

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.
- Midsumma survives on donations, but in recent times 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.
- Anything you don't know can be referred to Team Leader(s).

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 90 Brunswick St 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.

