



NON-PERFORMER VOLUNTEER POLICY

CLOC MUSICAL THEATRE VOLUNTEER POLICY

About CLOC

CLOC Musical Theatre is one of Australia's largest and most successful community non-professional music theatre companies. Established in 1964, CLOC mounts 2 major musical productions per year at the National Theatre, St Kilda. Approximately 15,000 people from the community attend the performances each year and over 200 community volunteers are involved in preparing and mounting these productions.

As a volunteer non-professional organisation, and officially recognized as a Charitable Organisation, CLOC receives no external funding but funds itself entirely from ticket sales and hire revenue derived from the hire of costumes and scenery.

CLOC is considered a "half-way house" between amateur and professional theatre providing training and mentoring in all facets of theatre production and company management including such areas as stagecraft, performance, dance, set construction, set painting, properties sourcing and making, costume making including millinery, wig and hair dressing, front of house, publicity and marketing, administration, logistics and catering.

The aims of CLOC Musical Theatre are:

- To promote an appreciation of the arts, particularly live theatre within the community.
- Encourage, assist and develop the full range of talents of our volunteers associated with the development of the arts.
- Present public performances of live theatre, concerts and any other activity which promotes the arts.
- Achieve the highest possible production standards within the resources available.

CLOC aims to benefit our volunteers through providing an experience which is both enjoyable and rewarding as well as providing opportunities for training for those who wish to develop their careers in the Performing Arts or Arts Administration. CLOC also benefits the wider community through a commitment to meet the requirements and expectations of customers, performers and volunteers by making available quality Musical Theatre at a very affordable price.

The ongoing success of CLOC over 50 years is attributed to the commitment and contribution of volunteers.

This document specifically addresses non-performing volunteers. Performing Volunteers and Creative Production Teams are addressed in separate policies and procedures. Similarly, the CLOC Committee is dealt with only briefly and are more fully described and addressed in other documents.

What we believe Volunteers want

Volunteers are CLOC's Greatest Assets and we believe that what Volunteers are looking for is -

- The pursuit of excellence.
- To learn new skills and derive a sense of achievement.
- Enjoyment and being part of the team.
- To be treated with respect, not just a worker; (not to be taken for granted)
- To be part of a social group and make friends.
- To be acknowledged appropriately.
- To be listened to. (Volunteers suggestions taken on board)

CLOC Commitment to Volunteers

To support the needs of Volunteers, CLOC is committed to –

- Give Volunteers value – whatever they are doing.
- Provide briefing and information sessions.
- Provide social opportunities.
- Not overloading Volunteers – break work into ‘bite size chunks’.
- Provide regular and tangible recognition.
- Treat Volunteers with respect.
- Take a personal interest in Volunteers.
- Actively seek feedback. From Volunteers
- Provide communication – (keep Volunteers informed and involved)
 - Email
 - Internet
 - Facebook
 - Newsletters
 - Mail Outs

CLOC’s Approach to Volunteers

- There is work for all skill levels with guidance & assistance provided.
- No experience needed for a number of functions – on job training is provided where appropriate. However, some positions and roles do require specific experience and/or qualifications.
- Volunteers choose when they attend and can at times take work home.
- Volunteers decide how much they wish to do and their time commitment.
- Experienced volunteers train & share their knowledge with new volunteers.
- Volunteers are expected to be committed to performing to the best of their ability within their commitment and skills constraints.
- Volunteers enjoy the camaraderie of social interaction throughout all activities.
- CLOC provides volunteers with sound organisational structure including detailed instructions for all positions within the organisation.
- CLOC is very conscious of OH&S, Harassment and Privacy requirements & works hard to provide Volunteers with a safe, harassment free working environment governed by a Code of Conduct and protects the privacy of its’ Volunteers.
- Due to safety considerations – use of machinery and equipment is limited according to experience and skills.

