

VOLUNTEER POLICIES 2025

The Volunteer Department at Galway International Arts Festival (GIAF) is proud to provide one of Ireland's most sought-after volunteer and visual arts invigilation programmes (Vista) and to commit to international best practice. As such, the Department adheres to policies that ensure the health, safety and satisfaction of all GIAF volunteers, interns, staff, partners and visitors. We ask that all volunteers and Vista participants review this policy document and contact the relevant person below with any questions. By submitting an application, volunteers and Vista participants recognise and agree to abide by these policies.

General Policies

1. GIAF promotes inclusivity and diversity in its Volunteer Department and is proud to accept volunteers and interns from all over the world. GIAF does not discriminate on the basis of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community or socio-economic status.
2. The GIAF Volunteer Department is compliant with the EU's General Data Protection Regulation (GDPR) and collects volunteers' and Vista participants' personal data only for the purpose of carrying out the necessary activities of managing Festival volunteers and drawing up post-Festival reports. This data is processed by Better Impact, which provides the Festival's volunteer management software, using servers in Canada. Volunteers' personal data is never shared with other third parties unless with explicit consent from the data subject and/or if required by law. The privacy rights of all GIAF data subjects can be found at www.giaf.ie.
3. The Festival is not in a position to incur or reimburse expenses for volunteers' or Vista participants' travel, accommodation, visa fees or any other fees that may occur as a result of volunteering.
4. The Festival does not provide letters of support for any party seeking a visa or asylum status in Ireland. The Volunteer Department does, however, welcome and encourage asylum seekers and refugees already residing in the State to participate in volunteer activity.
5. The Volunteer Manager reserves the right to refuse acceptance into the programme to anyone deemed unsuitable for volunteering or invigilating for any reason.

6. Interaction between the GIAF Volunteer Department and its participants is to remain professional and courteous at all times.
7. Volunteers and Vista participants are not permitted to consume alcohol while on duty. Smoking is permitted only on smoke breaks in designated areas.
8. Volunteers and Vista participants will be provided with a festival t-shirt, a drawstring bag, a notebook, a wristband which entitles them to discounts in selected businesses in the city, and an invitation to the GIAF wrap party.
9. In accordance with the Volunteer Department's Grievance Policy, volunteers and Vista participants are encouraged to contact a member of the Department staff with any complaints, questions or concerns using the email addresses and mobile numbers provided. They may also request a face-to-face meeting. If the person wishes to remain anonymous, they may write to the Volunteer Department.
10. Anyone who suspects wrongdoing on the part of Galway International Arts Festival, the GIAF Volunteer Department or any of its employees has a legal right to report the issue without retaliation by these parties. Reports should be made to the Volunteer Manager or to another member of the executive management team in good faith and without ill intention.
11. Insurance is provided by Galway International Arts Festival to each volunteer while on duty for the organisation.

Application, Training and Certification

1. The minimum age for registered GIAF volunteers and Vista participants is 18. No one under 18 will be accepted.
2. Volunteers and Vista participants must be registered in the Department's Better Impact volunteer management system, a process completed during application. Upon registration, each volunteer gains access to an individualised volunteer portal, within which scheduling takes place. Volunteers are encouraged to download the free My Impact app on their phones.
3. All volunteers and Vista participants will be given a Code of Conduct upon commencement of their duties.
4. Volunteers must attend one core induction session, during which is offered critical training materials and other information necessary for satisfactory completion of volunteer duties. If a volunteer is not able to attend, online training is available through Better Impact. Vista participants must attend the training which is necessary in order to carry out the core invigilator role.
5. Volunteers and Vista participants will be provided with a handbook prior to their shifts.

6. Volunteers and Vista participants who have satisfactorily completed their duties are entitled to a certificate upon request.

For more information regarding GIAF Volunteer Department activities, see the Document Library section of the Better Impact volunteer portal. For any further enquiries, contact the relevant staff person below:

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