



Castlemaine
Fringe Festival

Volunteer handbook





CASTLEMAINE FRINGE *volunteer handbook*

This handbook is a guide for volunteers working for the Castlemaine Fringe. It documents our history and values and provides guidance for volunteer roles, responsibilities, and shared expectations.

Castlemaine Fringe Values are:

Inclusion, Accessibility, Participation

Working towards an inclusive festival for all.

Volunteers are at the heart of Fringe,
we can't do it without you!

About CASTLEMAINE FRINGE

Castlemaine Fringe (Fringe) events are held on the lands of the Dja Dja Wurrung People, and we pay our respects to the traditional owners of the land, to the local elders and emerging leaders. We celebrate the rich cultural heritage of this country and acknowledge that their sovereignty was never ceded.

Fringe provides an important local platform for individuals and community groups within Mount Alexander Shire to showcase their work.

Fringe aims to provide a warm and welcoming space for our whole community to participate in our events and be represented in our programming. This includes representation and participation from First Nations, those with a disability, LGBTQI, culturally diverse and young people.

Fringe works hard to meet accessibility needs for our performers, participants, and audiences, and seeks to use accessible venues, make our programming accessible to those with additional needs using interpreters, printed and digital programs, and in-person and on-line attendance wherever possible.

Affordability is often a barrier to participation in the arts. Fringe strives to keep our costs low, programs both ticketed and free events, and where ticket prices exist offers concession prices, accepts companion cards and provides opportunities to volunteer in exchange for entry to ticketed events.

Fringe would not be possible without the incredible talent of our local artists, performers, musicians, sound & audio techs, and Fringe strives to pay arts workers involved in Fringe activities.

Arts workers include performers, musicians, workshop facilitators and techs who receive payments for their services.

Contractors include persons paid for a duration of time for delivery of a position or service.

Volunteers support many aspects of the organisation including the Fringe Thing Inc Board, working parties and event delivery. Volunteer roles are unpaid.





Who WE ARE AND HOW WE OPERATE

The Fringe Thing Inc is an incorporated association, governed by Model Rules which comply with the Victorian Associations Incorporation Reform Act 2012. It is a member based organisation which encourages active participation and contribution. Members and volunteers are able to join working groups and sub-committees and pursue specific areas of interest or initiate projects which align with the organisation's goals.

THE FRINGE THING INC BOARD

The Fringe is governed by a board of directors who are volunteers elected at a formal annual meeting. The board provides governance to the organisation, developing policies and procedures, overseeing finance and risk management to ensure the organisation's activities are legally compliant, financially viable and physically safe.

The 2022 Board is comprised of Jacqueline Brodie-Hanns (Chair), Robin Archer (Deputy Chair), Emmaline Macartney (Secretary), Dunnielle Mina (Treasurer), Calan Stanley (Membership Officer), Jeremy Forbes, Sally Guildford, Derek Jacob, Ben Laycock, Jacinta Walsh and Azzy Jay.

THE FRINGE FESTIVAL PLANNING COMMITTEE

The Fringe Festival is planned and delivered by a committed group of volunteers who form the Planning Committee, led by the CFF Festival director. The Planning Committee makes recommendations and plans for key events; works to coordinate and deliver the logistics of the Festival and undertakes marketing and promotions for the Festival.

The 2022 Planning Committee is led by Festival Director Azzy Jay supported by core Committee members Gray Smith, Melissa Clarke, Karen Stewart, Peter Bodin, Dave Relf, Steph Riddel, Robin Archer and Sian Bloom.

WORKING GROUPS AND SUB COMMITTEES

Funding Sub-committee: tasked with raising money to support Fringe activities including the significant cost of conducting the Fringe Festival. Responsible for overseeing fundraising, writing grants, securing sponsorship. Communications Sub-committee: developing and maintaining channels to promote, showcase and market the Fringe, its activities and events. Responsible for our online presence including the website and social media; developing print materials including posters and programs to support the Fringe Festival; working with local media to promote the Fringe.

Quick A HISTORY

The Fringe Thing Inc was established in 1992 with the specific goals to:

- Encourage alternative and local musical, performing and visual arts in the Central Victorian Region.
- Provide community access to a diverse range of cultural and artistic experiences.
- Promote opportunities for musicians, performers and artists to perform or exhibit.
- Enhance the health, welfare and wellbeing of our community through engagement in cultural and artistic experiences.

