running of the festival that all volunteers co-operate and work together as a team

Communication

- Communication is important in order to effectively assess & deal with a situation and engage the festival patrons.
- Volunteers must:
 - Stay calm and relaxed
 - Be clear and consistent
 - Seek advise whenever appropriate
 - Keep the festival management informed on any changed circumstances
 - As a volunteer, you must follow all instructions from the volunteer manager and other festival staff.

Ethical Conduct

Volunteers must not:

- Use, possess, or be under the influence of alcohol or illegal substances at any time while volunteering
- Verbally harass or abuse any person or use profanity whilst volunteering
- Be physical with any person at any time

Breaches

Any Breaches of the code of conduct will result in your services being made redundant immediately.

Further information can be obtained from:

Spellbound Music Entertainment
121 Black Rock Rd
Martins Creek, NSW 2420
Or Email: dean@spellboundmusic.net