

# WOODEND WINTER ARTS FESTIVAL

## 2023 VOLUNTEERS INFORMATION

### INTRODUCTION

Woodend Winter Arts Festival (WWAF) recognises and values the vital and distinctive role that volunteers play within the organisation and the running of the festival. It's a great opportunity to make a contribution to the community & arts scene of Woodend, experience world-class presentations and meet other fabulous people such as volunteers, staff and world-class musicians & thinkers.

### HOW TO REGISTER

Click [here](#) to register for volunteering at WWAF 2023.

Any volunteer under the age of 15 years of age must be accompanied by a guardian adult

WWAF is using Trybooking to assist with volunteer registrations in 2023. Note that by using Trybooking, registrants are not acquiring a 'ticket', but simply registering to volunteer for the festival. To register for more than one shift, click 'Book more tickets' at the check-out page.

For questions contact [woodendwinterarts@gmail.com](mailto:woodendwinterarts@gmail.com)

### INDUCTION & TRAINING

Volunteer induction will be held on **Sunday 4 June at 3.30-4.30pm at The Victoria Hotel in Woodend**. This will include details about the festival program and training on how to use the ticket-scanning app. Please mark your diary.

### POLICIES & SAFETY

In the course of their duties, volunteers will be covered by WWAF's Volunteers Liability Insurance. Volunteers' personal belongings are not covered by WWAF's insurance.

The volunteering relationship is not intended to be a legally binding contract or an employment relationship and may be cancelled at any time at the discretion of either party. It will usually come to an end when a volunteer is no longer able to offer a commitment to WWAF.

All volunteers and staff members are bound by the Privacy Act 1988(Cth) and are therefore legally obligated not to disclose any private information about staff, volunteers, guests, performers or anyone else that they might encounter while volunteering.

In accordance with the Equal Opportunity Act 2010, volunteer placements will be open to individuals irrespective of race, gender, disability, sexuality, age or marital status.

### POST-FESTIVAL

The post-festival thank you function will be held at Victoria Hotel on Friday 30 June at 1-3pm. This will include the opportunity to enjoy hospitality together and discuss our festival achievements & de-brief.

## VOLUNTEER FESTIVAL SCHEDULE 2023

<b>Date</b>	<b>Time</b>	<b>Volunteer Role (Brackets indicate number of roles)</b>	<b>Location</b>
Friday 2 June	3 hours	Fireworks event: letter-box drop to nearby households (8)	Woodend
Monday 5 June	any time	Festival flags instal along High Street (1-2)	High Street
Thursday 8 June		Billet festival operations staff member (organ tuner) Thursday until Monday	
Thursday 8 June	16:00-18:00	St Ambrose venue set-up (2)	St Ambrose Church & Parish Hall
Friday 9 June	11:00-15:30	School incursion artist liaison (2)	Heyward Hall @ Braemar College, Mt Macedon
Friday 9 June	15:30-18:00	Words & Ideas FOH (2) - Alan Finkel	St Ambrose Parish Hall
Friday 9 June	16:00-20:00	Fireworks event: assisting around the stage (2)	Buffalo Stadium
Friday 9 June	16:00-20:00	Fireworks event: assisting with general enquiries (2)	Buffalo Stadium
Friday 9 June	16:00-20:00	Fireworks event: counting attendees at the Pony Club entrance (2)	Buffalo Stadium
Friday 9 June	16:00-21:30	Fireworks event: counting attendees and assisting at the main gate (2)	Buffalo Stadium
Friday 9 June	16:00-21:30	Fireworks event: parking at the Pony Club (2)	Buffalo Stadium
Friday 9 June	16:00-22:00	Fireworks event: assisting around food vans (2)	Buffalo Stadium
Friday 9 June	18:00-22:00	Fireworks event: assisting with general enquiries & pack-down venue (2)	Buffalo Stadium
Friday 9 June	18:30-21:00	Concert FOH (2) - Simon Tedeschi & George Washingmachine	St Ambrose Parish Hall
Saturday 10 June	10:00-12:30	Concert FOH (2) - Jacqueline Ogeil	St Ambrose Catholic Church
Saturday 10 June	12:00-14:30	Words & Ideas FOH (2) - Lauren Rickards and Jamie Button	Woodend Community Centre Main Hall
Saturday 10 June	13:30-16:00	Concert FOH (2) - Melbourne Conservatorium of Music Chamber Winds	St Ambrose Parish Hall
Saturday 10 June	14:30-17:45	Choral Marathon FOH (2)	Woodend Community Centre Main Hall
Saturday 10 June	15:00-17:30	Concert FOH (2) - Ensemble Gombert & Accademia Arcadia	St Ambrose Catholic Church
Saturday 10 June	15:45-17:30	Outdoor choral performances marshall (2)	High Street Choirs Location
Saturday 10 June	17:25-21:00	Choral Marathon FOH (2)	Woodend Community Centre Main Hall
Saturday 10 June	18:00-21:00	Outdoor choral performances marshall (2)	High Street Choirs Location
Saturday 10 June	18:30-21:00	Concert FOH (2) - Alma Zygier and Band	St Ambrose Parish Hall

