



VOLUNTEERING AT THE SYDNEY FRINGE FESTIVAL

Thank you for your interest in joining our team of volunteers for the 2022 Sydney Fringe Festival!

Each year we are truly blessed to have an amazing team of volunteers who dedicate their time and energy to help us create the Sydney Fringe Festival. Every volunteer is an ambassador for Sydney Fringe Festival: enthusiastic, friendly, helpful and professional at all times.

Our volunteers are a major part of the festival's success.

ABOUT THE SYDNEY FRINGE

The Sydney Fringe Incorporated is a cultural industries organisation and advocacy group for the live arts and music sectors. The Sydney Fringe Festival was established in 2010 www.sydneyfringe.com and has received widespread industry support and engagement from the artistic community. In 2019, over 2,500 artists were featured in over 450 works across all disciplines across 70 venues. This year, Fringe is back and bigger than ever.

Assisting artists is at the forefront of everything we do. The Fringe offers a professional platform from which emerging, early career and professional artists can promote their work to new audiences. The Fringe strives to ensure that all artists have a wonderful Fringe experience. We believe that Sydney's independent artists are what make this city so great, and as such we are dedicated to promoting the independent sector to Sydney's mainstream audiences.

To create a terrific Fringe experience for artists it is vital that care is also taken to maintain venue relationships and strive for audience satisfaction. The Sydney Fringe team ensures that audiences, artists and venues have a successful festival experience; this is the essence of what makes the Sydney Fringe so unique and is essential to the success of our festival. Join the fold and join the Fringe family.

BENEFITS OF VOLUNTEERING WITH US

Volunteers at the Sydney Fringe Festival play a pivotal role in the success of the festival. Volunteering with us is a great opportunity to make new friends and join a group of like-minded individuals who want to help out and support Sydney Fringe and the independent artists and venues it represents.

1) What Sydney Fringe Festival agrees to provide you

In order to enhance your experience, Sydney Fringe will:

- Provide you with orientation and induction
- Provide you with a fun environment and the opportunity to meet people
- Provide you with a healthy and safe workplace
- Provide insurance coverage for you, whilst you are acting as a Sydney Fringe Festival volunteer
- Define your roles and develop clear role descriptions
- Provide appropriate levels of support and management for you
- Respect you as a valuable team member
- Acknowledge and value your contributions
- Provide clear conflict resolution processes

You will also receive a:

- Fringe Festival Volunteer T-shirt
- Fringe Festival lanyard
- Access to attend open access shows
- VIP invite to Awards Night (closing festival party!)
- Exclusive invites to tech rehearsals of key events (subject to availability)
- Invitation to Volunteer and Festival staff wrap party

2) Your rights as a volunteer

- To be respected and treated as a co-worker and to not be exploited
- To have access to training sessions and inductions
- To have on-the-job supervision provided by a designated member of staff or Team Leader volunteer
- To have the necessary support and direction to carry out designated duties
- To be entitled to take breaks from their volunteer work, when appropriate
- To be able to contact the Festival Manager at any time during the festival with concerns, questions or indeed anything to do with being a part of the festival

3) In order to enhance the festival, volunteers will:

- Start at the scheduled time, and be dressed and groomed appropriately
- Wear the festival t-shirt and accreditation when on-shift
- Be asked to carry out specific duties to the best of their ability
- Respect the authority of, and decisions made by, Sydney Fringe Festival staff
- Contribute to the continuous improvement of the festival
- Be honest and reliable
- Adhere to and follow policy, procedure and guidelines including WHS
- Adhere to all Sydney Fringe Festival COVIDsafe Policies and Procedures
- Not smoke or consume alcohol while in your festival t-shirt

- Be conscious of the sustainability of our environment

We ask that you volunteer for a minimum of four (4) shifts through the duration of the festival

3.1 Punctuality

We request that volunteers are punctual. If an unforeseen situation arises whereby a volunteer will be late please contact the Festival Manager so other arrangements can be made.

3.2 Attendance

If you are unable to attend your shift, please notify the Festival Manager as soon as possible so that a replacement can be organised.

3.3 Etiquette

All volunteers are representatives of Sydney Fringe Festival, and as such must be professional, courteous and respectful to the public at all times.

3.4 Dress Code

Volunteers are supplied with the appropriate means of identification. This may take the form of a t-shirt and accreditation lanyard. All volunteers are required to wear such items during the time of their shift. When not on shift these items must be removed or covered. Attire must be appropriate for the task you are undertaking, please refer to the shift brief for any specific requirements.

