

# Volunteer FAQ

## Byron Writers Festival 2023

### What is the timeline for the volunteer application process?

Monday 15 May ~ Our volunteer applications open and may be completed online at [byronwritersfestival.com/get-involved/volunteer](https://byronwritersfestival.com/get-involved/volunteer)

Friday 9 June ~ the application process closes.

End June ~The Volunteer Coordinator will be in contact via email to advise if your application has been successful. Please also check your junk mail and add [volunteer@byronwritersfestival.com](mailto:volunteer@byronwritersfestival.com) to your contacts.

(Please note that due to the high volume of applications, we are unable to provide individual feedback on your application results. Rosters are determined by volunteer availability, experience and skill set to best meet festival requirements.)

Early July ~ Roles and rosters will be confirmed and sent to successful applicants.

Saturday 5 August ~ Compulsory Volunteer Orientation and Safety Meeting on site for all volunteers. (Volunteer agreements signed and returned.)

### What are the key dates for Festival Volunteer Team requirements?

- The festival Weekend runs from Friday 11 August – Sunday 13 August
- Our Workshop Program runs from Monday 7 August – Friday 11 August
- Our Primary School Program runs on Wednesday 9 August
- Our Secondary School Program runs on Thursday 10 August
- Satellite Events run from Tuesday 8 August – Sunday 13 August.

### When will I know if my application is successful?

The Volunteer Coordinator will email you to confirm if you have been successful by the end of June. If you are not successful in the first round of offers you may remain on the contact list as a stand-by in case positions become available.

### How old do volunteers need to be?

Volunteers are required to be a minimum of 18 years old.

### Is there any selection criteria to be a volunteer at Byron Writers Festival?

A love of books, ideas, reading, writing and festivals is a great start. Our volunteers are friendly, reliable, punctual, flexible and are team players.

Rosters are determined by volunteer availability, experience and festival requirements (please provide relevant detail in your application to help with selection).

You must be available to attend the Volunteer Safety and Orientation Briefing on Saturday 5 August, even if you have been a volunteer for the Byron Writers Festival in the past.

### Is the Volunteer Orientation briefing compulsory?

Yes. This briefing covers essential Workplace Health & Safety information, allows you to become familiar with the festival site, gives you the opportunity to meet your team and be briefed by your Team Leader, and you will receive your volunteer t-shirt.

### Do I require any qualifications to be a festival volunteer?

Our volunteers come from many walks of life and have varied qualifications and skills; the common factor is that you are all keen to be involved, and work towards the goal of bringing a successful festival to Byron Bay. However, there are some specialised roles that require specific skills and experience.

### What sort of roles are available as a volunteer?

The application form will ask about your skills and experience and give the option to select your top three role preferences. (While we make every effort to match volunteers with their choices, there are no guarantees as rosters are determined by availability, experience and festival requirements.)

Here is a sample of the roles on offer:

- Office Administration (pre-festival)
- Site Assistant / Bump-in / Bump-out (involves some heavy lifting)
- Partnership & Sponsorship assistants
- Hospitality
- Schools Days & Kids Big Day Out
- Workshop Assistants
- Satellite Events Assistants
- Ticketing and Gates
- Green Team / Recycling
- Venue Supervisors
- Ushers
- Stage Managers
- Author Liaisons
- Accessibility Assistants
- Parking and Traffic Management
- Volunteer Registration
- Information Booth
- Greenroom

If you have particular talents or work experience that suit a certain role, please note this on the application form. If there is something you can offer that is not on the list, please let us know! Think about how your skills may transfer into a festival setting.

What are the specialised roles that require certain skills and experience?

- Primary and Secondary Schools Days involve presentations by some of Australia's best-loved children's authors. Preference for Schools Days is given to those applicants with previous experience. You must hold a Working with Children's Check for these roles.  
<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>
- If you wish to work a coffee machine you must have professional barista training.
- To serve alcohol, a current NSW RSA is required. Hospitality service staff for the Opening Night event need to be confident with tray service, fast and able workers, and be physically mobile.
- For Venue Supervisors and Team Leaders who will be managing volunteer staff, leadership and previous Byron Writers Festival experience is required. These roles are vital in managing the smooth operation and wellbeing of the teams.