Saturday 10 June	Morning TBC	Venue set-up (1-2)	Woodend Community Centre Main Hall
Sunday 11 June	09:30-12:00	Words & Ideas FOH (2) - Peter Doherty and Christine Keneally	Woodend Community Centre Main Hall
Sunday 11 June	11:00-13:30	Concert FOH (2) - Consortium	St Ambrose Parish Hall
Sunday 11 June	13:30-16:00	Words & Ideas FOH (2) - John O'Donnell	Woodend Community Centre Main Hall
Sunday 11 June	15:00-18:00	Concert FOH & venue pack-up (2) - Ensemble Liaison	St Ambrose Parish Hall
Sunday 11 June	18:00-20:30	Concert FOH (2) - Ensemble Gombert & Accademia Arcadia	St Ambrose Catholic Church
Sunday 11 June	18:30-21:00	Words & Ideas FOH (2) - Nick Bisley and Jim Middleton	Woodend Community Centre Main Hall
Monday 12 June	09:00-11:30	Words & Ideas FOH (2) - George Megalagenis, Sean Kelly and Sally Warhaft.	Woodend Community Centre Main Hall
Monday 12 June	10:30-13:00	Concert FOH (2) - Affinity Quartet	St Ambrose Catholic Church
Monday 12 June	12:00-15:00	Words & Ideas FOH and venue pack-up (2) - Jock Serong, Andrew Rule, Tom Griffiths & Don Watson	Woodend Community Centre Main Hall
Monday 12 June	13:00-14:30	Bus warden (2)	Woodend Community Centre outdoor section
Monday 12 June	13:30-16:30	Bus warden (2)	Heyward Hall @ Braemar College, Mt Macedon
Monday 12 June	15:45-16:45	Bus wardens & farewells (2)	Woodend Community Centre outdoor section
Monday 12 June	afternoon	Festival flags removed from High Street (2)	High Street

## **VOLUNTEER ROLES 2023**

### **Festival Flags**

Obtain flags from storage and erect them in High Street on Thursday 8 June.

Remove flags from High Street and transport them to storage location on Monday 12 June.

### **Venues Set-up & Pack-up**

Community Centre and St Ambrose Hall: clean floors & chairs, set-out chairs & add chair numbers and set-out signage

### **School Incursion Artist Liaison**

Meet and greet presenters/performers and assist with the delivery of their presentations.

### **Fireworks Event Assistants**

Event Assistants

- 2 people helping with parking at the Pony Club
- 2 people counting attendees at the Pony Club entrance
- 2 people counting attendees and assisting at the main gate
- 2 people assisting around food vans & close the venue down
- 2 people assisting around the stage
- 2-4 people assisting with general enquiries & close the venue down

No specific skills are required. Assistants will need to answer questions from attendees or performers, assist ushering people in and out of the event grounds and respond to simple requests for help from Event Management.

#### Mail-out

We need about 6-8 people (3-4 groups of 2) to help with a mail out of the information flyer. The mail out can be done at any time about a week before the event. It involves putting a flyer into each letter box in the vicinity of the Buffalo Stadium (allow about 3 hours for this). This task doesn't need two people per group; one person alone can easily do an area if partners can't be found.

### **Front of House (FOH): Concerts and Words & Ideas**

#### Venue management

- Manage heating and cooling in the venue as required
- Remain at the venue at the conclusion of the event until it gets secured or handed over to the next team of volunteers
- Set-up pull-up banners as appropriate

#### Patron services

- Greet audience members upon their arrival and steward queues
- Scan patrons' tickets (they will provide on paper or smartphone) using an iphone with the Ferve app installed (supply own iphone or use one supplied by WWAF)
- Assist patrons with finding their allocated seats
- Assist patrons who require special access support as appropriate
- Assist patrons with finding facilities including bathrooms
- Use initiative to trouble-shoot when necessary

### **Front of House (FOH): Choral Marathon**

#### Choir liaison

- Greet the representative of each choir as they arrive and introduce them to the MC.
- Deliver information to choirs relevant to the running of the event, including venue induction, event updates and trouble-shooting as necessary.

#### Patron services

- Greet audience members upon their arrival and steward queues
- Scan patrons' tickets (they will provide on paper or smartphone) using an iphone with the Ferve app installed (supply own iphone or use one supplied by WWAF)
- Assist patrons with finding their allocated seats
- Assist patrons who require special access support as appropriate
- Use initiative to trouble-shoot when necessary

## **Outdoor Choral Performances Marshall**

### Choir liaison & audience management

- Greet each choir's representative at the Community Centre and guide each choir to High Street for their outdoor performance
- Assist with marshalling the choir into their performance space
- Answer questions about the festival & the choral performances from the public as appropriate

### Big Sing Flash Mob

- Assist with moving and setting up the electronic keyboard into position
- Assist with gathering choir members into position in High Street
- Assist with providing information to public as appropriate
- Assist with locking and unlocking Woodend Community Centre to secure singers' belongings

## **Bus Wardens**

### Patron services

- Provide instructions to patrons regarding boarding and alighting from buses
- Scan patrons' tickets prior to boarding buses Scan patrons' tickets (they will provide on paper or smartphone) using an iphone with the Ferve app installed (supply own iphone or use one supplied by WWAF)
- Assist patrons who require special access support as appropriate
- Use initiative to trouble-shoot when necessary