3.5 Drugs & Alcohol

The use of alcohol and drugs are prohibited whilst working your shift. Any volunteer found to be under the influence will be retired for the duration of the event and disciplinary action may be taken.

3.6 Confidentiality

Occasionally volunteers will be privy to confidential information of the festival. Volunteers must not divulge this information to other parties under any circumstances, either during the term of volunteering or after ceasing as a volunteer.

3.7 No Remuneration

You agree that any work you perform for Sydney Fringe Festival is on a voluntary, unpaid basis and you will not be entitled to any remuneration benefits.

3.8 Paid Employment

Volunteer work for Sydney Fringe Festival is not a prerequisite for paid employment and volunteering does not guarantee a paid position.

3.9 Media

Volunteers are not authorised to speak to the media on Sydney Fringe Festival's behalf. Any requests by the media must be directed to the Sydney Fringe Marketing & Communications Manager.

3.10 Conflict Resolution

Sydney Fringe Festival is committed to resolving any conflict to the satisfaction of all parties. Please direct any conflicts to the Festival Manager in the first instance. If the conflict involves this person, please direct the issue to the Sydney Fringe Business Manager. The issues, discussions and resolution achieved will be recorded in writing and a letter confirming the outcome of the meeting will be sent to all parties involved.

3.11 Sign-on

Sign on/off must be completed at the start and end of every shift, to aid us in accurately reporting on the person-hours required to produce the event. Volunteer hours are recorded for insurance purposes and to assist with the collection of statistical data in support of funding applications. Volunteers will be able to sign on/off and see all upcoming shifts through Rosterelf.

3.12 Termination

Where the conduct or behaviour of a volunteer places the health or safety of another person at risk, results in any illegal activity, or contravenes Sydney Fringe's Code of Conduct; that volunteer's involvement in the festival may be immediately terminated by the Festival Manager or Sydney Fringe Festival staff.

3.13 Privacy Statement

By registration, you agree to us collecting the personal information you provide. This information will generally be used solely by Sydney Fringe for the purposes of ensuring that we assign you to an appropriate volunteer position, for contacting you regarding events during the festival, and maintaining health and safety records for all volunteers. We may give this information to third parties, but only where we are required by law to do so or the information is needed for operational purposes. You have the right to request details, or amend any personal information that Sydney Fringe Festival holds about you by contacting Sydney Fringe at any time.

3.14 Health & Safety

Sydney Fringe Festival is committed to providing a safe working environment for all its volunteers and will provide relevant induction sessions in relation to event-specific health and safety issues. Volunteers are obligated to act responsibly with regards to health and safety as outlined in the Work Health and Safety Act 2011 (NSW) and associated regulations. Sydney Fringe Festival's Occupational Health & Safety Policy & Procedure are available on request, please contact the Festival Manager.

3.15 Recognition of volunteer Dedication

Sydney Fringe Festival thanks and acknowledges the contributions and achievements of our volunteers and recognises that the festival could not happen if not for your dedication and commitment. Sydney Fringe Festival shows its appreciation by extending an invitation to attend the Sydney Fringe Wrap Party for volunteers and staff,

VIP invite to the awards night and access to attend open access shows. The festival can provide all registered volunteers with a digital certificate of participation upon request.

3.16 Certification

Some roles undertaken by volunteers require by law a professional certification or compliance card. If you hold a NSW Working With Children's Check, Responsible Service of Alcohol or First Aid Certificate, please provide a copy to us. Within the current external environment, it may be a requirement that staff and volunteers for permitted events be double vaccinated for Covid-19 to meet event permit requirements of agreed safety precautions. As such, Sydney Fringe will require certification of this status prior to rostering/shift attendance if required by the Government.

SHIFT LOCATIONS AND TIMES

Shift Locations

The majority of our volunteer shifts are located at our Festival Hubs/Precinct in Sydney's inner west and inner city.

Shift times

The Sydney Fringe Festival has a variety of shifts available during the week and on weekends. The main shifts are:

- Tuesday to Saturday (5pm to 11pm – split shifts)
- Saturday and Sunday (between 10am to 11pm – split shifts)

Start and finish times will vary and change as we get closer to Festival programming, and each venue has different requirements. Most shifts are around 4.5 hours (any shift over 4 hours will have a meal break time allocation built in). Your rosters will specify the exact shift time you are required.

