

CASTLEMAINE STATE FESTIVAL

17-26 MARCH 2017

Volunteer Handbook



Welcome

We are pleased to welcome you to the 2017 Castlemaine State Festival Volunteers Program.

The Castlemaine State Festival (CSF) is an important arts and cultural event being brought together by small team of core staff volunteers and contractors from varying backgrounds and experience. In the lead up to the Festival this team grows significantly with the addition of a large influx of volunteers who contribute with their time and talents to enhance and support the CSF programs and help maintain a high standard of public service. In turn, CSF is committed to providing an inspiring, insightful and exciting experience for all of our volunteer.

CSF relies on over 150 volunteers in both the lead up to, and delivery of the festival. Volunteer roles are many and varied, and we look forward to working with you, and helping to find the perfect role which best suits your experience, commitments, and expected outcomes.



This handbook was written to provide you with an overview of the Castlemaine State Festival's Volunteer Program and help you achieve your goals in your volunteering role, so we encourage you to take the time to read the information provided in preparation for volunteering with CSF.

Thank you for joining us. We are confident you will find volunteering for the CSF a rewarding and enriching experience!

A handwritten signature in black ink that reads "Martin Paten".

Martin Paten
Director
Castlemaine State Festival



Castlemaine State Festival

As in the past, the 2017 Castlemaine State Festival will present a program of works by national and international artists set amongst many of central Victoria's most historic and atmospheric venues including; an underground gold mining tunnel, historic parks and bushlands, theatres and halls, intimate private homes and gardens and most importantly CSF's new home, the Castlemaine Goods Shed.

Vision

Our vision is to see the Castlemaine State Festival as a resilient and enterprising arts organisation sustained by our people, place, partners, and program of inspiring and creative art practice and collaborations.

We also desire to see our region, and in particular Castlemaine, recognised as the heartbeat of cultural activity and creativity in regional Victoria led by the Castlemaine State Festival.

Core Purpose

To develop, commission and present activities for a multi-arts biennial State Festival, utilising the distinctive environment and creative culture of Castlemaine, and the surrounding region.

Background

Beginning in 1976 as the vision of Berek Segan AM OBE, Castlemaine State Festival is a prestigious and exciting biennial multi-arts festival encompassing visual arts, music, theatre, literature, film and dance. Since its inception an extraordinary range of Victorian, Australian and international artists have performed at the festival and approximately 400 regional artists, writers, poets, historians, playwrights, curators, filmmakers, dancers, choreographers, designers, musicians and composers are directly engaged in each festival.



2017 Festival Program

- The Opening Night, a free event at the Castlemaine Goods Shed for over 1,500 people including sponsors and supporters.
- Music, theatre, dance, film, literature and storytelling events throughout the Festival.
- An inaugural circus program at the Castlemaine Goods Shed.
- Theatre Royal Festival Club, a hot spot to mingle, eat, drink and experience a free program of entertainment.
- A visual arts program including exhibitions, temporary installations and the Open Studios Program.
- Castlemaine Creative, a dedicated program of 30 works presented and produced by local artists and companies.
- An Education Program, including a week long program of events involving 1400 primary school children and two mentorship programs with 650 secondary school students from Mount Alexander Shire.
- The Garden Party, a free event for 2,000 people in the Botanical Gardens on the closing day of the festival

Volunteers Timeline

October - December 2016

- Volunteers recruitment and registration form available for completion (ongoing)
- Festival program is launched and tickets go on sale (7 December)

January 2017

- Volunteer roles become available online for registration (17 Jan - 16 Feb)

February 2017

- Volunteer trainings and inductions commence

March 2017

- Festival dates - 17-26 March
- Festival Wrap Party



Being a Festival Volunteer

Volunteers are an integral part of the production and delivery of the festival. The staff & Board of Castlemaine State Festival are committed to developing and maintaining a volunteer program which is mutually rewarding, effective and efficient.

Your Rights

The Castlemaine State Festival will ensure its volunteers are:

- Appropriately inducted into the organisation & treated as co-workers
- Assigned suitable tasks & provided with training, guidance & direction
- Ensured a safe work environment
- Ensured confidentiality where required
- Ensured mediation if a dispute arises

Your Responsibilities

Volunteers of the Castlemaine State Festival will ensure they:

- Attend meetings and training as required
- Read and adhere to all guidelines related to volunteers
- Have a professional attitude and welcome supervision and instruction
- Are supportive and willing to learn and seek advice when unsure
- Are dependable and undertake work as agreed
- Respect confidentiality
- Make own personal safety a priority in any emergency situation



Guidelines for Volunteers

The Castlemaine State Festival has a suite of important guidelines for volunteers. A document with these guidelines will be available on our website: <http://castlemainefestival.com.au/be-involved/volunteers/> or in hard copy in the festival office.