CLOC’s Responsibilities to Volunteers

CLOC is committed to the following responsibilities to volunteers -

- To give a clear understanding of volunteer roles and the tasks they are authorized to perform.
- To provide an induction and/or any training necessary for volunteer roles.
- To provide a safe environment for volunteers to perform their roles.
- To respect privacy, including keeping volunteer private information confidential.
- To provide a contact person, to whom each volunteer can ask questions and give and receive feedback.
- To provide re-imbursement for expenses incurred with the permission of CLOC.
- To provide insurance to cover the volunteer duties volunteers are authorized to perform.

Volunteers Responsibilities To CLOC

On being accepted by CLOC as a Volunteer, the following is expected by CLOC -

- To provide proof of a Working with Children Card or Victorian Institute of Teaching Registration (VIT Card) or a Victorian Police Check.
- To support the aims and objectives of the company.
- To participate in an induction program and any relevant training sessions specified.
- To only undertake duties that are authorised and always operate under the direction and supervision of a nominated team leader following reasonable directions and instructions.
- To understand and comply with CLOC's policies and procedures including the CLOC Code of Conduct, CLOC's Harassment Policy and CLOC's OH&S Policy
- To always notify their team leader about any OH&S issue that may pose a risk to them and/pr others including reporting accidents or near misses.
- To behave appropriately and courteously as a matter of course in their role.
- To comply with the law at all times.
- To be honest and open in their dealings with the Company and everybody involved with the Company.

Best Practice In Volunteering

All volunteers at CLOC are coordinated through the CLOC Volunteer Officer whose role is to co-ordinate the activities and functions of the volunteers and monitor their progress. The CLOC Volunteer Officer, is an unpaid volunteer who reports to the CLOC Committee.

The CLOC Volunteer Officer is responsible for the recruitment, mentoring and training of all volunteers and ensuring they are recognised and rewarded for their contribution.

The recruitment of volunteers is achieved in a number of ways:

- Advertising to CLOC's large customer base
- Word of mouth
- Refer-a-friend.
- Via internet registration on the CLOC Website.
- Advertisements in local and daily newspapers

All volunteers who register interest with CLOC will be contacted and interviewed by the CLOC Volunteer Officer. Volunteers will be allocated to roles in the organisation based on their interests and preferences, an interview with the Volunteer Officer and on the basis of 'need' within the company along with their skills, knowledge, availability, potential and overall suitability. If suitable, an induction visit is arranged to various CLOC sites. The diverse activities of CLOC provide for a very wide range of activities that give opportunities for many people regardless of age, gender, religion, socio-economic background, disability or ethnicity.

The Induction Process

All new volunteers to CLOC are provided with either a formal or informal induction session managed by the CLOC Volunteer Officer and includes an Induction Pack including the following –

- CLOC History Booklet
- This Document
- CLOC Code of Conduct

- CLOC Harassment Policy
- CLOC OH&S Policy

as well as, where appropriate, a visit to the various CLOC Venues to discuss what the company does.

Most importantly, the volunteers are made to feel welcome and valued.

Tasks that the CLOC Volunteer Officer undertakes to induct new volunteers includes:

- Running a formal or informal induction session which includes
 - Details of company objectives and activities
 - Ensure volunteers understand their role and responsibilities.
 - Allocate and introduce mentors to follow their progression and who will provide support and feedback.

Training For Volunteers

CLOC is not just a company focused on producing musicals but takes great pride in training its' volunteers to further develop their skills in musical theatre performance and/or productions.

- All volunteers are trained within the confines of their role and updated as new skills are required or new procedures are put in place.
- Experienced volunteers' mentor new volunteers to give them "hands-on" experience with feedback the Volunteer Officer
- The length of training depends on the skills and complexity of the requirements.
- All volunteers are monitored to ensure they are fully capable before undertaking the tasks on their own.

CLOC is constantly devising innovative ways in developing procedures to support its volunteers and encourage them to become involved. CLOC does this by striving to make the working conditions for volunteers as comfortable and congenial as possible and by providing a great social experience for the volunteers. eg The Costume Resource Centre with sewing machines, overlockers and all sewing needs supplied by CLOC. Air Conditioning at both our Costume & Rehearsals venues and provision of meals during working bees to name a few

CLOC encourages a social element to the various teams where many have become '*fast friends*' and providing them with a better workspace can only enhance the sense of 'community' which already pervades the company.

Health & Safety for Volunteers

CLOC has a well-documented Occupational Health and Safety Policy, Code of Conduct and Harassment Policy along with detailed policies and procedures covering all aspects of the organisation. These are constantly updated and monitored and are an integral part of induction and ongoing training. All volunteers to CLOC are made aware and trained in all OH&S policies as they undertake their jobs. Trained OH&S personnel are used throughout CLOC who impart knowledge to the members. In addition, formal position descriptions have been established which support our mentoring, training, policies and procedures. Trained First Aid Officers are used throughout the company in the department areas and all accidents or incidents are reported on the appropriate documents as detailed in our OH&S policy. CLOC encourage all volunteers to suggest improvements and changes to the organisation and are open to all recommendations.

Recognising the Achievements of CLOC's Volunteers

Considerable effort is taken to ensure all volunteers are recognised for their contribution to CLOC and the staging of each production. As a result, a range of programs are implemented including:

- Service Recognition Awards after every 10 shows service
- The Grandys: The Sandy Davies Grandy Award for Cast and The Grant Alley Grandy Award for Production.
- Individual personalised "Certificate of Appreciation" for each volunteer
- Names of all volunteers are listed in the show program in their relevant areas and all volunteers receive a complementary program.
- A thank-you party for all volunteers at the conclusion of each production provided by CLOC
- A thank-you wine glass with CLOC and show logo for every production
- Create a DVD for each show: a visual reference of their experience
- Positive feedback from Team Leaders as well as CLOC Patrons
- Hold social occasions for volunteers including video nights and the CLOC Christmas Party in recognition of volunteer achievements.

Volunteer Activities within CLOC

Costumes

Comprises the following main functions –

- Costume Designer.
- Costume Co-ordinator.
- Costume makers /repairers/finishers.
- Costume Dressers (in the theatre).
- Cleaning & Repair.

Involving the following activities –

- Costume Designer designs costumes within the artistic framework set by the Director.
- Costume Designer liaises with the Set Designer in relation to period, style & colour.
- Costume Designer provides patterns and material swatches.
- Costume Co-ordinator is responsible for making it happen.
- Costume Co-ordinator is responsible for any costume or accessory hire and the withdrawal of any costumes from our costume stock.
- Costume Co-ordinator ensures patterns, materials & haberdashery are available for working bees.
- CLOC conducts regular working bees every Saturday for 12 weeks prior to production.
- Working bees are from 10.00am to 5.00pm with lunch provided.
- There is work for all skill levels with guidance & assistance provided.
- Volunteers choose when they attend & can at times take work home (though it is better to be completed at working bees where assistance can be provided.
- You decide how much you wish to do and your time commitment.
- CLOC provides all materials, tools and machinery.
- All costumes need to be ready at least a week prior to moving to the theatre.

Stage, Audio & Lighting Crew

Comprises the following main Personnel -

- Stage Manager, Audio Designer and Lighting Designer appointed by CLOC Management Team.
- Stage Director, Assistant Stage Manager, Fly Manager, Lighting Board Operator, Stage Team Leaders & First Aid Officer appointed by the Stage Manager.
- Large team required as Bump In & Bump out Crew, Stage Crew, Fly Crew, Floor Electrics, Follow Spot Operators & Audio Assistants.

Involving the following activities -

- CLOC is proud of our technical crew.
- Have won numerous awards for Technical Achievement.
- Overall won more awards for Technical Achievement than any Other Vic Musical Company.
- Our crew are prepared to make the commitment to –
 - Attend all preseason runs at CLOCworks.
 - Attend all rehearsals & performances in theatre.
 - Attend crew briefing.
 - Assist with bump in & bump out.
- Experienced crew train & share their knowledge with new members.
- Crew are committed to presenting the best possible show.
- Crew enjoy the camaraderie of social interaction after performances & between seasons.
- CLOC provides crew with sound organisational structure including detailed instruction (Cue) sheets for all positions within a show.
- CLOC is very conscious of OH&S requirements & works hard to provide the crew with a safe working environment.
- The dress for crew in the theatre is **ALL** black, safe, sturdy footwear & to carry a small torch.

Front of House

Comprises the following main functions:

- Box Office
- Program Sales
- Ushering
- Co-ordination & Management

Involving the following activities -

- Front of House is the first impression customers gain of CLOC.
- Treatment at FOH is an important factor in customer overall satisfaction in attending a CLOC production.
- Essential that at all times FOH staff are neat, courteous, efficient and business like in their dealing with the customers.
- Important that we do everything possible to meet the customers' requirements with a smile.
- We invite people to work FOH approximately three months prior to opening night.
- Minimum of 10 staff needed every performance – essential that if you commit - you attend.

- Dress is dinner suit for gentlemen and neat black for ladies.
- All Front of House staff need to be in attendance at least 1 hour before curtain up
- All FOH staff required to attend Theatre OH&S presentation every performance.
- This is a vital role in the overall CLOC organisation.

Marketing, Catering, Logistics & Administration

Marketing comprises the following main functions -

- Company Profile & Sponsorship.
- Future show publicity.
- Current show publicity.
 - Program
 - Media Liaison
 - Direct Marketing
 - Mail Outs
 - Poster Production
 - Brochure production
 - Media kit production
 - Photography
 - Logo wear
 - Foyer displays.
 - Paid Advertising
 - Editorials
 - Social Media/Internet.

Catering comprises the following main functions -

- Patron suppers at the theatre.
- Production launches catering.
- Bump in & bump out catering'
- Working Bee catering.
- Crew nights catering.
- Special events catering.

Logistics comprises the following main functions -

- Transport of scenery to & from the theatre.
- Transport of costumes, properties & furniture to & from the theatre.
- Transport of sundry items to special events.
- Packing and storage of Scenery and Costumes.
- Purchase and delivery of materials.
- Maintenance of CLOC's Vehicle and Trailers.
- Maintenance of CLOC's Premises.

Administration includes a wide spectrum of tasks including but not limited to –

- Photocopying.
- Filing.
- Enveloping Mailouts.
- Research.
- Maintaining Databases and Spreadsheets.
- Preparing Volunteer Packs.
- Preparing Cast Packs.
- Etc.

Properties

Properties comprises the following main functions -

- Properties Manager.
- Properties Assistants.
- Consultation with artistic Team
- Research
- Preparing a Properties Plot for each production.
- Sourcing, Purchasing, Collection and making Properties.
- Sourcing Special Properties and Furniture.
- Sourcing and fitting Set Dressing & Furniture.
- Providing Properties for rehearsals.
- Managing and maintaining Properties in the theatre

Set Construction & Painting

Comprises the following main functions -

- CLOC constructs virtually all our own scenery.
- Set Designer produces either a scale model or colour scale drawings.
- Detailed floor plans and construction drawings are produced on a CAD system.
- Set construction team under the control of a Set Construction Manager build the scenery.
- Painting assistants base paint the scenery.
- Set Designer/Painter completes detailed painting.
- Scenery is assembled at CLOCworks for rehearsal.
- Scenery is then dismantled for delivery to theatre.

Involving the following activities -

- Construction of scenery is all carried out by volunteers.
- Takes 3 – 4 months to build each show with the time in between pulling apart previous show, recovering raw materials, carrying out maintenance on Hire Scenery and maintenance on the CLOC Workshop (CLOCworks) and machinery.
- All performed at CLOCworks normally 3 days per week and 2 nights per week along with half of Sunday.
- Volunteer times are flexible within these hours.
- Scenery tends to be large & sophisticated.
- Volunteers work with many different materials - primarily timber, steel and canvas.
- CLOC is reasonably well equipped with hand, battery, power and air tools along with a range of machinery.
- No experience is needed – on job training provided, however any type of skills working with timber and/or steel are invaluable to CLOC.
- Volunteers need to be able to follow plans, work accurately & take direction.
- Due to safety considerations – use of machinery is limited according to experience & skills.
- Scenery is normally constructed in an assembly line manner – volunteers often only see components for some time until final assembly.
- Painting is all done at CLOCworks under the direction of the Set Designer/Painter.

