

1. PURPOSE

Hamilton Operatic Society (HOS) recognises that Volunteers are an integral part of our organisation and that our people are our most important asset.

The purpose of this policy is to:

- define what we mean by the word Volunteer;
- state HOS's philosophy on Volunteering, and;
- outline rights and responsibilities of HOS and its Volunteers;

2. DEFINITION AND SCOPE

A 'Volunteer' is an individual who for personal or charitable reasons freely (and without expectation of financial gain) contributes time, service and/or skills for the good of HOS.

This policy applies to all those who Volunteer for HOS, regardless of the size, level, or scope of their role.

3. VOLUNTEERING PHILOSOPHY

Volunteers are at the heart of HOS. They make it possible for our Society to provide the services we do. HOS is reliant on volunteers and the generosity of the community and local businesses. HOS regard volunteers as a valuable resource and encourage them to get involved at all levels of the organisation. We aim to train, support and supervise our volunteers to the best of our ability.

Volunteering for HOS is inclusive and open to all who are willing to work in line with the rules and values of our Society.

HOS will work to ensure that Volunteers are provided with roles that are meaningful and relevant to their needs and interests, treated with respect and as equals, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for their efforts.

4. RIGHTS AND RESPONSIBILITIES

As a Volunteer for HOS you have the right:

- To perform a role that is meaningful and satisfying;
- To be assigned to a role that fits your interests and needs;
- To receive the induction, training and supervision necessary to fulfil your role;
- To receive feedback on the tasks you perform;
- To be treated with respect and as an equal partner in our organisation;
- To be trusted with confidential information necessary to carry out your role;
- To be kept informed on matters within the relevant department;
- To expect that your time will not be wasted by poor planning or coordination;
- To work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
- To be given a copy of HOS Volunteering Policy and other policies and procedures that affect your role.

As a Volunteer for HOS you have the responsibility:

- To be honest about your expectations and abilities;
- To not take on more responsibility than you can handle;
- To take part in induction, and orientation processes e.g. background checks, paperwork and training;
- To be reliable and punctual or provide notice so that alternative arrangements can be made;
- To be accountable, perform your role to the best of your ability and ask for help when you need it;
- To follow organisational policies and procedures;
- To respect those confidences entrusted to you;
- To voice your opinion and have input on ways in which your role might be performed better;
- To be open-minded and respectful of others opinions, and;
- To represent HOS accurately and positively to others.

HOS will make every effort to ensure that Volunteers are advised of their rights and responsibilities.

5. REIMBURSEMENT

Volunteers are entitled to reimbursement of expenses that are preapproved, while working at HOS. Such costs are expected to include items that are needed at the shop, production or workroom that a volunteer may purchase in their own time.

Volunteers are not eligible for costs associated with travel to and from any HOS worksite including set storage or any production site.

There is no compensation for meals. Tea, coffee and hot chocolate will be available in the shop and during production and show weeks.

6. VOLUNTEERING TIMES

Hireage Department Volunteer times are negotiated between the Operations Manager and the volunteer and are as flexible as the tasks and business hours allow.

Production volunteers will be advised of their hours by the relevant HOD during recruitment.

7. BEHAVIOUR

Volunteers are expected to work within the Anti-Harassment and Anti-Bullying Policy of HOS. As representatives of our Society you are responsible for presenting a positive image of HOS in the wider community.

8. TERMINATION

Any voluntary service is at the discretion of HOS. HOS may, at any time, and for whatever reason, decide to terminate the volunteer's relationships with the organisation. Similarly, volunteers may at any time, and for whatever reason, decide to terminate their relationship with HOS. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

Volunteers who do not adhere to HOS's Policies or who fail to perform their volunteer assignments satisfactorily may be relieved of their duties.

9. ABSENCES

Volunteers are asked to give as much notice as possible if they are unable to do their rostered shift or rehearsal.

10. HOLIDAYS

HOS observe all public holidays and close over the Christmas/New Year period. If a public holiday falls during production week or season dates it is most likely to be used as a rehearsal or show day.

11. SOCIAL MEDIA

11.a General

HOS encourages positive endorsement of its services and productions by the Board of Management, contractors, employees and volunteers.

HOS devices must only be used for accessing HOS social media accounts, unless for approved work purposes. Use of our Society's social media account(s) must be for work purposes only.

When sharing content on social media, you should neither claim nor imply that you are speaking on HOS's behalf, unless you have express authorisation to do so.

However, sharing of content made public by HOS is encouraged, provided it is shared with the intention to gain positive exposure. We would love to see your posts and to make sure we do please tag @hamiltonoperaticsociety on Instagram or Facebook.

You should monitor any comments made on your posts sharing HOS content, and remove or disable comments that could be considered defamatory, malicious, gossip or otherwise inappropriate. Personal opinions should not be attributed to HOS or expressed in a way that could be interpreted as an official HOS communication.

11.b Show Specific

When posting any behind the scenes content of a show the following policy applies:

Permissions:

In the Facebook era photographs can be posted and viewed by millions of people across the globe with virtually no restriction so we need to be sensitive to photographs of cast and crew members. Only post photographs on Facebook, or other Social Media platforms such as Instagram or Twitter, if you have permission from all those in the photograph to do so. If a person is under the age of 18, you must also have permission from their parent/guardian.

Behind the scenes: HOS embraces the use of social media for the promotion of our shows and appreciates the role of the cast, musicians, creatives and crew (company) in assisting in the promotion of the shows from behind the scenes (BTS). Every point of view of working on a show is valued and we want to showcase that on our social media, and give the company the opportunity to do so on their own social media accounts.

Recording of Rehearsals and Performances: Please note that we are granted the rights to perform our shows on the understanding that no recordings will be made of either performances or rehearsals. In the event that you breach this agreement you, and the society, could face substantial penalties from the rights holders.

Promotional Photos: HOS will always provide company members with professional material for posting publicly. These materials will be available via shared google drive for up to a month at the closing of the show including photos of Dress Rehearsals and portraits. No other photographs can be taken from the auditorium or the stage area (i.e. from the wings and props area).

By signing this form you agree that HOS may use footage or images of you in our advertising for the show, on social media and other communications in relation to the show.

If you are ever in doubt about if it's okay to post, send an email to marketing@hamiltonoperatic.co.nz with the content for approval.

12. HEALTH AND SAFETY

HOS is committed to ensuring a healthy and safe space for volunteers within the constraints of the facilities we reside and hire.

All volunteers will adhere to Hamilton Operatic Society's Health and Safety Policy.

To be reviewed August 2026.