As part of its commitment to the above, The Fringe Thing Inc conducts the biannual Castlemaine Fringe Festival, an independent festival which is run on the commitment of volunteers, loads of community support and goodwill and very limited financial budgets.

The Fringe Festival traditionally runs parallel to the Castlemaine State Festival and complements the State Festival programme by providing an affordable program of cultural and community events and an opportunity for local, established, and emerging creatives to be seen and celebrated.

In addition to the Festival itself, Fringe conducts and auspices ad hoc events, programs and fundraising activities throughout the year. It has a long-standing association with the CASPA Contemporary Art Space located above Stoneman's Bookroom and actively partners with other local community arts organisations include Arts Open studios, MainFM community radio and Castlemaine's Open Mic programme.

*Fringe values are Inclusion, Accessibility, Participation
Working towards an inclusive festival for all.*

Fringe would like to acknowledge the many hours, blood, sweat and tears that have gone into numerous festivals and events throughout the history of the Fringe. It takes engaged community members to put on a community festival, and the support Fringe has received in terms of hours given, financial support, attendance at events and the hard work of volunteer committees over 30 years is extraordinary.

Volunteering WITH FRINGE

YOUR RIGHTS AS A VOLUNTEER

- To work in a healthy and safe environment
- To be engaged in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To be reimbursed for out-of-pocket expenses in accordance with Fringe policies
- To be provided clear directions and accessible communication channels
- To be allocated a Fringe contact person for support and guidance

YOUR RESPONSIBILITIES AS A VOLUNTEER

- To uphold the Fringe Code of Conduct
- Carry out the duties listed in your volunteer position description
- To familiarise yourself with Fringe policies including OH&S, Child Safety, Discrimination and Bullying, Privacy and Communication with Stakeholders
- To be reliable when committing to roles. If you put your hand up to undertake a task it is your responsibility to attend to that task and report back on progress. If you are unable to do so, please inform the festival contact of potential delays or disruptions
- Volunteers are legally bound to a duty of care towards all others in the workplace, to follow Workplace Health and Safety guidelines and to report any injuries or hazards noticed in the workplace
- Respect the privacy of others
- Be accountable
- Give notice if your availability changes or you are leaving the organisation
- Deal with complaints in the appropriate manner
- Undertake training as requested
- Ask for support when needed
- Support other team members



Opportunities TO VOLUNTEER WITH FRINGE

Throughout the planning and conduct of the festival and in all our fundraising efforts the Fringe relies on volunteers.

VOLUNTEER ROLES INCLUDE

- Participating in working groups for planning and delivery of events
- Decorating spaces
- Setting up and packing down of events
- Selling or checking tickets at the door of events
- Supervising gallery and exhibition spaces
- Support workshop facilitators
- Running licenced bars – Responsible Service of Alcohol certificate required
- Preparing food and assisting with catering
- Communications, marketing and promotion (inc website design & graphic design)
- Handing out fliers, putting up posters, sharing on social media and in person at markets
- Writing media releases
- Documenting events including photography, testimonials and reviews

Festival volunteer roles vary in length, time commitment and skills required. We can craft roles to fit your availability, interest and skills.

Volunteers are also required throughout the year to assist with significant fundraising and community events and to join working groups and sub-committees to pursue specific goals.

Persons interested in any of the volunteer roles at Fringe should contact the Festival Director by email on:

castlemaine fringe festival@gmail.com



THE FRINGE THING INC

Code of Conduct

In this document 'Staff' includes all volunteers, paid contractors, committee members, board members, performers & artists. All staff are expected to follow this code of conduct.

Fringe relies on good relationships with the community. Staff leading and delivering Fringe events are the visible representatives of Fringe to our community, and as such their behaviour reflects on the organisation.

It is expected that while undertaking Fringe related work all staff will do their best to promote and enhance the interests, business, and reputation of Fringe, and not intentionally do anything which could reasonably be thought to be harmful to the organisation and/or its reputation.

RESPECTFUL CONDUCT

- Behave in a courteous and respectful manner towards fellow staff & stakeholders
- Allow everyone to be heard, avoid interrupting or talking over others in meetings
- Act in a manner that fosters a culture of support, positivity, and co-operation
- Communicate professionally and be solution-focussed regarding any concerns you may have
- Behave in ways that promote the safety and welfare of one another

SMOKING

Fringe would prefer you did not smoke while attending to your duties. If you choose to smoke, please ensure your duties are being attended to by another person and please move away from others into a designated smoking area.

