

VOLUNTEER CHARTER

Volunteering plays an important role in regional venue management. This Charter serves as an executive summary to be displayed prominently and distributed to volunteers and venue staff. It provides the framework for the protection of the needs and interests of volunteers.

- volunteering benefits the community and the volunteer
- volunteer work is unpaid
- volunteering is always a matter of choice
- volunteering is a legitimate way in which citizens can participate in the activities of their community
- volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- volunteering is not a substitute for paid work
- volunteers do not replace paid workers, nor constitute a threat to the job security of paid workers
- volunteers will be allocated to roles that are an appropriate match for their skill set, experience, abilities and interests
- volunteering respects the rights, dignity and culture of others
- volunteering promotes human rights and equality
- all volunteers shall be treated with respect and gratitude for their contribution
- volunteers shall be accepted at the discretion of the venue management
- volunteers shall carry out duties assigned by the venue management
- all volunteers shall be as far as possible protected from harm, and shall be relieved of liability for acts performed in the discharge of their volunteer functions.

As part of engaging with volunteers, venue management will:

- recruit and assess volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- provide volunteers with briefing packs, orientation and training;
- provide volunteers with a healthy and safe workplace;
- provide appropriate and adequate insurance coverage for volunteers;
- not place volunteers in roles that were previously held by paid staff or have been or should be identified as paid jobs;
- differentiate between paid and unpaid roles;
- define volunteer roles and provide clear job descriptions;
- provide appropriate levels of support and management for volunteers;
- provide volunteers with access to policies pertaining to their work.