



Volunteer Registration Guide 2023

This will help you complete the Volunteer Registration Online Form

Thanks so much for your interest in joining the StoryFest 2023 Volunteer Team! Our volunteers are the frontline of StoryFest and play an important role in the success of the event.

StoryFest is a not for profit organisation which relies on its volunteers to greet people with a friendly smile, check tickets, answer questions about the program, keep our queues orderly and our artists on time. Some of the jobs we need volunteers for include:

- Artists assistants
- Book signing assistants
- Ushers and ticket collectors
- Green Room assistants
- Roadies - bumping in and out events, moving furniture
- Schools Program assistants
- Drivers

StoryFest 2023 will run from Tuesday 13 June to Sunday 18 June with Opening Night on Thursday 15 June and most events held from Friday to Sunday. There will be approx 30 events featuring around 50 presenters, and thousands of attendees.

All StoryFest 2023 main events will take place in Ulladulla or Milton. The Schools Program which runs from June 13 to 16 will be run at schools in the area, including Sussex Inlet.

There are no particular skills or work experience required however you will need a friendly disposition, a love of stories of all kinds, a passion for community events plus good communication skills, ability to work as part of a team, good organisational skills, commitment and reliability. There are a few roles where additional qualifications are required, but those are clearly highlighted in this guide.

Why Volunteer?

StoryFest is a wonderful event for the Milton-Ulladulla-Mollymook community. Not only does it bring amazing artists to our area but it delivers economic benefits to our community and other not-for-profit community groups.

Being part of StoryFest is a fabulous way to help your community, meet new people and perhaps even have the opportunity to meet some of your favourite artists.

Volunteering

You can nominate all the shifts you are available for, and your preferred times. You can also nominate which role/s you would prefer. We'll do our best to accommodate you, but it might not always be possible. Some roles are more popular than others so we ask that you stay flexible as we try to share things around.

Benefits of Volunteering and Purchasing Festival Tickets

We want you to enjoy the festival as much as the Artists and general community.

We encourage you to decide on which events you wish to see throughout the festival and purchase tickets to these events prior to finalising your Volunteer shift choices. As the program will not yet be published when you are invited to complete the Volunteer Registration Online Form, please ignore the portion of Section 5 which asks for your availability times. Once you have made your festival purchases after tickets go live, then we would appreciate you updating the Registration Online Form with your clear availability times.

As a volunteer you will receive a lanyard and a sleeveless vest to wear during your shift so you are easily identifiable. Both vests and lanyards will be available at the beginning of your shift and handed in at the end of your shift. Vests and lanyards will be reused for StoryFest 2025.

Later in 2023, you will be invited to a Thank You event for Volunteers and Sponsors in recognition of your contributions.

Tea, coffee, water and food will be available at all times during the event in a dedicated Volunteers' Room at Ulladulla Civic Centre.

Consecutive shifts

For volunteers working consecutive shifts, your Team Leader will let you know when to take a break.

Interviews

Volunteers may be required to attend an interview, either in person or via telephone. It is possible that not all applicants for volunteer positions will be successful.

Work Rosters

Rosters setting out allocated shifts will be distributed prior to the event. Please confirm your roster via email to storyfestvolunteers@gmail.com as soon as you receive it. If at any time you are no longer available for any of your shifts, please let us know as soon as possible to the same email address.

Volunteer Orientation Session

Attendance at one of the Orientation Sessions is mandatory. Certain volunteer roles may require a short additional training meeting. Details will be sent to you. An online Zoom alternative will be provided for volunteers outside the region and for locals who cannot attend in-person training.

The in-person training will be a great opportunity to meet all local volunteers, the committee, your Team Leader and the volunteers you will be working with at the festival.

Volunteer Registration Form

The Volunteer Registration Form can be completed online: <https://www.storyfest.org.au/volunteer>

Once you have submitted your form, you will receive an email with copies of your responses. This email includes a link back to your completed form, so that you can update your responses as needed.

Shifts

Shifts will generally be from 3 to 5 hours in length with volunteers providing feedback to their team leader at the conclusion of each shift. See the Volunteer Registration Form for available shifts.

Preferred number of shifts

We ask that every volunteer commit to a **minimum** of **two** shifts across the event, though we know some volunteers may choose to do more. You will be asked to specify your *ideal* number of shifts on the registration form. Note that some shifts will be 5 hours in length.

Volunteer roles preferred

We recommend you remain open to performing multiple roles as this increases your chances of being given a roster. It also makes it easier for the committee to fill all the roles needed to make the festival a success.

If you have particular skills or work experience that would suit a certain role, please note this on the registration form when we ask about your previous experience and skills.

Health and Safety first

All volunteers have a key role in ensuring that StoryFest is a safe, healthy and enjoyable experience for everyone involved - presenters, artists and attendees, and of course everyone working at StoryFest including volunteers. There will be a Health and Safety briefing as part of the Volunteer Orientation.

Respect for all

StoryFest believes in dignity and respect for all and supports an inclusive, positive and productive workplace, and that of course includes all of our volunteers!

ROLE DESCRIPTIONS

StoryFest 2023 will have volunteer teams which will be led by a Team Leader. The Team Leader is your key person to report to when you start and finish shifts, and ask about any issues or problems that may arise during your shifts. You will meet your team leader at the Volunteer Orientation.

Here are some of the roles and a brief descriptions:

Artists Assistants

Most artists will be accommodated in the Mollymook area and may use the transport provided by StoryFest to get to their venue. The Artists Assistants will be responsible for offering any assistance required to get Artists to the Green Room at Ulladulla Civic Centre, Milton Theatre or other smaller venues, collecting Artists from the Green Room, escorting them to their event, fitting their microphone if required, getting them to the Book Signing area in a timely fashion at the conclusion of

the event, and directing them to the event hubs for refreshments and a recap with fellow artists/presenters. At the venues, assistants will be responsible for ensuring Artists have water, are comfortable and have everything they need.