They are open to experienced Festival volunteers (Byron Writers Festival or other events) and are subject to the approval of the Volunteer Coordinator.

- To assist with bump-in and site assistance, you need to be mobile, physically fit and able to do heavy lifting.
- The Greenroom is the preparation and relaxation area for festival guests and presenters. Roles in the Greenroom are for experienced festival volunteers who are familiar with the event operations, are professional, reliable and calm.

What if my availability changes after I have submitted my application but BEFORE applications close on 9 June?

Please check your calendar prior to application. If your plans do change, email [volunteer@byronwritersfestival.com](mailto:volunteer@byronwritersfestival.com) by 9 June with 'Availability Change' as the subject heading.

If my availability changes AFTER applications close on 9 June , what should I do?

Please advise the Volunteer Coordinator ASAP [volunteer@byronwritersfestival.com](mailto:volunteer@byronwritersfestival.com) Label your subject heading with your name and 'Availability Change' or 'Cancel Application'. Please note that any changes made once rosters are created cause a great deal of work and may affect a number of fellow volunteers.

I have some health or mobility restrictions. Will I be able to volunteer?

Yes, absolutely. We aim to be as inclusive as possible. We will endeavor to find a role that will suit you. Please advise us of any restrictions in the online application so that we may cater for your abilities

I am from interstate, can I apply?

Volunteer positions are open to locals and interstate visitors. All volunteers are responsible for their own transportation and accommodation and are expected to commit to the shifts and roles assigned as per the roster.

### What does the festival provide for its volunteers?

- The chance to be involved in a vibrant, literary cultural event.
- You will receive a clear role description, shifts and any training required for your volunteer position.
- All volunteers will receive a Workplace Health & Safety and site induction at the Volunteer Orientation Day.
- Light refreshments are provided for volunteers for each shift of the Festival weekend. Pre-festival and offsite roles will need to cater for their own food and beverage needs.
- You'll receive a limited edition Byron Writers Festival volunteer t-shirt to be worn whilst on shift and to take home afterwards.
- An opportunity to attend the festival in exchange for your volunteer work.
- An invitation to the post-festival volunteer thank you party
- A great sense of being part of a fab team, the chance to make new friends and a wonderful, warm volunteer experience.

### Will I receive a Festival Pass in exchange for volunteering?

Volunteers receive Byron Writers Festival passes in exchange for work. You may attend the festival prior to and/or after your rostered shifts. If you work a full day, you will receive an alternate day's pass in exchange. Workshop assistants may participate in the assigned workshop but do not receive a festival ticket. Pre-festival, Schools Days and Satellite Event volunteer work accrues hours towards various passes depending on the type and amount of work. The exchange will be clarified with confirmation of your role and roster.

### Will my food and travel costs be reimbursed?

No. However, parking is available for our volunteers but is very limited onsite (first in best dressed). We encourage our volunteer team to carpool to this year's festival site. Carpooling is a wonderful way to get to the site and meet fellow volunteers. Join the Facebook group for volunteers to connect and organise:

<https://www.facebook.com/groups/bbwfvolunteers/> Light refreshments will be provided for volunteers each day of your rostered shifts. Please ensure you have adequate lunch, snacks and sustenance, a water bottle and are prepared for any specific dietary requirements.

Is there a uniform for volunteers?

Volunteers are provided with a Byron Writers Festival volunteer team t-shirt, which must be worn while on duty. You must also wear closed in shoes during your volunteer shift. The weather can get quite cold at this time of year, so please wear/bring a long sleeve shirt/thermal to wear under your volunteer T-shirt.

If my volunteer application is unsuccessful, can I still attend the festival?

If you are not successful as a volunteer this year, you are welcome to purchase a ticket to attend. Unsuccessful applicants will be allowed to purchase a 1 x 3-Day pass at the Early Bird rate.

Have another question?

Please email [volunteer@byronwritersfestival.com](mailto:volunteer@byronwritersfestival.com)