



# Cairns Blues Festival Inc.

1 & 2 MAY 2010

FOGARTY PARK, CAIRNS ESPLANADE

## **VOLUNTEER CODE OF CONDUCT**

Volunteers are crucial to the success of this festival. We appreciate you and hope that you love being a part of the CAIRNS BLUES FESTIVAL.

### **VOLUNTEER RIGHTS**

You have the right:

- To work in a healthy and safe environment
- To be interviewed and assigned voluntary roles in accordance with equal opportunity and anti-discrimination legislation
- To be provided with orientation to the Festival
- To be provided with sufficient training to participate confidently
- To have a reasonable understanding of the line of accountability within the Festival
- To have your work valued by the organisation
- To regularly receive constructive feedback
- To feel safe on the job
- To be covered by insurance

### **VOLUNTEER RESPONSIBILITIES**

You have the responsibility:

- To be reliable
- To arrive on time
- To notify the Festival Coordinator if your circumstances change
- To respect confidentiality
- To represent the interests of the organisation
- To carry out specific roles as described in the Description of Volunteer Roles
- To be accountable and accept evaluation
- To acknowledge and respect decisions made by the Festival Coordinator and Festival Staff
- To undertake training and to have a good understanding of the organisation
- To ask for help when it is needed
- To treat all patrons and fellow workers with consideration and respect
- To enjoy yourself



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## DESCRIPTION OF VOLUNTEER DUTIES

### **BUMP IN, ART & MARQUEE CREWS**

- Collect and erect marquees
- Put up signs
- Distribute and set up hire equipment, bins
- Set up and decorate the site, bars and Greenroom
- Set up lighting, lay electrical leads

### **KEEPING OUR SPACE CLEAN AND SAFE**

- Ensure the festival site and nearby surrounding areas, are kept clear of rubbish at all times
- Replace full rubbish bins with clean, empty ones
- Ensure that toilets are clean and free of litter
- Ensure toilets are in good working order
- Assist vendors (including bars) in keeping their rubbish clear if needed
- Keep festival tables and chairs, in all areas, clean and tidy
- Ensure that all signs, especially sponsors signs, are kept in a tidy and readable manner
- Report, or address (depending on level of danger) any potential hazards to the volunteer organiser (Gary Luchi) or closest festival organiser. Do not, under any circumstances, put yourself or others in harm's way.

### **MERCHANDISE**

- Assist merchandise coordinator
- Help set up merchandise
- Friendly customer service
- Restock merchandise
- Assist performers if needed
- Cash handling
- Keep merchandise display neat and tidy
- Create appropriate signs for merchandise
- Pack up merchandise

### **BOX OFFICE**

- Check tickets
- Place appropriate armbands on patrons
- Sell tickets (involves cash handling)
- Advise patrons of festival policies and site destinations i.e. Program billboards, information tent, QLD Ambulance, etc.

### **BAR**

(Must be RSA certified)

- Set up bars
- Customer service
- Restock
- Dispose of rubbish
- Clear rubbish
- Pack up bars

### **INFORMATION & CLOAKROOM**

- Answer patron's questions to the best of your ability
- Be informed and aware of festival policies, program and site plan
- Store patrons belongings safely and by following procedures in place
- Keep area neat and tidy

### **RUNNER**

- Relay messages
- Collect materials
- Take direction

### **BUMP OUT CREW**

- Pick up any rubbish
- Take down signs
- Take down marquees and fencing
- Pack up electrical leads
- Generally assist festival organisers in packing up

### **SURVEY DISTRIBUTORS**

- Approach patrons and ask them to fill in the surveys, either on the spot and hand them back to you, or post them back at their convenience.

### **ALCOHOL TICKET SALES**

- Sale tickets to patrons wishing to purchase alcohol
- Cash Handling and customer service

### **ROVING & CHILDREN'S ENTERTAINERS**

- Providing creative and non-threatening entertainment for the general public
- Providing appropriate entertainment for the children's area (Must be a current Blue card holder)



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## CAIRNS BLUES FESTIVAL VOLUNTEER POLICY

### **Volunteer Age**

Volunteers must be over 18, unless accompanied by a suitably qualified adult eg. Parent or Scout leader.

### **What do volunteers do?**

Volunteers staff almost every department of the festival. Almost any skill can be handy some time during the year. We try to match volunteers' skills and interests to available departments. Some positions are also available for appropriately qualified trade's people during the pre-festival construction phase a day before the festival. Other physically strong, site volunteers are also in demand during the bump in and bump out periods.

### **What kinds of duties are expected of me?**

Typically you will be performing duties that are comfortably within your ability. Some examples of departments are: ticket sales/armband application, bar staff, festival information booth, merchandise stall, site worker, cleaning and site maintenance, children's area (blue card required). When applying for a particular position we may request a statement of experience.

### **What is my commitment?**

You are expected to abide by the CBF Volunteer Code of Conduct at all times. Your commitment is to turn up and complete those tasks which you volunteer for.

### **Requirements**

- ✓ A desire to be a part of the CAIRNS BLUES FESTIVAL
- ✓ A passion for blues music
- ✓ Good communication and time management skills
- ✓ A sound work ethic and a good dose of initiative
- ✓ Flexibility
- ✓ Ability to work as a team member
- ✓ Ability to deal with a range of personalities and behaviours
- ✓ Ability to work under pressure
- ✓ Must be over 18 (Unless accompanied by a suitably qualified adult)

### **Volunteer Benefits**

- 8 hours worked – free full weekend pass & 'FESTIVAL SLAVE' t-shirt
- 4hrs worked – free one day pass & 'FESTIVAL SLAVE' t-shirt
- Entrance to INSIDERS party, 'Time and Place' yet to be decided