

Volunteer & Information Tent - Brief Sheet

General Brief – **Catani Gardens**

- Please note there are TWO different locations for volunteers to sign in, depending on their role and shift.
- Some volunteers will arrive to sign in at the Volunteer & Information Tent at Catani Gardens.
- The role includes signing volunteers in and out of Deputy, supplying them with a volunteer t-shirt, lanyard, water bottle, bag, radio, and radio accessory (if required).
- Keep the Volunteer Tent clean and tidy.
- Monitor stock levels of water for volunteers.
- As the Information Tent, the main task is to provide information for guests regarding the program and directions to attractions such as the bars, stages, food trucks, hydration stations and more.
- The Information Tent deals with Lost and Found Property as well as Lost Persons.
- Ensuring cheery customer service and demonstration of Midsumma's core values.

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 Headquarters at Volunteer Tent at **Catani Gardens** to sign in, and collect your accreditation.
- Meet up with Volunteer Coordinator or Volunteer Team Leaders who will brief you on your role.

Sensitivity

- Many people who attend, volunteer or perform at Pride March 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 head to the Volunteer Tent at **Catani Gardens** and sign out.
- You are then free to enjoy the Post Pride Celebrations Event. Please change out of your volunteer t-shirt and accreditation at this time.

Who to talk to if
you have an issue:

