

VOLUNTEER INFORMATION MANUAL

WELCOME AND SCOPE

Welcome to the Powerhouse Volunteer Program. Volunteers play an important role in supporting the Museum's collections, programs, and visitor experiences across all sites.

This Volunteer Information Manual is provided as a reference to support you in your role. Key information, including safety procedures and systems access, will be covered during induction and reinforced through ongoing training and support. This manual can be referred to at any time throughout your volunteering journey.

This manual applies to volunteers engaged through the Powerhouse Volunteer Program and, where relevant, to students, researchers, and other unpaid participants undertaking activities at the Powerhouse under supervision.

VOLUNTEER PROGRAM POLICY

The Powerhouse Volunteer Program is governed by the [Volunteer Program Policy](#), which outlines the purpose, scope, principles, and responsibilities of volunteering at the Powerhouse. Volunteers are expected to comply with this policy, along with other relevant Powerhouse and NSW Government policies that apply to their role.

The current [Volunteer Program Policy](#) is available on the Powerhouse website or by request from the Volunteer Programs Team.

RELATED POLICIES

Volunteers are subject to the same core policies that guide staff at the Powerhouse, including:

- Code of Conduct
 - Conflict of Interest
 - [Child Safety Policy](#)
 - Gifts and Benefits Policy
 - [Indigenous Cultural and Intellectual Property \(ICIP\) Protocols](#)
 - [Student Placement and Internship Policy](#)
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PRINCIPLES OF VOLUNTEERING

Volunteering at the Powerhouse is a voluntary and unpaid activity that benefits both the community and the individual. Volunteers contribute to cultural, social, and educational outcomes and do not replace paid staff. All volunteering is undertaken with respect for the rights, dignity, and culture of others.

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RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- Be valued as co-workers whose roles complement staff and do not replace paid roles
- Be assigned work appropriate to their skills, education, experience, and interests
- Receive clear information and guidance
- Be covered by appropriate volunteer and public liability insurance
- Access training, recognition, and feedback
- Raise concerns or grievances without disadvantage

Volunteers have the responsibility to

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- Work within the scope of their agreed role, training, and supervision
- Act professionally and communicate openly
- Notify staff if unable to meet commitments
- Comply with Museum policies and procedures
- Use resources appropriately and report issues
- Respect diversity and contribute to an inclusive environment
- Engage respectfully with First Nations cultures and histories

VOLUNTEER GUIDELINES

Caring for Country

The Caring for Country Principles, developed in consultation with First Nations communities, guide how the Powerhouse puts Acknowledgement to Country into practice.

Operational Systems – VICNET / Volgistics

Volunteer shifts, rosters, and hours are managed through VICNET / Volgistics. Volunteers must sign in and out for each shift and notify staff if unable to attend.

Volunteer Records

Volunteers complete a Volunteer Agreement and receive a role description. Volunteer records are maintained confidentially by the Volunteer Programs Team.

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Security, Access and Insurance

Volunteers are issued a Security ID card, which must be worn while on duty, and are covered by NSW State Government volunteer insurance for approved activities.

Work Health and Safety

All volunteer activities are conducted in line with SafeworkNSW requirements. Volunteers are required to follow safety instructions, including emergency and evacuation procedures, and report any hazards or incidents to staff or Security. Safety information is provided during induction and on-site briefings.

Child Safe Commitment

The Powerhouse is a child safe organisation. Volunteers must comply with child protection requirements relevant to their role and follow directions provided during induction and training.

Disability and Inclusion

The Powerhouse is committed to an inclusive and accessible environment in line with the NSW Disability Inclusion Plan. Volunteers requiring support or adjustments should contact the Volunteer Programs Team.

Public Comment and social media

Volunteers must not represent the Powerhouse on social media or make public comment on its behalf. Personal social media activity must be professional, respect confidentiality, and only include public information.

Intellectual Property

All volunteer work and confidential materials remain the property of the Powerhouse.

Feedback, Recognition, and Development

Volunteer roles include opportunities for feedback, recognition, and development.

Who to Contact

For questions, support, or concerns, contact the Volunteer Programs Team at volunteerprograms@powerhouse.com.au
