

VOLUNTEERING POLICIES

These policies follow the National Standards for Volunteer Involvement launched on 11 May 2015 to reflect best practice in volunteer management at Warehouse Circus.

Volunteers are a significant contribution for our organization. With their help we go further and achieve better results as a collaborative centre for circus arts in Canberra.

Rights and Responsibilities

The volunteer's rights:

- Equal treatment in recruitment, training and support.
- To be respected and supported by all volunteers and staff of Warehouse Circus.
- To receive an induction, be informed about Warehouse Circus and its projects.
- To be informed about the role and tasks that you will be expected to undertake before you start them.
- To appropriate leadership and management.
- To reimbursement of agreed expenses.
- To decide whether or not to volunteer.
- To work in a safe workplace.
- Not to be used to replace paid staff.
- To privacy and confidentiality.
- To have an opportunity to provide feedback.
- To progress within Warehouse Circus and to be able to ask for job references.
- To enjoy your volunteering and have fun.

If at any point you feel that you are being asked to work outside of these limits please inform your Project Coordinator immediately.

We will provide you with a full induction, safety equipment and role training when you commence volunteering with our organisation. However, please do not hesitate to talk to your Project Coordinator at any time if you have any health and safety concerns.

Responsibilities while volunteer:

- To cooperate with the policies and procedures of Warehouse Circus.
- Work under the Work Health and Safety Act 2011 including duty of care to minimise risks to everyone affected by its conduct, including staff and other volunteers.
- Notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace.
- To let us know of any concerns you may have about safety and/or fitness in undertaking our role.
- To be honest about your suitability and availability.
- Be punctual and reliable, including giving notice before leaving.
- To develop skills and attend training required for a project.
- To recognise that whilst volunteering you are a representative of Warehouse Circus.
- Behave appropriately and courteously to all staff, clients and the public in the course of your role.
- Respecting the rights, privacy and confidentiality of all staff, clients and other volunteers.
- Carrying out your volunteering job as specified in the job description.
- Being accountable for your own actions.

- Asking for support or assistance when you need it.
- Valuing and supporting other members of the team carrying out the work you've agreed to do responsibly and ethically.
- Only undertake duties you are authorised to perform and always operate under the direction and supervision of nominated staff and obey reasonable directions and instructions.
- Be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

Warehouse Circus Commitments:

- Proper leadership and management.
- Ensure volunteer involvement through planning and resourcing to contribute directly to Warehouse Circus aims.
- Set appropriate roles with input from staff and volunteers.
- Volunteer recruitment and selection are planned and consistent with anti-discrimination legislation.
- Provide training, support and feedback needed for the volunteers to safely and effectively carry on their duties.
- Provide a safe workplace, including promoting health, safety and wellbeing among staff and volunteers.
- Acknowledge volunteer's contribution and value to Warehouse Circus and for our Community.
- Monitor regularly, volunteer's involvement in line with Warehouse Circus evaluation.
- Review regularly the policies and procedures in order to ensure continuous improvement.

Insurance

We are committed to provide the *Group Personal Accident for Voluntary Workers Insurance* for volunteers whilst carrying out their volunteering roles that have been approved by us.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to keep your registration records updated, and report the incident as soon as it has occurred.

The following events are unlikely to be covered by our insurance:

- Actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us.
- Criminal activity (including criminal charges arising out of driving incidents).
- Dishonest or reckless activities.

Inappropriate behaviour

The image that Warehouse Circus portrays to the public is crucial to our professionalism. Inappropriate behaviour or any acts which bring Warehouse Circus reputation into disrepute will not be tolerated and will be dealt with at the end of the volunteering.

Its expected from the volunteers to maintain discipline, work as part of a team, respect confidences, support other volunteers, do not undermine others and set a good example. Inappropriate behaviour will not be tolerated and will be dealt with the end of the volunteering.

Media Consent

Warehouse Circus may use photos or names in media presentations included but not limited to; The Warehouse Circus Newsletter 'Aware'; The Warehouse Circus Website; Warehouse Circus promotional material; Warehouse Circus social media websites; Articles submitted to Newspapers and Magazines (ie. The Canberra Times, The Chronicle, City News etc.); Television News broadcasts by stations (ie. ABC, WIN Television, Prime, Capital etc.); Warehouse Circus Promotional displays including but not limited to: shopping centres, the National Multicultural Festival, Floriade etc.

If you DO NOT CONSENT with the use of your image or name by Warehouse Circus, you must report to the Volunteers Coordinator before your role starts.

For further information about the National Standards for Volunteers Involvement access: <https://www.volunteeringaustralia.org/policy/national-standards-and-supporting-material/>.

Volunteering and Contact ACT is the peak body for volunteering and community information services in the Canberra Region. For further information access: <https://www.volunteeringact.org.au/#/>.

For further information about Work Health and Safety access: <https://www.safeworkaustralia.gov.au/doc/essential-guide-work-health-and-safety-volunteers>, or <https://www.accesscanberra.act.gov.au/app/home/workhealthandsafety>.