



# Volunteer Guidelines and Information

## Timeline

- **Applications:** Open from 1st August, with the first round of applications closing on 30 November. Any application received past this date will be notified of available shifts.
- **Notification of Selection:** Once you have submitted an application, you will be sent an email confirming receipt of your application. If you have the skills we need, you will be sent a second email confirming your application has been approved.
- **Confirmation of Assignment:** The first round of shift rosters and induction forms will be emailed at the end of November. The second round of shift rosters and induction forms will be emailed in December and early January.
- **Information Session: It is compulsory to attend the volunteers briefing.** To be held on the Friday of the festival at 2pm in the Cygnet Town Hall.

## Volunteer Benefits

- You will be entitled to a Free Festival weekend pass if you complete your volunteer 12 hours of assigned tasks. (The three-hour early morning shift will count as four hours towards your total.)
- You will receive a Cygnet Folk Festival Crew T-shirt to wear while on your shift.
- The Director's Concert on the Sunday night is a special event where volunteers have first preferences to seats.
- Monday afternoon Volunteer Thank You. On the Monday morning after the Festival, there is intensive activity around packing up and bumping out the venues and other areas of the site. We want to leave the town in even better condition than we found it. The Volunteer Thank You is held on Monday afternoon at a time and venue to be confirmed closer to the event. Catering and some limited drinks will be provided.

## **Volunteer Passes**

- **General Volunteers**

12 hours volunteering before and during the Festival entitles you to 1 x weekend pass.

Volunteer passes are for volunteers only and are not transferable. Complimentary passes are not supplied for volunteer partners or other travelling companions.

## **Youth Volunteers**

If you are 15–17 years old, you can volunteer to work at the Cygnet Folk Festival under the following conditions:

- Your parents must accompany you to Volunteer Registration and sign a consent form confirming that you can volunteer independently (i.e., you do not need to be accompanied by your parent to your shifts)
- You will be allocated daytime shifts only
- You will only be able to work in areas where, and if, your supervisors have a Tasmanian Registration to Work with Vulnerable People.

## **Volunteer Bond**

If you have not volunteered at the Cygnet Folk Festival in 2023 or 2024, you will be asked to pre-purchase a Volunteer Bond, which will be refunded to you upon completion of your 12 hours of volunteering.

## **Volunteer T-Shirts**

All volunteers will be issued with a T-shirt, which you have the option to purchase for \$30. If you do not wish to purchase your T-shirt, it must be returned at the end of your shifts. If you have purchased a refundable Festival ticket and do not return your T-shirt, \$30 will be deducted from your refund.

## **Bond Refunds**

To assist us with a prompt refund process, please provide the following to the Volunteer Coordinator at the Volunteer Centre on completion of your assigned tasks:

- Your timesheet signed by your Venue Coordinator or Team Leader
- Your T-shirt, unless you wish to retain it at a cost of \$30

Refund requests submitted without these supporting documentation requirements will not be considered. Refunds will be processed during the week after the close of the Festival.

## **Bringing Children to Shifts**

Please note that you cannot bring your children with you while working your volunteer shifts.

## **Volunteer Code of Conduct**

Please familiarise yourself with the Festival's Volunteer Code of Conduct, which will be emailed to you closer to the festival.

## **WH&S Policy**

We take pride in observing high Work Health and Safety standards throughout the Festival. As a volunteer team member, we ask you to comply with all the safety requirements associated with your volunteer position and support the WH&S procedures. Please always follow your supervisor's direction. As part of your application to volunteer at the Festival, you will be sent the Festival's WH&S Policy, and you will need to confirm online that you have read and understood this.

## **If You Can't Make Your Shifts – What do you do?**

We have a limit on how many volunteers we can recruit, so if you have to withdraw it would be very helpful if you let us know as soon as possible – someone else may be on a waiting list to volunteer. Before the week of the festival, please contact the Volunteer Coordinator via [volunteer@cygnetfolkfestival.org](mailto:volunteer@cygnetfolkfestival.org). During the Festival, please ring your direct Supervisor or the Volunteer Coordinator if you cannot get through as soon as possible.

## **Getting To Cygnet**

Please see the [Getting There](#) page for information on how to get to Cygnet, including links to bus timetables. It is wise to aim to travel to Cygnet outside of commuter times as the buses are often full of commuters on the 5.00–5.30 pm services from Hobart to Cygnet.

## **Car Pooling**

Another option for getting to Cygnet is to share a ride, potentially with another volunteer or someone who travels to Cygnet regularly. If you are a local volunteer and will be driving to Cygnet with space in your car, please consider offering to match up with other Cygnet volunteers looking for rides from Hobart!

## **Registering on Arrival in Cygnet**

Upon arrival in Cygnet, please register at the Volunteer Centre off Loongana Park in St James Catholic College, just off Mary Street in the centre of town.

## **Site Briefing**

It is a requirement that all volunteers attend the Volunteer briefing and safety induction on Friday. This will also provide an opportunity to meet fellow volunteers, your supervisor, or your point of contact to become familiar with the town and the venues and, most importantly, understand your role and responsibilities as a volunteer over the festival weekend.

## **Access to Events**

On registration, you will be allocated a volunteer wristband which will give you access to all venues during concerts however this will not guarantee you a seat. Volunteers, like any other ticket holder, will need to arrive early at venues for concerts they wish to see.

## **Camping**

Camping is available in the beautiful Burton's Reserve campground on the edge of town at the standard per-person camping rate, and children under 12 are free. Please see the [Camping page](#) for details of the facilities available. As Camping tickets usually sell out before the weekend, please book early.

