



Volunteering with Festival of Voices 2024

Welcome to Festival of Voices and thank you for offering your time, enthusiasm, assistance and support towards this wonderful series of events. We hope you enjoy the experience.

Festival of Voices (FoV) is Tasmania's original winter event and Australia's premiere celebration of the voice. Our first festival was in 2005. It was created in response to a brief to activate Hobart in the middle of winter.

Since those early years, the event has grown into a two-week celebration that attracts audiences of 30,000 people.

The timing of our festival uniquely coincides with the winter school holiday period. It is the light that follows Mofo's Dark.

The iconic image of the festival is thousands of people singing around a bonfire. This is always a highlight and reflects the core aim of the festival to bring people together, not just as observers, but as participants.

The reach and reputation of Festival of Voices has grown far and wide. It has become known internationally as a special meeting place for singers to come and sing, share and hang out with each other. The educational component of FoV is also significant. It has become a winter school for people who want to learn new repertoires, sing better or just revel in the joy of group singing.

By day there are the dozens of pop-up choir performances in and around the streets and public spaces of Hobart and surrounds. Many of these are performed by visiting choirs who come to the festival just so they can sing.

This participatory nature of FoV is what makes the festival unique and what draws thousands of people out of their homes in the middle of winter to celebrate the power of the voice with songs, stories, laughter and puffer jackets!

Volunteering to work on the festival requires you to become part of a unified team, support the culture, embody the vision and values of the festival, and deliver a shared goal and mutually agreed set of outcomes.

OUR VISION

The Big Sing event is a physical representation of the FoV belief that singing raises spirits and raises communities. Our aim is to get the whole community to sing – no matter how badly! We want to give Tasmania a voice.

We also want to be a 'must-go' meeting place for singers all over the world. A place where singers and aspiring singers come to meet, network, sing, learn and have fun.

Our vision is to be recognised as the festival that champions participatory culture.

THESE ARE THE VALUES WE HOLD DEAR

- Joyful: We are about positive interaction, learning and the human experience. Whether it be a good belly laugh, uplifting performances or happy tears, FoV values the power of voice and song to affect positive change on humanity.
- Global: we have a global view and want to grow our connection with overseas artists and audiences through live participation, international partnerships and building our online presence.
- Opportunity: we want to lift local musicians onto bigger stages and help expose them to the world.
- Confidence: the festival exudes a confidence which is attractive to partners and audiences; via key events the festival has developed a reputation for being sexy, enticing and seductive.
- Community: Festival of Voices is the people's festival, we aim to empower, involve and engage people of all demographics, ages, backgrounds, cultures and interests.
- Warmth: Festival of Voices is the light in winter, a warm and radiant glow. We value friendships and we greet visitors with a smile and a welcome hug.

Our primary GOAL for the 2024 Festival of Voices is to deliver a joyful experience for visitors and locals.

Think about your specific role and how you can further achieve and integrate the above vision, values and goal into your daily responsibilities.

A Summary of Your Rights and Our Expectations:

We hope you find this to be a rewarding and exciting experience and we endeavour to provide you with the following:

- A fair recruitment process.
- The opportunity to express your preferences in regard to the activities that you undertake for the festival.

- Orientation, training, and clear job descriptions.
- A healthy and safe workplace
- Appropriate and adequate insurance coverage
- Clear support, management and communication channels. We also maintain some expectations of our volunteers as follows:
- Be personable, friendly and flexible where possible
- Be responsible, reliable and punctual
- Prioritise workplace health and safety, including hygiene, for themselves and others
- Communicate any concerns, incidents, situations or accidents to Festival of Voices staff
- Not be under the influence of any illegal substance
- Abstain from drinking alcohol while undertaking volunteer shifts or wearing Festival gear

Volunteers are a vital element in the successful delivery of the Festival of Voices. Our aim is to make it a mutually beneficial arrangement. We hope that during this year's festival you gain experience, make friends, sing and have fun!

If you have any questions or queries not addressed here, please contact: Roz Wren, Volunteer Manager - roz@festivalofvoices.com

Contact Details and Volunteer Agreement

Please ensure that you provide your emergency contact details and a signed volunteer agreement by clicking on this link

<https://festofvoices.festivalpro.com/form/BMUpEwrUnCSMEImJXilf/55>

(This is for insurance purposes and to ensure that we can communicate effectively with you).