Book Signing Assistants

After each event the artists will be available to sign copies of their books. As each event is finalised, Book Signing assistants will rearrange chairs and name markers to accommodate the next round of signings. They will check the signing tables have the correct name markers and there is fresh water for the Artists. Book signing assistants will ensure guests know which queues are for each artist's book signings. They will effectively manage each queue, write names for inscriptions on post-it notes to place on the books and generally keep an eye on the number of books and ensure all books are paid for. At the conclusion of each book signing, they will set up for the next one.

Schools Program Assistant

The Schools Program will be run Tuesday 13 to Friday 16 June. Volunteers will be responsible for transporting the artists to the schools or, if the artist has their own vehicle, ensuring they know where to go and meet them at the venue. The volunteers will escort the artist to school reception, introduce the artist to the relevant teacher/librarian and ensure they have everything they need before, throughout and after the session.

Please note: A valid Working with Children Check (WWCC) is required for all volunteers working at children's events. Please have your WWCC number handy when filling out the StoryFest registration form.

If you do not have a WWCC already, it is free to register (as a volunteer) online at:
<https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check>

You will need to verify your identity at a Service NSW Centre (in Ulladulla for locals). Please allow 4 weeks for approval. WWCC numbers must be emailed as soon as possible to the Volunteer Coordinator at storyfestvolunteers@gmail.com

If you have not received your number by the time rosters are to be sent out, you will not be able to be rostered on any children's sessions.

Ushers and Ticket Collectors

Ushers and ticket collectors will operate in the upstairs auditorium and the downstairs smaller auditorium at the Ulladulla Civic Centre and at Milton Theatre. They assist with keeping venues organised and will be responsible for ensuring a smooth changeover between events, straightening chairs and tidying venues. They will need to monitor people coming and going from the venue and may need to answer questions about the festival. They may also assist during question times at the end of each session by monitoring microphones.

StoryFest uses an online ticketing system called Sticky Tickets. Patrons will present either a printed version of the ticket or an electronic copy on their phones. Ticket collectors will scan the ticket QR codes to ensure they are valid for the session and have only been used once. To ensure sessions start on time, ushers and ticket collectors will be responsible for managing queues to enter the venue and for managing late entries.

Ushers and ticket collectors will work closely with the rest of the StoryFest team to collectively ensure each event runs smoothly.

Please note: Ticket collectors must be comfortable with the use of electronic equipment including mobile phones, tablets and laptop computers. They must also be comfortable with the use of mobile apps. Ticket collectors will receive additional training prior to the event, including manual procedures for emergency situations where phone networks or equipment fails.

Ticket Sales Assistants

Last minute tickets will be on sale at the Ulladulla Civic Centre (in the downstairs lounge near the popup bookshop) via the online ticketing system. Ticket sellers will assist with processing ticket sales and issuing manual and electronic tickets.

Please note: Ticket sales assistants must be comfortable with the use of electronic equipment including mobile phones, tablets and laptop computers. They must also be comfortable with the use of mobile apps. Ticket sales assistants will receive additional training prior to the event, including manual procedures for emergency situations where phone networks or equipment fails.

Green Room Assistants

Green Room Assistants will assist caterers in either the Artists or Volunteers' Green Rooms to set up lunch and snacks. They will keep the room clean, wash-up used mugs, and refresh drinks and water.

Volunteers rostered to the Volunteer Green Room will check that each Volunteer signs in and out of their shifts, receives a Volunteer vest and lanyard, and is introduced to their team leader.

Other tasks may be allocated on an ad hoc basis.

Social Media and Livestream Assistants

Social Media and Livestream Assistants will be responsible for live-streaming small snippets from the festival, posting photos and information to social media, tweeting etc. Volunteers in this role should be experienced with social media and be proficient in written communication skills. They will report directly to the StoryFest Marketing and Social Media Managers.

Roadies

Roadie volunteers will be responsible for set-up (bumping in) on Wednesday 14 and Thursday 15 June, pack-up (bumping out) on Sunday 18 June, and rearranging stage furniture between sessions throughout StoryFest. This will include physical tasks such as moving and arranging chairs, assembling décor for staging, carrying equipment, and lighter tasks such as setting up information and ticket sale tables, placing signs and flags, clearing away rubbish and running errands. They will also assist in the bookstore set up and packing up.

Drivers

Drivers may be called upon to pick up artists from their accommodation in Mollymook and drive them to and from the festival venues and/or drive to Sydney to collect artists from and return them to the airport. Drivers will need to use their own car, and can be reimbursed mileage allowance for any trips outside the local area.

Pre-Festival Volunteering

In the two weeks leading up to the Festival, volunteers can offer to help with the many small but time-consuming tasks that go into prepping for a festival. These tasks include:

- Compiling Volunteer Information Kits and Orientation Day materials
- Cutting and compiling lanyards
- Preparing Festival signage and paperwork
- Printing and laminating signs

NEXT STEPS

Key Dates

Volunteer Registrations close at the end of April 2023. We need to prepare rosters as soon as possible after this point and any later offers might not be able to be accommodated. Rosters should be available by mid May. Orientation sessions will be conducted in early June.

Contact

If you have concerns before Orientation or other questions, please email the Volunteer Coordinator at storyfestvolunteers@gmail.com

Thank you for your interest in being a StoryFest Volunteer! The Committee greatly values the contribution you make and the enthusiasm and commitment that you bring to StoryFest 2023.

Please now complete your Volunteer Registration Form: <https://www.storyfest.org.au/volunteer>