



VOLUNTEER CODE OF CONDUCT

As a volunteer at the Lakeside Festival, I agree to contribute to the success and spirit of the event by:

- Maintaining a positive, friendly attitude to ensure that attendees and fellow volunteers have an enjoyable and memorable experience
- Being reliable, arriving on time, and carrying out assigned duties to the best of my ability
- Acting in a professional manner and treating all individuals with honesty, fairness, dignity, and respect
- Respecting all people regardless of race, religion, culture, gender, or age
- Reporting any issues or concerns to the Volunteer Coordinator and asking for assistance if needed
- Upholding the values and standards of the Lakeside Festival
- Adhering to all Work Health & Safety (WH&S) practices and policies
- Not using, possessing, or being under the influence of alcohol or illegal drugs while on duty or on Festival grounds
- Refraining from verbal abuse, harassment, or the use of inappropriate language

LAKESIDE FESTIVAL RESPONSIBILITIES

The Lakeside Festival agrees to:

- Provide orientation and induction to volunteers
- Maintain a healthy and safe working environment
- Offer sufficient training to ensure safe and effective performance of volunteer duties
- Provide a clear description of roles and expectations
- Respect and value each volunteer as a member of the team
- Acknowledge contributions and encourage feedback

VOLUNTEER AGREEMENT

By signing this agreement, I confirm my willingness to volunteer at the Lakeside Festival and agree to the following terms:

CODE OF CONDUCT

- I confirm that I have read, understood, and agree to comply with the Volunteer Code of Conduct outlined above.

VOLUNTARY NATURE OF ROLE

- I acknowledge that I am volunteering of my own free will and that I am not an employee, contractor, or agent of the Festival.

- I understand that I will not receive any compensation, payment, or reimbursement for my time or expenses.

TERMINATION OF APPOINTMENT

- I understand that either the Lakeside Festival or I may terminate this volunteer appointment at any time.

- I acknowledge that failure to meet responsibilities, particularly around respect, attendance, or substance use, may result in my role being discontinued.

SHIFTS & ATTENDANCE

- I agree to attend all assigned shifts as scheduled by the Volunteer Coordinator.

- I will notify the Volunteer Coordinator as early as possible if I am unable to attend any shift.

- I will arrive approximately 20 minutes before each shift and understand the importance of completing full scheduled shifts.

- I understand that scheduling may change and I will be notified where possible at least 24 hours in advance.

SIGN-ON / SIGN-OFF

- I understand that I must sign in and out of each shift to ensure I am covered by volunteer insurance.

ROLES & TASKS

- I agree to perform the tasks required of the role I have been allocated and accept that my role may be changed as needed to meet Festival requirements.

CONFIDENTIALITY

- I agree not to disclose any confidential information acquired through my role to any third party without written consent from the Festival.

WORK HEALTH & SAFETY

- I will attend any required WH&S inductions and avoid creating unsafe situations for myself or others.
- I will inform organisers of any personal limitations that may affect my ability to perform specific tasks (e.g., heavy lifting).

REPRESENTATION

- I will not present myself as an employee or agent of the Festival. I will clearly identify myself as a volunteer.

MEDIA & PUBLIC STATEMENTS

- I will not make statements to the media regarding the Festival. All media enquiries will be referred to Festival organisers.

AUTHORITY TO USE IMAGE

- I consent to the Lakeside Festival capturing my image (photographs or video) and voice, and using these recordings in promotional and lawful contexts.

COSTS & REIMBURSEMENTS

- I understand that I am responsible for all personal costs (e.g., travel, meals, parking) associated with volunteering.

PERSONAL ITEMS

- I acknowledge that the Lakeside Festival is not liable for the loss or damage of any personal belongings during my volunteer work.

INSURANCE

- I understand that I am covered under the Festival's volunteer insurance policy while performing authorised duties during scheduled shifts.

VOLUNTEER DECLARATION

I confirm that I have read and understood this Code of Conduct and Agreement. I agree to abide by the responsibilities outlined and acknowledge the terms of my voluntary role.

Name: _____

Signature: _____

Date: _____