



Volunteer program Conditions

As a participant in Geelong Gallery's Volunteer program we ask you to read and agree to the following conditions of our program.

If you have any questions, please contact:

Ally Deam

Visitor Services & Volunteer Manager
03 5229 3645
ally@geelonggallery.org.au

Volunteer shifts

Shifts occur Monday to Sunday and are usually available as half day, 3.5 hour allotments:

- 10.00am–1.30pm
- 1.30–5.00pm

Please note other volunteering areas may have different hours for nominated shifts.

The Gallery expects all volunteers to honour shifts that they have agreed to.

An online rostering system called Deputy is used for all our invigilating shifts. If you cannot commit to a given shift, please either complete an online swap on Deputy or contact the Visitor Services team immediately on 03 5229 3645.

Volunteers are asked to commit to at least one shift per week during our ticketed exhibitions and at least one weekend shift per fortnight. During non-ticketed exhibitions, volunteers are expected to commit to at least one shift per fortnight and at least one weekend shift per month. The minimum shifts required for a volunteer to remain in the Volunteer program is one shift per month, or 12 shifts per year.

You are asked to sign-in and sign-out at the Visitor Services desk at the beginning and end of each shift. This is very important for our Visitor Services team to ensure you are up-to-date with key information during each shift and to ensure your safety while in the building.

We encourage you to bring a snack and drink bottle for each of your shifts. During quieter periods you will be offered a break and are encouraged to take 10–15 minutes at a flexible time. During busy periods, your breaks will be rostered by the Visitor Services Manager on-duty and you will be required to take your break when scheduled.

Visitor Services team

The Visitor Services & Volunteer Manager is Ally Deam, however, your Manager on-duty will change regularly given the Visitor Services roster.

Please get to know our Visitor Services team and the respective managers on-duty: Anna Debenham, Jennifer Hilditch and Marguerite Gibson.

Geelong Gallery ambassadors

While on duty as a Geelong Gallery volunteer you are representing the Gallery as an ambassador. We expect that you will be respectful and polite to all our visitors and other staff.

Please stay up-to-date with the Gallery's exhibitions and programs by attending Invigilator briefings and familiarising yourself with the Gallery newsletter.

As a Gallery representative you are expected to dress appropriately with neat attire. Please be mindful of personal grooming and hygiene. If you are unsure of appropriate attire, please ask the Visitor Services & Volunteer Manager.

Code of conduct

All Volunteers will be provided with the Geelong Gallery Human Policies and Procedures Resource Manual. Please take time to review this with particular focus on Section 4: Code of Conduct. All Gallery employees and volunteers are expected to operate under these terms.

Professionalism

You will likely develop conviviality with other volunteers and Gallery staff, especially the Visitor Services team, however, please be mindful of your professionalism whilst on duty. The team have a considerable amount of work that they attend to each day. Although you may wish to engage in extended conversation, this may not always be appropriate.

Volunteers are asked not to walk behind the Visitor Services Reception desk. The volunteers' sign-in book is located at the far end of the Reception desk (near the window) and you will be able to access it easily. Should you need to speak to a staff member at the desk, please do so from the front of the desk.

Gallery membership

As a Gallery volunteer, you will receive a complimentary Gallery membership. Please note—if you do not complete the minimum shift requirements for at least 12 months of volunteering service you will forfeit your complimentary membership.

Should you already be a Gallery member and then become a volunteer, you will receive the following year's membership complimentary if you remain an active Gallery volunteer for that year.

