



Sydney Folk Festival

A World of Music in the *He*♥*rt* of the City

The Sydney Folk Festival 2023 – Volunteer Code of Conduct

As a volunteer, you agree to:

- Display a positive, friendly and approachable manner;
- Display respect and acceptance to all, ensuring an enjoyable, fun, safe experience that embraces diversity regardless of race, age, religion, appearance, gender or sexuality;
- Support a positive working environment free from intimidation, bullying, ridicule, harassment and abuse;
- Be mindful of, and responsive to, circumstances/situations/issues that demand attention;
- Be conscious of your own safety and the safety of others. Only perform tasks that are within your capabilities. If you need assistance, ask your Team leader, Venue Manager, Volunteer Coordinator or other volunteers;
- Use sound judgement and common sense to recognise and resolve issues that can be resolved immediately and to report immediately where necessary, any issues that need to be dealt with by Team Leaders or Venue Managers;
- Contact the relevant Team Leader, Venue Manager or Volunteer Coordinator if you are experiencing any difficulties in undertaking your duties and/or working with fellow colleagues, or if you have concerns about any situations that you are experiencing or witnessing;
- Use respectful communication when dealing with others;
- Comply with all relevant State and Commonwealth legislation, laws and regulations, including those relating to COVID-19;
- Comply with any COVID-19 requirements or restrictions that the venues may impose;
- Not be under the effects of drugs or alcohol when undertaking volunteer duties;
- Adhere to the principles of privacy and confidentiality and not disclose any information, contracts, documents, resources or personal details to any third party whilst associated with the Sydney Folk Festival or at any time thereafter, unless required to do so by law;
- Be always mindful that we are guests of the venues in which the Festival events are held, and respect their premises, furniture, equipment and fittings as if they were your own.

Individuals are accountable for their own actions and decisions and must act in accordance with the *Human Rights Act 2004* and all other applicable laws.