Management and Communication Channels

If you are not clear about who is managing you for any task or role, and you are not sure to whom you should communicate about a particular issue, please contact: Roz Wren, Volunteer Manager - roz@festivalofvoices.com

DRESS CODE

You will be issued with a FoV uniform and volunteer lanyard. These will be issued at the volunteer induction -date to be confirmed. While you are working in an official capacity you must wear your uniform. The colour code is all black (thermals!) under your uniform. Please also wear your lanyard during all shifts, this will identify you as Festival of Voices crew. Layer up because it can be cold. Adhering to the dress code is important. It clearly identifies you as FoV crew and it looks smart and professional. If you are taking time off in the club for a drink and a hang out, please take your uniform and lanyard off so the public don't think you are working.

ROSTERS AND TIMETABLES

Please ensure that you fulfil all shifts as requested or as per your roster. If you are not sure when you should be undertaking a task or role as a volunteer for the festival, or if you are unable to fulfil a shift, please contact your immediate supervisor; Roz Wren 0413028799

Training and Striving for Improvement

This document serves as part of your orientation to the festival. In addition, you should be provided by your manager with clear and appropriate instructions about what is expected of you at the commencement of your volunteer shift.

Some roles require more training than others, and may require a separate briefing session. These sessions are designed to keep you informed and aware of Festival procedures. Debriefing after the Festival, either face to face or through a written survey, may also take place in an effort to continually improve processes. Your input in this instance is very valuable to the Festival.

WORKPLACE HEALTH AND SAFETY

The Festival of Voices is committed to providing a safe environment in which you will undertake your volunteer activities. A complete organisational WHS policy is available for viewing, and a summary will be provided for you as part of the "FOV 2024 Volunteer Welcome Pack". In brief:

- You will be provided with relevant contact numbers and safety-related resources
- A nominated Chief Warden (staff member) will take responsibility for WHS issues on site
- Volunteers are required to accept a personal responsibility to work safely

In the event of an emergency volunteers are to behave as if they are general public (not staff).

BENEFITS FOR VOLUNTEERS

In addition to the intangible benefits that volunteers should receive, such as job satisfaction and the opportunity to experience positive interactions and the festival atmosphere,

Benefits – As a volunteer you get:

- Entry into the event that you are working on. Opportunities to other events as offered at short notice during the Festival.
- FOV uniform for those working min 3 shifts (we ask you to keep it clean, tidy and appropriate to the work you're doing.)
- 20% discount on drinks on the days you are working once your shift has finished as per your lanyard
- The opportunity to work with a great team to deliver a wonderful event

Volunteers are responsible for their own expenses including meals.

INSURANCE

All volunteers are covered by Festival of Voices Public Liability insurance

VOLUNTEER POSITIONS

One of the most visible jobs of the festival FOH volunteers are there to help to liaise with the public, producers and artists to make sure that shows run smoothly and on time. You will be required to assist box office staff to usher audience in and out of venues, taking tickets and handing out programs where applicable. Ushers ensure the venue is clean and tidy before and after the performance or workshop. You will be fully briefed but it'll be up to you to learn the ins and outs of the venues and the performances themselves so that you can answer everyone's questions. You may be required to rearrange tables / chairs if you're physically able to. Standing is required at venue doors. Once the performance begins volunteers may take an aisle seat if one is available, otherwise they may stand at the back or as directed by staff. Front of House is a great way to meet people, learn about what goes on behind the scenes at a festival and experience the thrill of a show coming to life.

KEY CONTACTS

Executive Producer

Nadine Rowell

0438 570 212

nadine@festivalofvoices.com

Volunteer Coordinator

Roz Wren

0413 028 799

roz@festivalofvoices.com

Production Manager

Mark Hardinge

0419 487 488

mark@festivalofvoices.com

FESTIVAL OF VOICES

Office number / address

Level 3, 77 Salamanca Place, Salamanca

02 6224 5975

PARKING INFORMATION

The Festival does NOT pay parking fines for volunteers or staff members under any circumstances. If you have a meeting or have to be at a venue, please take extra care to park responsibly to avoid fines, as these can add up. Parking in Salamanca (and Hobart generally) is expensive and, though there is cheaper underground parking in Salamanca, public transport or carpooling might be a cheaper less-stress option.

