

The Noosa Longweekend Volunteer Guidelines - 2010



About the Noosa Longweekend Festival

The Noosa Longweekend (NLW) was established in 2001 by a small group of Noosa locals keen to see more cultural activities in the Noosa district. The NLW has evolved into a nationally recognised festival that attracts performers and participants from Australia and overseas as well as showcases local artists. The 2010 festival will offer an extensive program of great diversity and artistic quality, across a broad canvas of theatre, literature, music, visual arts, current affairs, dance and food. Over 80 ticketed events and around 40 free events are currently scheduled. Well over 20,000 people are expected to attend the 2010 Festival over its 10 days.

The aims of the NLW are to:-

- Be of the highest quality
- Be diverse and inclusive
- Include events affordable to all
- Extend and enhance the appeal of the region as a centre for arts and culture
- Enrich the lives of residents
- Attract visitors to the region
- Engage the community
- Develop audiences

The NLW festival is run by a registered not-for-profit organisation which relies heavily on sponsorships and on the work of local volunteers. Ticket sales do not cover the costs of the Festival. The Festival is very dependent on volunteers to provide valuable assistance and to be the face of the Festival. These guidelines are aimed at enabling volunteers to represent the NLW in a professional manner.

Terms and Conditions of Participation as a Volunteer

Your agreement

I agree to participate in The Noosa Longweekend 2010 Festival on a voluntary basis.

I agree to attend all shifts, as detailed in the schedule supplied to me by the NLW Volunteers Coordinator or Team Leader. If I am unable to attend any particular shift, I shall advise the Team Leader at the earliest possible opportunity. I understand that the schedule may be subject to change, even though all care will be taken by the Volunteers Coordinator and Team Leaders to give 24 hours notice of any changes.

I understand that a Noosa Longweekend festival t-shirt and identification lanyard will be issued to me and I shall wear both the t-shirt and lanyard ID to all official shifts. I understand that I am responsible for the laundry and maintenance of this t-shirt.

I understand that the NLW organisation will not accept any responsibility for the loss of any personal items whatsoever whilst I am serving as a volunteer at the NLW Festival.

I understand that, if I fail to follow directions by NLW staff or the NLW Volunteers Coordinators or Team Leaders, my volunteer role may be terminated, and if so I shall immediately return any t-shirt and volunteer ID issued to me.

I have completed a Volunteer Registration Form. I understand that the information provided by me on that Form will enable the NLW to contact me and to assign me to roles.

I agree to abide by these Volunteer Guidelines of NLW.

Access to Performances or Events

The name lanyard does not provide the volunteer with free access to all events. Access is only to those events that the volunteer has been assigned by the Volunteers Coordinator or Team Leader.

Dress Code

As the volunteers are the “face” of the Festival, it is imperative that we present a consistent image. We ask that all volunteers wear black trousers, slacks or skirt with the supplied t-shirt, especially at night time events. At day time events, white slacks, skirt etc may be worn. If the weather is cold please wear the t-shirt over the top of warm clothing.

Personal Accident Insurance

Volunteers (between 16 years and 75 years of age) are covered under NLW’s Personal Accident insurance policy whilst they are acting within the scope of their duties for and on behalf of NLW. Cover is provided against accidental bodily injury or death (excluding any condition that is also a sickness) according to a Schedule of Capital Benefits and subject to the policy terms, conditions and exclusions. A copy of the Policy is available for reference at NLW office.

Public Liability Insurance

Volunteers (between 16 years and 75 years of age) are covered under NLW’s Public Liability insurance policy whilst they are acting within the scope of their duties for and on behalf of NLW.

Volunteers Database

We will record your contact details in the NLW volunteer database. The database is confidential and is only used as a reference and to enable us to contact you with specific information on the volunteer role and to send NLW updates. All information you provide will be treated as confidential and we shall respect your privacy.

Communication

Various media personnel attend the Festival. Should any media personnel approach you with an enquiry refer the person to the Festival’s Media Manager. If further assistance is required please direct the enquiry to your Team Leader for the event.

Indicative Volunteer Roles

The NLW makes every effort to assign roles so that the needs of the Festival and the capabilities of the volunteers are matched. We attempt to place volunteers according to their specified preferences. However, the NLW does not guarantee that volunteers are assigned according to their choice.

Below are some indicative descriptions of volunteer roles at the NLW; the detail of the role will be refined by your Team Leader

Sales assistance

The Box Office can be the busiest areas to volunteer for the Festival. You help sell tickets for Festival events, distribute tickets to people collecting pre-paid tickets for events and help mail out tickets to patrons. The Box Office, located at The J, will be open Monday to Saturday from May 5th and during the Festival period.

During the Festival, the NLW operates a bookshop downstairs at The J. Books written by the authors participating in this year’s Festival are available for sale at this bookshop. Volunteers with retailing experience and an interest in books may wish to work here.

Communication and promotion

The distribution of promotional material (such as leaflets and programs) is an important function for the success of the Festival. It may mean attending a stall at the Noosa Farmers Market or at other venues. It’s about getting the NLW message out and promoting the festival.

Closer to Festival time programs have to be delivered to many local accommodation and tourist businesses.

There may be the need for help in the Festival Office to answer information enquiries in the lead-up to the Festival. Staff will usually be there to help you.

Meet and greet

Front-of-house volunteers are required to check tickets, usher patrons to their seats and provide friendly efficient customer service to audience members. You will be the face of the Festival for our patrons and may be asked general questions on the Festival or specific questions on the particular event e.g. "when does the performance finish?"

Site setup crew

Before some events we need people around who are willing to move chairs, set up tables, erect banners and flags or put out some witches hats. And, of course, after these events, these processes have to be reversed.

Chauffeurs

This year we expect to have cars provided by a sponsor to be available for transporting visiting artists - to and from Brisbane and Sunshine Coast airports, to and from venues in Caloundra, and around venues and accommodation houses in Noosa. If you have a clean driving licence and enjoy driving this job may interest you.

Team Leaders

All our Festival events are broken down into areas which have their own supervisor (Team Leader). Team Leaders oversee the volunteers and activities programmed in their area, delegate jobs, are knowledgeable about the event and venue they are supporting, make sure volunteers sign on, and are responsible for ensuring the volunteers are informed and safe. Team Leaders report directly to the Volunteers Coordinator.

Training and Assistance on the Job

Training

Prior to the Festival, a briefing will be provided to all volunteers on the aims of the NLW, the Festival program, and roles in general. The Team Leader that is assigned to you will provide specific information relating to the events and venues you will be working. Further training may be provided depending on the role.

Reporting Structure

All issues and enquiries should be directed through your Team Leader. If he/she is not available then the Volunteers Coordinator or the Festival's General Manager should be contacted. Where a patron or member of the public has an enquiry or issue every effort should be made to address the enquiry or issue, courteously and promptly. Specific instructions about venue safety will be given based on each venue.

Any complaints (and these don't occur often) from patrons or general public should be immediately referred to your Team Leader, Volunteers Coordinator or the Festival's General Manager. Volunteers should not enter into a dialogue with complainants.