



PFFF Volunteer Code of Conduct 2026

Volunteers are the backbone of the Port Fairy Folk Music Festival. They build the festival and maintain nearly every facet of it for four fabulous days. Artists, staff and patrons comment about the enthusiastic, friendly, helpful attitude of our volunteers and the fun festival atmosphere. Thanks so much for your time, talent, passion, experience, knowledge and hard work. We couldn't do it without you!

As a volunteer, you agree to contribute to PFFF's success by abiding by the following Code of Conduct:

General Commitment, Ethics and Expectations:

- Work as a team for the event to make a positive contribution to the festival culture and overall success. Care and respect is paramount in working with the Festivals colleagues, artists and patrons.
- Promote the PFFF in a positive way. Never say or do anything to cause harm to the festival.
- Acknowledge the importance of our individual contributions to the total effort involved in providing a happy and comfortable, yet safe and structured environment.
- Complete the tasks assigned to you by following written instructions, or as directed by your Volunteer Manager and/or other Festival staff and PFFF Committee Members.
- No volunteers shall use to their own advantage any property or monies belonging to the PFFF. All volunteers will be honest and trustworthy.
- Arrive at your shift at or before your scheduled time prepared to make your contribution as required. Ensure your Volunteer Manager is kept informed about changes in your circumstances.
- You will be expected to do around 12 hours of volunteer work over 2 or more shifts. This differs between the various areas of volunteering.
- You are responsible for organising your own accommodation over the festival weekend.

Safety & OHS

- The influence or consumption of alcohol on duty is not allowed. Use of an illegal substance will forfeit access to the festival and entry pass.
- You must let us know of any medical condition that could affect your duties as allocated.
- You must provide us with a responsible emergency contact in your application.
- Be acutely aware of your surroundings and strive to create and encourage a safe and enjoyable environment for those around you.
- You must be familiar with important OHS information as outlined in the online induction, Venue/Stage Books, Emergency Management Plan or as defined by any other festival documentation or as directed by your Volunteer Manager and/or other Festival staff and PFFF Committee Members.
- Wear your volunteer T-shirt and/or nametag at all times whilst on duty. This T-shirt is provided by PFFF and to be retained by the volunteer to reuse in subsequent years. Where the Volunteer is not required to volunteer or chooses to not continue to volunteer the T-shirt can be returned to the Info Tent during the Festival or the Festival Office after the Festival.
- Keep your mobile phone on (silent please!) in case you need to be contacted urgently.
- Put safety first in all activities.
- Work only according to your level of competency.
- Be aware of any issues that may cause problems and report to your Volunteer Manager.
- Contact and report to your immediate Supervisor or Volunteer Manager when confronted with a situation that you are unable to contend with or is beyond your role and responsibility.
- Volunteers must be aware of the networks and services available to festival patrons during the festival.
- It is imperative for the smooth running of the festival that all volunteers co-operate and work together as a team.
- PFFF holds Volunteer Insurance, Volunteers will be covered where they are adhering to and working within the scope of the code of Conduct, and relevant OH&S requirements.

Communication

- Stay calm and relaxed. Listen and discuss. Be clear and consistent. Seek advice whenever appropriate.
- Keep your Volunteer Manager informed of any changed circumstances.
- Have a reasonable understanding of the line of accountability within the festival.

A serious breach the Code of Conduct could result in the volunteer being relieved of duties, loss of access to the festival and loss of entry pass. Such conduct may also result in denial of future volunteer applications.

Terms of Agreement

- I agree to abide by the PFFF Code of Conduct.
- I agree to carry out my volunteer tasks and not consume or be under the influence of alcohol or illegal drugs within my rostered hours.
- I agree to wear my volunteer T-shirt and/or nametag whilst on duty.
- I agree to organise my own accommodation to be able to attend the PFFF as a volunteer.
- I agree to provide a responsible emergency contact with my application.
- I agree to complete the tasks assigned to me by following written instructions, or as directed by your Volunteer Manager and/or other Festival staff and PFFF Committee Members.
- I agree to contact my Volunteer Manager immediately if circumstances prevent my commencing a shift.
- I agree if I am unable to complete all the allocated shifts, I will upon consultation with the Volunteer Manager, arrange return of the Festival Armband until further arrangements are made with the Volunteer Manager regarding alternative shifts.
- I agree that if I do not complete my allocated shifts - without ample notice or satisfactory reason, or without consultation with the Volunteer Manager – that this will result in forfeit of my entry pass and/or invoicing for the cost of a weekend ticket at full price. I may not be eligible for future applications to volunteer.
- I agree that no financial payment will be made by the PFFF for my services as a volunteer.
- I agree to adhere to the Ticket Terms and Conditions as displayed on our website www.portfairyfolkfestival.com
- I am over 18 years of age.

Submission of your relevant application form, and or acceptance of any rostered shifts will confirm your agreement to this Code of Conduct.