

Welcome, Survey & Donations Superstars Team - Brief Sheet

General Brief

- Main tasks involve welcoming patrons to the festival precinct, giving directions, answering questions, and collecting donations.
- You and your teammates will travel in groups and together ask patrons to complete a survey and/or donate.
- Help people to safely cross main roads and enjoy the festivities.
- Midsumma Carnival runs from 11am to 10pm.
- Key welcome points:
 - There are 2 bars available for patrons and one available for VIP's. To enter, one must show a valid ID and receive a wristband at the Wristbanding Tent or Main Information Tent.
 - There are four stages; Main Stage, Picnic Stage, Family Precinct Stage and Sports Precinct Stage.
 - There are free hydration stations for everyone to refill their water bottles.
 - BYO is allowed. However, glass bottles are strictly prohibited.

This Role Suits

- Someone who enjoys customer service, likes to approach and talk to lots of different people.
- Requires some walking on uneven grass and through crowds.
- Require handling of iPads.

On Arrival

- Go to the Volunteer Tent to sign on, and collect your accreditation.
- Meet up with Volunteer Coordinator at Volunteer tent, who will brief you on your role.

Sensitivity

- Many people who attend, volunteer or perform at Carnival 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 the Volunteer Tent and sign out.
- You are then free to enjoy the festival. Please change out of your volunteer t-shirt and accreditation at this time.

**Who to talk to if
you have an issue:**