Audition and Rehearsal Team

Auditions comprises the following main functions –

- Audition Scheduling
- Audition Advertising
- Audition Booking
- Audition Administration
- Audition Venue preparation
- Audition Reception.
- Auditionee Photography
- Audition Videography
- Audition Catering
- Auditioning and Auditioning Oversight
- Audition results notification

Auditions comprise the following Volunteer appointments –

- Audition Panel – appointed by the CLOC Committee and made up of 3 people who are normally the main Production Team of Director, Musical Director and Choreographer
- Audition Chairperson – appointed by the CLOC Committee and must be a current CLOC Committee Member. Responsible for the integrity of Auditions.
- Audition Co-ordinator – appointed by the CLOC Committee and is responsible for organising and managing all facets of Auditions including bookings, administration, personnel and venue
- Audition Pianists – Booked by the Audition Co-ordinator
- Audition Receptionists – organised by the Audition Co-ordinator to greet, brief and look after Auditionees at Auditions.
- Audition Photographer(s) & Videographer(s) – organised by the Audition Co-ordinator, the Photographer(s) is to take a photo of all auditionees, and the Videographer(s) is to record the actual auditions for use by the Audition Panel

Rehearsals involve the following Volunteers –

- Main Production Team – Director, Musical Director & Choreographer appointed by the CLOC Committee
- Rehearsal Pianist(s)
- The Cast – won their positions in that production through successfully auditioning as part of the Audition process
- Assistant to the Director – Assists the Director and main Production team in all administrative matters and acts as a communication link between them and the Cast
- Production Manager – Liaises between the main Production Team and all other artistic and technical areas to ensure all requirements of the Production Team are understood and being met within the schedule and budgets.
- Stage Manager – responsible for taking over and running the show following the final dress rehearsal in the theatre and advising the main Production Team in relation to all technical aspects of the production.
- Rehearsal Properties Assistant – responsible for ensuring that rehearsal Properties & Furniture are available to match the sequences being rehearsed, assist setting up furniture & properties during rehearsals and communicating properties and furniture requirements back to the Properties Co-ordinator
- Other Artistic and Technical Personnel – from time to time the following volunteer personnel may attend rehearsals –

- Costume Designer
- Set Designer
- Technical Director
- Costume Co-ordinator
- Properties Co-ordinator
- Make-up Co-ordinator
- Wigs Co-ordinator
- Lighting Designer
- Audio Designer

CLOC Management Team (Committee)

- 10 Committee members are appointed by the Full (financial and life) Members of CLOC.
- Are all volunteers and are appointed for a 2 year term at CLOC's AGMs.
- Responsible for ensuring the company is run on a day-to-day basis within the parameters laid out in the CLOC Rules (constitution) and to continually achieve CLOC's Mission Statement.
- Determine CLOC strategic and organisational direction and determine, oversee, the production program (show selection) for CLOC.
- Four executive members –
 - President
 - Administrator (responsible for the day to day operations of CLOC)–
 - Treasurer
 - Secretary
- Six General Committee Members

Performers

All of our performers are volunteers and are an essential part of our volunteer family

In addition to their contribution in rehearsal and on-stage, our performers are also encouraged to assist in other areas of CLOC's activities (such as marketing, set building, costumer making and working bees). They are also expected to assist with activities such as bump in and bump out.

This policy does not deal with performers as there are particular policies, procedures and documentation that apply to their involvement (and that involvement does not fall within the arrangements detailed above or within the breadth of the role of the Volunteer Co-Ordinator).