CONSUMPTION OF ALCOHOL AND NON-PRESCRIPTION DRUGS

Fringe events are often community based, in the evening and in locations where alcohol is served. We encourage all staff to use alcohol responsibly. Staff must not present to work under the influence of non-prescription drugs or be intoxicated by alcohol whilst performing their duties. Staff must not supply alcohol or non-prescription drugs to any person under the age of 18 at Fringe events.

PSYCHOLOGICAL HARM

Staff must not engage in unreasonable conduct that could cause psychological harm to a fellow staff member.

Examples include:

- Targeted and sustained criticism, belittling or teasing
- Excessive or unreasonable demands
- Persistent hostility and severe verbal abuse, rejection and scapegoating
- Unwanted personal or sexual attention
- Ignoring requests for certain behaviours to cease

In addition to this code of conduct Fringe Staff and Volunteers will read and abide by the following list of policies pertinent to Volunteers including

- OH&S
- Child Safety
- Discrimination and Bullying
- Privacy
- Communication with Stakeholders
- Expenses and Reimbursement

Occupational health and safety Policy

EMERGENCY AND EVACUATION PROCEDURES

- All Staff are to make themselves familiar with the Emergency Procedures applicable to the location they are working in.
- If any Staff are concerned in relation to a OH&S issue in the workplace, they should raise the matter immediately with their Fringe Contact.
- In the event of an emergency, the instructions of the Fringe Contact must be followed.
- The Fringe Contact will contact emergency services and be responsible for all participants in the space.

MEDICAL INCIDENT PROCEDURES

- Fringe is committed to preventing accidents and minimising dangerous occurrences
- All injuries will be assessed by the Fringe Contact to determine whether medical treatment is required. If medical treatment is required, suitable arrangements should be made for transport of the injured person to a doctor or hospital
- If a child is injured the legal guardian of the injured child should be contacted immediately

Child safety policy

We are committed to creating a child safe and child friendly environment within which all children are respected, valued and encouraged to reach their full potential. We want children to be safe, happy and empowered.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and promptly. Child protection is a shared responsibility within Castlemaine Fringe and includes all employees, contractors, associates, volunteers and members of the Fringe community. Everyone at Fringe is responsible for the care and protection of the children within our care, and for reporting information about suspected child abuse.

We support and respect all children, as well as our staff. We are committed to the cultural safety of Aboriginal children, the

cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Volunteers or event staff working with children or young people under 18 who are not accompanied by a parent/carer are required to hold a valid Working with Children's Check and provide a copy of the WWCC to Fringe.

Discrimination, harassment and Bullying policy

Castlemaine Fringe aims to promote a positive environment that respects and values differences in all members. Our goal is for all staff, volunteers and participants to feel safe, secure and free from intimidation when they are participating in Fringe activities.

Castlemaine Fringe has a legal obligation to maintain the wellbeing of its staff and participants and to ensure, so far as is reasonably practicable, that these individuals are not exposed to discrimination, harassment and bullying.

Breach of these guidelines may lead to disciplinary action being taken such as exclusion from working parties and future Fringe events. Compliance with these guidelines is mandatory for all staff and participants of the Castlemaine Fringe

Castlemaine Fringe accepts and acts on its duty of care. We recognise that discrimination,

harassment and bullying are highly distressing experiences. We will therefore investigate any reported allegations promptly, thoroughly, and fairly. We will handle all complaints in a confidential and impartial manner. Where confidentiality cannot be guaranteed this will be clearly communicated to the relevant parties. We will treat all parties involved with respect and fairness.

Dispute Resolution Procedures

We encourage any person experiencing discrimination, harassment or bullying behaviour to raise the issue early.

You can raise the issue with your Fringe Contact or directly with the Festival Director. If the grievance cannot be discussed with them, it should be directed to The Fringe Thing Inc Chairperson.

The Festival Director will provide support and ascertain the nature of the complaint and adopt a confidential, non-confrontational approach with a view to resolving the issue. Mediation between the parties will be facilitated if required. If necessary, a formal investigation may be conducted.

Based on the findings, possible outcomes of a formal investigation may include, but may not be limited to, a formal apology, disciplinary action, official warning, dismissal from employment or program participation.

Privacy Policy

Castlemaine Fringe is committed to managing information entrusted to our organisation with diligence, and to maintaining privacy and confidentiality.

