

## As a Volunteer, you have the right to:

- work in a healthy and safe environment.
- be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation.
- be supported and adequately instructed and trained to complete tasks.
- be adequately covered by the organisation's insurance.
- be given accurate and truthful information about the organisation for which you are working
- be reimbursed for out-of-pocket expenses incurred on behalf of the organization for which you are working
- have a job description and agreed working hours
- have access to a grievance procedure.
- be provided with orientation to the organisation.
- have your confidential and personal information dealt with in accordance with the principles of the privacy Act 1988.

## As a Volunteer you have a responsibility to:

- be sure you want to volunteer and why.
- be convinced: *Don't offer your services unless you believe in the value of what you are doing.*
- be dependable and reliable: *Arrive on time, notify as soon as possible if unable to.*
- be loyal to the organisation: *Be positive, offer positive suggestions, don't knock the organisation*
- be willing to learn: *Training is essential to any job done well.*
- welcome supervision: *Ask for support when you need it.*
- value, respect and support other team members
- address areas of conflict or concern with your Coordinator
- advise the organisation if you are no longer going to continue - don't just not turn up.



**ALBURY CENTRAL INC.**



## VOLUNTEER INFORMATION HANDBOOK

Event Coordinator - Glenys Atkins

Volunteer Coordination - Steve & Angie Hooppell

482 Macauley Street Albury

Phone: 60217775 Fax: 60216373

Mobile: 0428 411 801

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## WHAT IS THE APPLAUSE FESTIVAL?

The Applause Festival is a street theatre & buskers festival held in the main streets of Albury annually in October. It attracts performers from the local & regional areas together with those from further a-field such as Melbourne, Canberra, Sydney & Tasmania. With good weather, the 2006 event could attract anywhere from 6,000 – 10,000 audience members.

The Applause Festival is organised by a Committee which is comprised of representatives drawn from local business and the community and supported by financial contribution from Albury Central Inc. Sponsorship for the festival is sought from a range of local businesses.

Activities planned for 2006 include:

- Busking and Street Theatre Competition and Concert
- Entertainment
- Information Stalls
- Face Painting
- Pavement Art
- Free workshops in Circus, Drama and Theatre skills

### Our Mission

Albury Central Inc. will support and provide a dynamic and vibrant atmosphere and environment promoting Albury Central as the heart of business and community activity for the benefit of Albury Central Inc. members, the local community and visitors to the city.

### The Applause Festival Committee

The Committee's work is vital to the ongoing success of the Applause Festival. Committee members volunteer their time and actively participate in the planning, organising and implementation of the Festival and its activities.

### Privacy and Confidentiality:

It is an expectation that as a Volunteer for Albury Central Inc., you will treat any information gained during the course of your involvement in a confidential manner - particularly any personal details of participants.

Exception to this rule occurs when the information concerns issues regarding safety and the well being of others. In this situation you must discuss your concerns with your coordinator who will advise you any action that will be taken.

You will also be asked to sign a confidentiality form when you register. Any breaches of this agreement are considered serious and may result in immediate dismissal.

### Food and Refreshments

Volunteers will be issued with a meal voucher prior to the day of the Applause Festival which entitles the bearer to refreshments which will be provided to volunteers during the day.

### Support and Supervision:

Every effort will be made to ensure your participation as an event volunteer is a valuable and enjoyable one. The event and volunteer coordinators will provide you with any initial training and orientation to your role required, together with on-going support throughout the period of your involvement.

The coordinator is contactable by phone on 042 8411 801 or 60217775 to answer any questions or provide support and further information.

### Dress Code

A T-Shirt will be supplied for volunteers to wear on the day of the Festival and it is expected that neat and tidy casual clothes will be worn. Comfortable covered-in footwear is essential. Appropriate sun protection is required, i.e. Hat, sunscreen, etc.



## After Hours Emergency Contact Numbers

In the event that a volunteer is unable to fulfill their duties it would be appreciated if contact could be made with your Coordinator or the Event Office (60217775) to enable replacement staff to be organised.

## Accident / Injury & Insurance:

Albury Central Inc. has appropriate Public Liability and Personal Accident Policies to cover volunteers who are registered to assist with the Applause event.

It is an expectation that all volunteers will adhere to safe work practices and promote safe practices with others.

In the event of an incident, accident or injury to a volunteer worker while actively engaged in volunteer work, the coordinator is to be notified immediately and an incident report form completed.

If you are injured, medical expenses, after initially claiming Medicare and/or private health funds will be paid.

No responsibility can be taken for theft or loss of Volunteer's personal belongings. All volunteers must be security conscious and ensure their personal belongings are in a safe place.

## Our Volunteers

It is vital to recognise that people volunteering their time are an important asset to the Committee. Everyone needs to experience a sense of achievement for the work they do and need to feel a valued member of the team, with expertise to offer.

The Committee appreciates that you have considered volunteering your time to the Applause Festival. Any assistance and support of this event is valued by Albury Central Inc - without this help we would not be able to deliver an event of this size.

As a volunteer, you will receive a certificate of participation and our support for any future reference needs.

## Recruitment and Utilisation

Albury Central Inc. Applause Festival will endeavour to provide an innovative and integrated volunteer program that meets the changing needs of the Applause Festival Committee. Volunteers will be recruited who have a strong interest in community participation, who will honour their commitment in time and quality of service and who will perform the tasks agreed to in their job description.

The following core values are essential in all volunteer assignments:

- Trust
- Respect
- Integrity, and
- Confidentiality

There will be continuous efforts to improve recruitment and induction procedures for volunteers.

