



Oxfam Festivals Policy: Volunteers Requiring a Personal Assistant (PA)

This policy forms part of [Oxfam's Festival Volunteer Agreement and Code of Conduct](#).

Oxfam is committed to creating an inclusive environment where all volunteers, regardless of ability, can participate meaningfully in our festival programme. We recognise that some volunteers may need the support of a Personal Assistant (PA) to carry out their role. This policy outlines the process and expectations for volunteers who require a PA during a festival.

1. Eligibility and Approval Process

- Volunteers who require a PA must inform us during the application process or as soon as the need arises, allowing time to plan appropriate support.
- You may be asked to provide supporting documentation (e.g. medical certificate or letter from a healthcare professional) to confirm the need for a PA.
- Each request will be considered on a case-by-case basis. We will assess the volunteer role, festival logistics, and health and safety implications before confirming eligibility.

2. PA Requirements:

- Must be over 18.
- Can only support one person.
- Must not require a PA of their own.
- Must complete the same training as the volunteer.

3. Volunteer Responsibilities

- Must carry out the core elements of their role, supported by their PA as needed.
- Should clearly communicate their needs and expectations to the PA.

4. Personal Assistant Responsibilities

- Provides direct support for the volunteer, both on and off shift.
- Must not perform the role on the volunteer's behalf unless explicitly agreed with Oxfam.
- Must adhere to Oxfam's Volunteer Agreement, Code of Conduct, and festival rules.
- Must wear an Oxfam tabard if assisting on shift.
- Cannot work shifts without the volunteer present.

- Is not eligible for shift adjustments (volunteers may still apply).

5. Shared Responsibilities

- The volunteer and PA must work together to fulfil the role while respecting festival expectations.
- For the purposes of duties and entitlements (e.g. meal tokens), the volunteer and PA are considered as one person. However, additional shower tokens will be issued for the PA.

6. Registration & On-Site Access

- PAs must be registered with Oxfam prior to the festival and provide required ID and contact information.
- PAs will receive a pass that allows access to areas necessary to support the volunteer. It does not grant unrestricted access.
- PAs must wear their pass or Oxfam-issued ID at all times on site.

7. Accommodation & Expenses

- PAs will camp with the volunteer they are supporting. They must bring their own equipment and cannot be allocated separate campervan/caravan passes.
- Oxfam does not cover travel, meals, or personal costs for PAs.

8. Training & Briefings

- Both the volunteer and PA must complete pre-festival training and on-site briefings.
- Ongoing support will be available from on-site Oxfam teams.

9. Conduct & Conflict Resolution

- PAs must follow the same conduct standards as volunteers. Breaches may result in removal from the site and could affect the volunteer's participation.
- Any issues between the volunteer, PA, or team members must be reported immediately to Coordinator via Oxbox, who will address them promptly and fairly.

10. Data Protection

- Personal information related to the volunteer's needs will be handled in accordance with the [Oxfam Festivals Privacy Policy](#).
- Information will be shared only with relevant Oxfam personnel (e.g. Coordinator, Oxbox team, shift supervisor) on a need-to-know basis.
- The PA's details (name, address, date of birth, etc.) may be shared with festival organisers for necessary security checks (e.g. PNC).

11. Emergencies

- PAs must prioritise the volunteer's safety during emergencies and follow instructions from Oxfam and festival staff.
- Emergency contact details for the PA must be provided during registration. Both parties must understand and follow health and safety protocols.

12. Breach of Policy

- Any breach of this policy will be investigated. If appropriate, Oxfam may withdraw the invitation to volunteer in the future and the volunteer may be removed from site. In serious cases, a referral to the relevant authorities may be made.

13. Agreement

- This policy is publicly available online on Oxfam Festivals website and forms part of the Volunteer Agreement which all volunteers must acknowledge and agree to it when signing up.

14. Review and Approval

- It is reviewed annually before each festival season. Last reviewed by the Oxfam Festivals & Events teams in April 2025.
- Next review will be February 2026, or sooner if needed due to incident, legal update, or revised guidance.

15. Applying to Bring a PA

1. **Check Festival Policy:** Review the specific festival's website for their PA eligibility requirements, as Oxfam must follow the organisers' policies.
2. **Declare Your Need:** In your Oxfam application, complete the "Medical and Access Requirements" section and indicate your need for a PA.
3. **Contact Us:** Tick the PA box in your profile, then email festival-accessibility@oxfam.org.uk. We'll send you a form to register your PA.
4. **Wait for Approval:** Do not assume approval. You'll need confirmation before your PA can attend. Apply as early as possible, and before the cancellation deadline.