SOCIAL MEDIA

Please follow us on Twitter @festofvoices, Instagram @festofvoices and like us on

Facebook and subscribe to our newsletter www.festivalofvoices.com

<https://www.facebook.com/festivalofvoicest Tasmania/>

OCCUPATIONAL HEALTH & SAFETY

AT THE FESTIVAL OF VOICES, WE BELIEVE THAT A SAFE WORKPLACE IS ESSENTIAL FOR THE WELL-BEING OF OUR PEOPLE & OUR ORGANISATION. WE ARE COMMITTED TO ENSURING A SAFE & HEALTHY WORKING ENVIRONMENT FOR EVERYONE WHO WORKS ON OUR EVENTS & ACTIVITIES.

In the event of an emergency volunteers are to behave as if they are general public (not staff).

CONFIDENTIALITY

It is assumed that all volunteers keep festival documentation, meetings, contractual arrangements, discussions, log-ins, accesses and all relevant communications confidential. If you're unsure of whether something is or isn't confidential, please err on the side of caution. We take this very seriously.

TICKETING

All questions around ticketing, VIP's, discounts, disability (or other) special access or related special circumstances, please direct to Linda Morrow - linda@festivalofvoices.com

MORE QUESTIONS?

Email our Volunteer Coordinator Roz Wren - roz@festivalofvoices.com

VOLUNTEERING WITH THE FESTIVAL OF VOICES STATEMENT OF EXPECTATIONS

This is an invitation to volunteer for the 2024 Festival of Voices, and assist in the delivery of the festival (28 June – 7 July 2024) in accordance with the following guidelines and expectations:

1. The Festival is guided by Volunteering Australia standards in regard to how volunteers should be engaged and managed
2. Volunteers provide their time to assist in the delivery of the 2024 festival. Participating in the lead up to the festival and festival itself.
3. The purpose of the engagement is to provide the volunteer with a number of benefits to be involved with the festival – to be determined on a case-by-case basis; the tasks and responsibilities will be structured around the needs of the festival coupled with the volunteer's skills, experience, specific interests and ambitions
4. Volunteers will be required to provide input into their position description to ensure their professional and personal goals are aligned, negotiating with the festival in regard to clarifying role, responsibilities, measurements for success, support required, evaluation/reporting procedures and timeframe for delivery
5. Festival of Voices volunteers are provided with a Festival Liaison who they report to directly and communicate with in regard to all aspects of the role, responsibilities and progress
6. Volunteers will assist the Festival of Voices with social media promotion, adding the festival to all relevant personal social media accounts as appropriate
7. The Festival of Voices encourages a culture of empowerment, positivity, cooperation, collaboration, communication and compromise where appropriate and so, by accepting this invitation, volunteers will aim to contribute positively to the experience and understand that being involved requires generosity of spirit, honesty, integrity, communication, understanding and good will at all times.

8. There will be no remuneration for the period of the engagement, though the aim of the festival is to seek opportunities to pay and employ people who undertake various engagements with the festival as a way of growing our professional relationships, honouring a volunteer's commitment to the festival, and being part of a longer-term plan to build a team of reliable employees whom the Festival knows and trusts.

9. In return for time and commitment, volunteers receive experience, training, contacts, the opportunity to be involved with a world class festival, the fun of being involved, entry to events, mentorship from experienced arts practitioners and opportunities for career development (there may be other benefits volunteers request in return for their involvement which can be negotiated on a case-by-case basis)

10. Festival of Voices will provide support and assistance in regard to all aspects of the role undertaken by the volunteer for the period of the engagement as required

11. A volunteer can terminate his/her involvement at any time for any reason, no justification necessary, via phone or email, preferably giving at least one week's notice, in which time all responsibilities should be dealt with, discussed and handed back to Roz Wren the Volunteer Manager.

12. The Festival of Voices can terminate a volunteer's involvement at any time for any reason, no justification necessary, via phone or email, preferably giving at least one week's notice

13. If a volunteer is sick or absent for any period of time, they should ensure their responsibilities are reported to Roz Wren (0413 028 799) so the festival is not inhibited in any way due to their absence

14. A volunteer working for the Festival of Voices is insured under our Volunteers Insurance and Public Liability policies

15. Volunteers working for the Festival of Voices are not eligible for worker's compensation, superannuation or any other financial benefit

We hope you have a wonderful festival and look forward to working with you.