

About The Noosa alive Festival

The Noosa Long Weekend Festival (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 "Noosa alive!" (NA) a nationally recognised Festival that attracts performers and participants from Australia and overseas and showcases local artists. The Festival offers an extensive program of great diversity and artistic quality, across a broad canvas of theatre, music, dance, current affairs, literature and food. In excess of 10,000 tickets will be on sale for this 13 day Festival.

The aims of NA are to:-

- Be of the highest quality
- Be diverse and inclusive
- Include events affordable to all
- 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.

NA is run by a registered Not-For-Profit organisation which relies heavily on sponsorships and on the work of local Volunteers. Ticket sales fall well short of meeting the costs of each year's Festival. As well as doing valuable work, the Volunteers become "the Face of the Festival". These guidelines are aimed at enabling Volunteers to represent the NA in a professional manner.

Terms and Conditions of Participation as a Volunteer

To indicate your willingness to participate as a volunteer worker for this year's NA, we ask you to complete a Volunteer Application Form and to sign your agreement to abide by these Volunteer Guidelines.

In particular you agree as follows:

I agree to participate in the Noosa Alive Festival on a voluntary basis.

I agree to attend all shifts, as detailed in the schedule supplied to me by the NA 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 I will be issued with an item of clothing and a lanyard which together identify me as a NA Volunteer and which I am required to wear on all official shifts.

I understand that the NA organisation will not accept any responsibility for the loss of any personal items whilst I am serving as a Volunteer at the NA.

I understand that, if I fail to follow directions by NA staff or the NA Volunteers Coordinator or Team Leaders, my Volunteer role may be terminated.

I have completed a Volunteer Application form. I understand that the information provided by me on that form will enable the NA to contact me and to assign me to roles.

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 to which the Volunteer has been assigned by the Volunteers Coordinator or Team Leader.

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Volunteer Guidelines 2018



Dress Code

As the Volunteers are "the Face of the Festival", it is important that we present a stylish and consistent image. We ask male volunteers to wear dark trousers, preferably black, along with black shirt. We ask female Volunteers wear all black to all events, both day and night.

Training and assistance on the job

Prior to the Festival, a briefing will be provided to all Volunteers on the aims of NA, the Festival program, and roles in general. The Team Leader who recruits you for a specific event will provide all briefing and direction needed to perform your role. Further training may be provided depending on the role. Volunteers for car driving duties will be provided with hands-on training with the cars to be driven.

Occupational Health and Safety (OH&S)

Safety is a big component of training

Safety provisions and precautions for both audiences and workers are a big component of the training at each venue. For example, workers at the J and the Leisure Centre are required to wear enclosed shoes, and the NA recommends this practice at other venues as well. Volunteers will be trained to be vigilant regarding safety issues, for themselves as well as for Festival attendees.

You are asked to advise us on the Volunteer Application of any limitations to the types of activities you can perform. Please also alert Team Leaders to any limitations in relation to proposed roles e.g. lifting.

Personal Accident Insurance

Volunteers (aged between 16 and 80 years inclusive) are covered under NA's Personal Accident Insurance Policy whilst they are acting within the scope of their duties for and on behalf of NA. Cover is provided for 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 NA office.

Public Liability Insurance

Volunteers (aged between 16 and 80 years incl) 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.

Sign-on / Sign -off

Volunteers must sign-on and sign-off at each event at which they are working, to ensure their working hours are recorded. Team Leaders will supply the necessary paper work.

Indicative Volunteer Roles

NA makes every effort to assign roles so that the needs of the Festival and the capabilities of the Volunteers are matched. We try to place Volunteers according to their specified preferences, but we also want to ensure that everyone who volunteers gets something to do. Below are some brief descriptions of volunteer roles at the NLW; the detail of the role will be refined by your Team Leader.

Pre Festival

The distribution of promotional material (such as leaflets and programs) is an important function for the success of the Festival. Small teams of Volunteers are required to attend promotional stalls at the Noosa Farmers Market, shopping centres and other venues. Closer to Festival time programs need to be delivered to many accommodation houses and tourist businesses in and around Noosa and the wider Sunshine Coast. This is all about getting the NA message out and promoting the Festival.

The NA office in Noosaville often requires help with mail-outs, phoning, and general office duties in the lead-up to the Festival. Staff will be there to guide and help you.

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Book and CD/DVD sales

Stalls to sell the books and CDs/DVDs of visiting speakers are set-up at some events during the Festival. Some help at these stalls maybe required, and would suit Volunteers with an interest in books, CDs/DVDs and with some retailing experience. Generally, artists sign the merchandise alongside the Volunteer.

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. This is the major role of Volunteers during the Festival 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 set-up crew

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

Reporting Structure

For each Festival a small group of experienced Volunteers agree to act as Team Leaders. In the lead-up to the Festival, the Team Leaders become familiar with the requirements of each event and recruit Volunteers for all events. Team Leaders are knowledgeable about the event and venue they are supporting, brief and prepare Volunteers for their duties, make sure Volunteers sign on and off, and are responsible for ensuring Volunteers are informed and safe. Team Leaders report directly to the Volunteers Coordinator, who in turn works directly for the Festival Director during the Festival. There are 10 Team Leaders for this Festival.

All issues and enquiries should be directed through your Team Leader. If he/she is not available then the Volunteers Coordinator or the Festival Director should be contacted. Telephone numbers for these people are on your personalised lanyard. 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. 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 Director. Volunteers should not enter into a dialogue with complainants.

Various media personnel attend the Festival. Should a media representative approach you for information about the Festival please refer that person to your Team Leader for the event. They in turn will refer the person on to our Media Manager.

Thank you for Volunteering for the Noosa Long Weekend Festival. Have fun **and enjoy** your time with us.

VOLUNTEER COORDINATOR