

Information & Merchandise Tent Brief Sheet

General Brief – Information Tent (located on Gertrude St, near George St)

- Main task is to provide information for guests, including program and directions to attractions such as the stages, stalls, hydration stations and more.
- New for this year is Midsumma Merchandise. Midsumma survives on donations, but in recent time we know how hard it has been for everyone to donate so we're opening our merchandise store.
- The Information Tent deals with Lost and Found Property. Please refer to the Lost Property Register on the day.
- The Information Tent may receive Lost and Found Persons. Please refer to Lost Person register on the day.
- Anything you don't know can be referred to Team Leader Alan Drummond.

This Role Suits

- Someone who enjoys one-on-one interactions and customer service.
- Organisational skills are valuable as well as FOH and retail experience.
- Seating available.

On Arrival

- Go to Volunteer HQ at LCI to sign on and collect your accreditation.
- Meet up with Volunteer Coordinator at Volunteer HQ or Team Leader, who will brief you on your role.

Sensitivity

- Many people who attend, volunteer or perform at Victoria's Pride represent diverse communities which may be at risk or prone to discrimination. Keep watch for anti-social crowd members and call for assistance through the EOC or security if required.
- Use gender-neutral pronouns until the person identifies their pronouns.

At the End of your Shift

- Please come back to Volunteer HQ and sign out.
- You are then free to enjoy the festival. Please change out of your volunteer t-shirt and accreditation at this time.