If you wish to park at your campsite in Burtons Reserve, you will also need to purchase a vehicle pass, and you will not be able to move your vehicle during the Festival. If you need to use your vehicle or do not wish to purchase a vehicle pass, you can park in the Festival public parking area, at your own risk, for a gold coin entry fee.

## **Car Parking**

Parking will be available in the paddock behind Cygnet Town Hall for a gold coin donation. This will be shared with the public.

## **Volunteer T-Shirts – Who's Who**

- Contract Volunteers – Group's T-Shirt
- Volunteer Crew T-Shirts – Orange
- Venue Coordinator T-Shirts – Green
- Committee/Subcommittee Member T-Shirts – Purple

## **Organisation and Teams**

Festival volunteers are organised into a number of teams and venues. Your Venue Coordinator or Team Leader is your Supervisor, and they are in close contact with the Volunteer Coordinator at the Volunteer Centre. You must carry out volunteer tasks as directed by your Supervisor.

## **Dress Code**

- Closed-in shoes must always be worn during your shifts for your safety. Sandals and thongs are not appropriate footwear.
- Appropriate clothing for all weather conditions is your responsibility and should include wet weather gear, hats, etc.
- Your volunteer T-shirt should be worn **only** during your shift to allow easy identification by patrons and to avoid confusion when not on shift.

## **Volunteer Centre**

Free tea, coffee and water will be available at the Volunteer Centre. This is also where you can have a rest and have something to eat during your shift. The Centre is only for Volunteers, not for family members, friends, or performers.

Free sunscreen is also available from the Volunteer Centre.

The Volunteer Centre provides a comfortable, secure, and dedicated volunteer space throughout the festival.

## **Meals**

There are restaurants, cafes and food stalls located around Cygnet.

## **Storage Area**

In the Volunteer Centre, there will be an area where you can store any belongings. The Volunteer Centre will be staffed during the Festival and it will be locked after hours. Belongings are stored on the basis of 'all care, no responsibility'.

## **Safety and Security**

Volunteers accept all responsibility for their own safety and the security of their belongings at all times.

## **Volunteer Behaviour**

- Consumption of alcohol or drug use pre or during your shift will not be tolerated under any circumstance.
- No smoking while on duty during shifts.
- Please arrive at least 10 minutes early for your shifts to allow for instructions and handovers.
- You must complete all shift requirements as stipulated by the Volunteer Job Description.

## **Confidentiality**

All information and processes associated with the volunteer position must be considered confidential.

## **Attitude**

Wearing your volunteer T-shirt makes you an ambassador for the Festival. Please exhibit a positive and friendly manner to ensure that Festival attendees and other volunteers have an enjoyable and memorable experience. Please only wear your volunteer T-shirt during your shift.

## **Working with Children**

If you are working with children, be mindful of our legal responsibilities and always have other adults in view. Please remember we are not a child-minding service, and all children should be under the responsibility of an adult carer. Carers will be asked to write their mobile number on the child's wristband. Report lost children to the Volunteer Centre.

## **First Aid and Medical Emergencies**

Report medical emergencies immediately to your venue coordinator or team leader. The contact number for first aid will be posted on the doors at each venue and can be found in the Operations Manual, a copy of this is kept by each Crew Member (wearing a green shirt). The ambulance crew will be on call 24/7 from Friday evening until Sunday night.

## **Handling Incidents and Inappropriate Patron Behaviour**

Do not intervene in any dispute but report any such incident to your Venue Coordinator, Team Leader or Committee Member.

Security Staff are being employed to assist with these situations and can be approached to provide assistance. Please still notify your Venue Coordinator or Team Leader of the situation. Be alert but not alarmed to anything that looks dangerous or risky to public safety and report it to your Venue Coordinator, Team Leader or Committee Member.

## **Talking to the Media or Representing the Cygnet Folk Festival**

If there is any dispute or incident that may attract media attention (either positive or negative) please report any such incident to the Volunteer Coordinator. You are not authorised to speak to the media on any issue or to make any public comments as a representative of the Cygnet Folk Festival.

## **Emergency Evacuations**

If there is a major emergency that requires a venue to be evacuated please follow the instructions of your Venue Coordinator or Team Leader. The Festival Safety Officer has overall authority in emergency situations until the appropriate Emergency authority is on-site. Do not return to an evacuated area until instructed to do so.

A venue volunteer is responsible for managing crowd safety in the case of an emergency. All venue volunteers' shifts have been scheduled to start 10 minutes before a concert, so the Venue Coordinator can brief their venue team on the emergency evacuation procedures specific to the venue. Please be punctual to your shift, as this information cannot be missed.

## **Recycling**

Please familiarise yourself with the recycling system and set an example for others.

## **Feedback**

Volunteers receive a comprehensive experience of the Festival and we are always interested in your ideas and suggestions about how we can improve things. This can be specifically to do with your experience as a volunteer or about the Festival in general. Feedback can be provided by emailing [volunteer@cygnetfolkfestival.org](mailto:volunteer@cygnetfolkfestival.org).

## **Maps**

A site map is included in the Festival program.

## **Dismissal**

All volunteers are expected to behave in a suitable manner at all times. If any volunteer behaves in a manner that is dangerous, harmful, contrary to the Code of Conduct or is otherwise illegal or inappropriate, you will be asked to return your Festival wristband and be removed from rostered duties.