All Staff are obliged to maintain the confidentiality of such information both during and after their period of engagement.

All information provided around dispute procedures will be kept confidential. No information will be released to any third party except with the individual's written consent or to obtain professional or legal advice or if required by law.

Photos are regularly taken at Fringe events of performers and participants which may be shared on social media. Those participating in Fringe events who do not want to be photographed should inform their Fringe Contact or raise it with the photographer directly.

Communication with Stakeholders policy

Fringe works hard to build and retain positive relationships with our stakeholders who include local businesses, local council, artists, performers, and general members of the community. As a Volunteer you may need to communicate with stakeholders and this might be in person, on the phone or via email. Please ensure you make notes on these conversations and document follow up actions, and remember the messages represent not just you as an individual but also the organisation and therefore, should always be respectful and kind.

Where appropriate, please copy other relevant members of the Planning Committee or Fringe Board into your email communications to ensure clear communications within the organisation.

Fringe takes a co-ordinated approach to media promotion and a consistent approach to our messaging. As such requests from to to media should be forwarded to the comms committee and Festival Director for approval before speaking to media representatives.

Email etiquette

- You should respond to email messages as soon as possible.
- Email does not replace face-to-face communication; however, it is worth following up face-to-face communication, especially around dates, times and cost, with an email so that conversations are documented and expectations are shared.
- Emails should use an appropriate tone and language, be clear, concise, and warm.
- Emails which are badly expressed, poorly constructed or misleading, can cause confusion and lead to an unnecessary exchange of correspondence, bad feelings, and frustration. Please proof-read before pressing send!
- Capital letters should be avoided. This is considered 'SHOUTING'.
- You should report any unlawful or offensive content to your Fringe Contact.
- Do not share email contacts with others without permission from the contact, and if you need to share the contact, please make an introduction to that new person of who they are and what the purpose of contact is.

Expenses and reimbursement

Each event on the Fringe calendar has an income and expenses budget that is set up by the festival committee or events working group and approved by the board. Purchases under \$50 such as ice for the bar or Blu-Tac for putting up posters can be made when:

1. The events kit has been checked for existing supplies
2. The purchase has been approved by the event lead
3. The purchase is accompanied by a receipt

For reimbursement the buyer should email the receipt and their bank account details to castlemainefringefestival@gmail.com. Fringe will endeavour to make reimbursement within 24 hours.

Purchases over \$50 require pre-approval by the Festival Director.



Appendix 1

INDUCTION CHECKLIST

THE FRINGE THING INC · VOLUNTEER INDUCTION CHECKLIST

Checklist for:	
Completed by:	
Date completed:	

THE VOLUNTEER HAS BEEN

✓ Comments

Given induction pack incl. information about the organisation		
Introduced to other volunteers and members of staff		
Introduced to the volunteer role and discussed the role description with Volunteer Manager/Supervisor and provided WWCC or RSA where required		
Discussed time commitment and agreed on preferred days and hours		
Introduced to their Fringe Contact person		
Provided with information on key policies and procedures within the organisation and how to access them		
Understands the generalised nature of Fringe Volunteering and that site specific inductions will be undertaken on-site where volunteers are physically present (toilets, fire escapes, first aid kits etc)		

THE VOLUNTEER HAS BEEN TOLD

✓ Comments

Who to contact in an emergency		
Roles of volunteers and staff within the organisation		
About the boundaries of the role and, if applicable, any development opportunities		
About volunteer meetings and social events		
The importance of equality, diversity, and inclusion		
How to claim expenses, what can be claimed for (if applicable)		
About the organisation's expectations and discussed the volunteer's expectations		
The Volunteer has signed the Volunteer Code of Conduct		
About the purpose of the Volunteer Agreement and signed the agreement		

VOLUNTEER TRAINING PLAN

Specific training area / topic	Provided by	Date provided	Provider signature	Volunteer signature

DATE FOR NEXT SUPERVISION

I have read and understood The Fringe Thing Inc Code of Conduct
I have read and understand the following Policies:

- OH&S
- Child Safety
- Discrimination and Bullying
- Privacy
- Communication with Stakeholders
- Expenses and Reimbursement

VOLUNTEER SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

The Fringe Thing Inc – ABN 39 729 215 897

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W: www.castlemainefringe.org.au

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Community Bank
Maldon & District



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