As a Volunteer for the Sydney Fringe Festival, you agree to work a minimum of 20 hours (4 shifts) over the Festival. Additional hours and shifts are available. We ask you to be mindful of your responsibilities in volunteering for the Sydney Fringe Festival. If you need to cancel a shift, please ensure you give at least 6 hours notice so that we can find a suitable replacement volunteer.

ROSTERING AND COMMUNICATION

The Sydney Fringe will utilise rostering software to communicate with you and distribute shifts. You will also be required to check in and out of each shift using the software. To enable this, you will require the use of a mobile phone.

AVAILABLE ROLES

There are a variety of roles available within our events including Front of House, Events Assistance and Bar Assistance. The below are the general responsibilities of each role.

Front of House

Front of House volunteers are responsible for liaising with the general public, producers and artists to ensure shows run smoothly and on time. You may need to make announcements to large crowds, letting them know when house doors are open. You will also be giving directions, managing queues, scanning tickets and giving final calls to artists.

Never fear, you will be fully trained in these responsibilities! We recommend spending a bit of time familiarising yourself with the program for that day, the performance venues and the shows themselves so that you can answer questions and make recommendations to patrons.

- Report to the Venue Manager at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanor when interacting with festival patrons
- Usher patrons into performances spaces
- Provide information about shows, events and performance spaces
- Make announcements to festival patrons as required

- Direct patrons to the correct venue/entry
- Manage show queues in compliance with Workplace Health and Safety and COVID-19 regulations
- Assist with ticket scanning, VIP passes, complimentary tickets and merchandise
- Become familiar with the venue/location in order to direct patrons to appropriate services and facilities
- Become familiar with the Festival program in order to make confident recommendations

Event & Production Assistance

Event & Production volunteers assist in a range of settings around the Festival including our managed venues, and one-off special events.

This role has varied tasks from engaging with the public through to supporting Fringe Staff in the delivery of events. There are also pre-festival opportunities for those that are interested.

Event volunteer responsibilities include but are not limited to:

- Reporting to the Festival Manager and/or Venue Manager at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanor when interacting with festival patrons
- Providing information to the general public about the Sydney Fringe Festival Program
- Assist with the set-up of pop-up one-off events
- Asking Festival patrons in crowds to take/complete a Festival survey
- Assist with ticket scanning, VIP passes, complimentary tickets and merchandise
- Help our Production Team and Site Crew make the site ready for events to open as well as bump them out after the attendees have left
- Become familiar with the venue/location in order to direct patrons to appropriate services and facilities
- A valid Working With Children Check is required for all Fringe Kids activities and events

Bar Assistance (current RSA required)

Festival Bar Attendants are a key role for the Emerging Artist Share House. We are looking for enthusiastic bartenders to provide an excellent experience to assist the Venue Manager. Shifts will involve serving drinks, monitoring and replenishing stock levels, and general cleaning duties. You must have an RSA to be involved.

- Report to the Venue Manager at the commencement of each shift
- Provide exceptional customer service to patrons, staff and key stakeholders
- Maintain a personable/comfortable demeanor when interacting with festival patrons
- Take orders, process payments and serve drinks
- Ensure that no patron is served more than 4 drinks at any one time
- Assess customers' needs and preferences and make recommendations
- Check customers' identification and confirm it meets legal drinking age if required
- Comply with RSA regulations and ensure that patrons are not served if you consider them to be intoxicated
- Restock and replenish bar inventory and supplies
- Stay guest focused and nurture an excellent guest experience
- Comply with all food and beverage regulations

THE APPLICATION PROCESS

If you are interested in joining our volunteer team, please fill in your information [here](#).

Volunteer applications close on Sunday, 31 July 2022

AFTER APPLICATIONS CLOSE

You will receive an email from volunteers@sydneyfringe.com with more information about your role, online log in details, roster, locations and induction sessions.

Compulsory Volunteer Information Sessions will be held at the Sydney Fringe Festival office in Marrickville in late August 2022. At these sessions you will receive your Volunteer lanyard, T-shirt, general Festival information, a run through of our volunteer rostering system and meet some of the festival team.

DIVERSITY AND OPPORTUNITY

Sydney Fringe provides equal access to all volunteers without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information or marital status.

Should you have any further questions regarding volunteering with us, please contact us at volunteers@sydneyfringe.com