

**Perth Symphony Orchestra
Volunteers Policy and Procedures**

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1. Perth Symphony Orchestra

Perth Symphony Orchestra (PSO) was established in 2011 to bring music for everyone. We perform in places and spaces where orchestras are rarely heard and bring orchestral music into the community where people live, rather than making them come to us.

2. Purpose of using volunteers at Perth Symphony Orchestra

Volunteers are important to the operations of Perth Symphony Orchestra. We need volunteers to help our concerts run smoothly. Volunteers are asked to help with some front of house work such as scanning tickets and ushering, assisting with selling merchandise, setting up the seating and helping to pack up.

3. Criteria for becoming a volunteer

People wishing to volunteer for Perth Symphony Orchestra must meet the following criteria;

- Available at concert times
- Good communication skills
- Friendly and approachable
- Good team player/ability to work well with others
- Ability to conduct yourself in a professional manner
- Willing to undertake a variety of tasks.

4. Volunteer roles and responsibilities

As a volunteer you may be involved in the following activities, although these vary between concerts.

- Setting up seating
- Folding programs
- Scanning tickets
- Ushering
- Customer service
- Serving food and drinks
- Assisting with bar service
- Assisting with selling merchandise
- Assisting with selling raffle tickets
- Packing up
- Administrative tasks
- Marketing tasks (including pre-concert)
- Any other tasks as requested.

As a volunteer you will;

- Always satisfy the relevant criteria as stated above and notify the Volunteer Supervisor of any change in circumstance that may mean you can no longer satisfy the criteria.

- Be competent in performing the tasks requested.
- Be reliable and consistent in your approach to tasks.
- Be aware of audience needs and manage the interaction with audience members appropriately.
- Undertake any training offered
- Be familiar with PSO Volunteers rights and responsibilities as documented in this handbook.
- Not use your position with PSO for personal profit or gain.
- Give feedback and information to PSO Staff when requested and ask for help and support when you need it.
- Value and support other team members.
- Carry out the work you have agreed to do responsibly and ethically.
- Give notice if you no longer intend to volunteer with PSO.

5. Volunteer rights

As a volunteer you have the right to;

- Information about PSO
- Know the person who is supervising you at any time.
- Be recognised as a valued member of the team
- Be supported and supervised in your role
- A healthy and safe work environment
- Be covered by insurance
- Say no if you feel that you are being asked to perform tasks that are not appropriate or if you feel you are being exploited.
- Be informed and consulted on matters which affect you
- Orientation and training
- Regularly receive constructive feedback
- Give written consent for photos or videos to be released.

6. Administrative support for volunteer program

To assist the volunteer program, you are asked to:

- Complete an application form prior to your first volunteering involvement
- Sign a declaration that you have no convictions that may preclude you from working with patrons or handling money.
- Upon arrival, sign in with Volunteer Supervisor and sign out on departure
- Complete a post event feedback survey

7. Personal conduct

- You need to be presentable and neat at all times.
- You need to be professional in your interactions with audience members
- You need to raise any issues with the Volunteer Supervisor.

8. Insurance for volunteers

PSO has insurance cover for volunteers and information is available on request.

9. Breaks, meals, reimbursement

You will not be asked to volunteer for more than five consecutive hours without a meal break.

You will be provided with a meal when you are volunteering for more than five consecutive hours or volunteering over a full two-hour meal period (for the purposes of this document, meal periods are 7am-9am, 12pm-2pm and 6pm-8pm)

You will be eligible to request reimbursement for parking costs, within four weeks of the concert. Ask your Volunteer Supervisor for details.

10. Etiquette at concerts

When attending concerts as a volunteer, PSO will endeavor to allow you to view as much of the concert as possible. There are some occasions when volunteers are needed during the concert. When this occurs, the Volunteer Supervisor will arrange a roster system to ensure that you get to see as much of the concert as you can.

Volunteers will be given seats to see the concert when seats are available. You are asked to stay in these seats and not sit in other locations in the concert venue unless asked to by a PSO staff member.

If you are waiting for tasks, you are asked to stand or sit quietly. During concerts, you will need to move quietly through the auditorium so as not to disturb other patrons.

When wearing a PSO t-shirt you are representing PSO and the PSO brand.

11. Good communication with audience members

Audiences are coming along to concerts expecting to hear wonderful music and have a unique experience. Volunteers are asked to provide a seamless experience for patrons. If you are asked a question that you don't know the answer to, find your Volunteer Supervisor and check in with them. If people are complaining, refer them to a PSO staff member, and remain calm and courteous the whole time. Saying calmly "I'm a volunteer, let me get my Supervisor for you" is an appropriate response to any question you don't know.

12. Information to volunteers

Volunteer information sheets outlining details of location, dress code, contact numbers of contacts for each concert and any other information are forwarded to volunteers in the days leading up to the concert.

13. Harassment and bullying

Harassment and bullying of any kind is not tolerated. If you feel that this is happening to you, please advise a PSO Staff member as soon as possible.

14. Privacy principles and access to information

All of your personal details will be kept private and only viewed by PSO Staff members. We will only collect information that is relevant to the work you will need to do. You have the right to access any of the information that PSO has on you.

15. Grievance procedure and complaints

All complaints should be addressed in the first instance with the people involved. Seek the support of your Volunteer Supervisor or another PSO Staff member if you have a complaint about any matters that occur at concerts. Complaints will be managed by PSO Staff in keeping with appropriate complaints procedures.

16. Continuous improvement and feedback.

Your feedback will be sought at the end of each concert in a survey sent via email within a week of the concert. Please complete this survey as soon as you can. When you are signing out at the end of the night, the Volunteer Supervisor will ask you for feedback about your volunteer experience. This feedback will be used to improve processes for each concert.

17. Fitness for work (alcohol/drugs)

It is important that volunteers are capable of responsible, professional work at all times. Safety of volunteers is important and any volunteer found to be affected by alcohol and drugs will not be permitted to participate in the event. There is often alcohol available at PSO concerts, and volunteers who are over 18 are able to purchase drinks once they have signed off at the end of their shift if they wish. No volunteers under 18 will be permitted to serve, consume or purchase alcohol.

18. Handling money

The Volunteer Supervisor will take responsibility for the management of any money throughout the event. You may be asked to handle money, please ensure it is never left unattended.

19. Dress code

Volunteers are usually asked to wear long black pants/skirt, comfortable black closed shoes and will be provided with a Perth Symphony Orchestra t-shirt to wear. Instructions for volunteer dress code are given in the volunteer's information sheet which is emailed in the days prior to the event. T-shirts need to be returned at the end of each event.

20. Working with children

From time to time children are involved in concerts. Unless volunteers have a Working with Children Card they are asked to have no direct contact with the children. Working with children card details are collected on registration of volunteers.

21. Responsible Service of Alcohol

Information on volunteers with a responsible service of alcohol certification is collected on registration. It is not compulsory for volunteers to have this certification and you may be asked to assist on the bar without one.

22. Volunteer medical information

Information about any medical conditions/next of kin is collected on registration. This is kept confidential.

23. Incident and injury reporting

The Volunteer Supervisor will have an incident report form in the concert clipboard. All incidents will be reported to the Volunteer Supervisor in the first instance.

24. First Aid

There is a designated first aid person on site at every concert. They will be introduced to you at the briefing.

25. Emergency systems

Volunteers will be briefed on emergency procedures, emergency exits, muster points and other important details at the volunteer briefing.

26. Review of policy and procedures

This document is to be reviewed every 12 months.