Guidelines include:

- Legal Guidelines
- Code of Conduct
- Equal opportunity & anti-harrassment
- Grievance resolution procedure
- Privacy & confidentiality
- Occupational health & safety

Please ensure you familiarise yourself with this document prior to your first volunteer shift.

Selection and Recruitment

Volunteers are recruited from Castlemaine, the region and throughout Victoria. Volunteers are required to complete a registration form, and attend information sessions and training, even if they have volunteered for the Festival previously.

Information and training sessions will cover important changes from the previous festivals, integral information about how to perform in your role over the festival, and essential occupational health and safety briefings. They also provide details about the festival program, and an opportunity to meet other volunteers and staf



Volunteer Roles

There are a variety of interesting and exciting volunteer roles to play during the Festival. In January, the Volunteers Roster will become available online for volunteers to choose their preferred volunteer role. This can also be done by phoning or calling into the Festival office and speaking to the Volunteers Coordinator. The following describes the volunteer roles required for the Festival.



Front Desk Administrators

The front desk of the festival office is staffed by volunteers for 5 days per week from October and every day during the festival.

Jobs include: Being the face of the festival by greeting visitors, answering the telephone and taking messages, communicating festival information, checking and writing emails, scanning and filing paperwork and media coverage, creating and modifying documents using Microsoft Office systems, scanning and archiving historic festival material, using and updating the festival database, assisting staff with administration, assisting with meetings and events, keeping the festival office tidy and clean.

Half-day to one day a week commitment is required.

Marketing & Promotion

Social media, marketing and promotion occur in the lead up to the festival, increasing as the festival approaches. Marketing volunteers work directly with the Marketing & Development Manager and the Publicist. Some prior marketing experience required.

Jobs include: Social media posting, drafting press releases, preparing for media calls and media events, involvement with marketing campaigns, distribution of information and marketing collateral.

Roles available in the lead up to, during and post Festival

Production & Technical

Technical and production volunteers will work alongside the Operations Manager and production team. A team of production volunteers will be established well in advance of the festival time who can be called on to help when needed. You may wish to be available on call to assist, work on a specific project or nominate a specific time during the festival.

Jobs include: installation of artworks, general construction work, maintenance or repair of buildings and venues, movement of equipment, bump in and bump out of venues and performances.

Roles available in the lead up to, during and post Festival.

As well as individuals, we are interested in partnering with volunteering groups to fill these roles, so please contact us if you can assist as a group.

Box Office

The festival operates its own box office from the Market Building. Box office for the Festival opens in December and runs through until the end of the Festival. All box office volunteers require training. Experience in customer service, sales, ticketing or administration is preferred.

Jobs include: Providing information about events and venues, selling tickets, cash handling, using a box office computer program to record ticketing sales and information, some up selling of events, providing information on ticket sales to marketing staff.

Roles available in the lead up to and during the Festival.

Front of House

There are several front of house roles available, including front of house manager, ticket sales at the venue, door staff, ushers, and venue minders. Volunteering to work on a specific event or performance does not ensure you will be able to watch that event or performance.

Jobs include: Venue management, managing others, communicating roles and responsibilities, providing information & assistance to audience members, coordinating reserve seating for VIP guests, working with production and venue staff on the security & operation of the venue, assisting with set up and decoration of the venue, displaying sponsor signage and marketing material, selling tickets at the venue, cash handling, operating doors and lights, ensuring the safety of audience members, coordinating risk management and following and completing OH&S documentation.



Visual Arts

The visual arts program will be featured in several venues and contain some extraordinary works. Volunteering will open the door to the many social, visual, psychological and aesthetic components of artmaking and generate great discussions. You will also have the opportunity to meet the artists, explore their works and connect with the contemporary concerns of our time.

Jobs include: Invigilation of arts spaces, communicating with large groups of people, cleaning and maintaining areas, answering questions about the artworks, ensuring artworks are not damaged.



Public Events

Working on large events is an exciting way to gain valuable festival experience. These are often front line, fast moving, versatile positions that may also see you jumping in where it is required, and doing some of the less glamorous, but essential jobs.

Jobs include: Event set up and decoration, pre-event administrative assistance in the festival office, crowd control and movement of staff, volunteers and artists, equipment moving, communicating with large groups of people, assisting with hospitality at launches, meeting and greeting attendees, cleaning and maintaining areas, responding to requests of production staff and event managers.

Roles available in the lead up to and during the Festival.

Design and Decoration

As in past Festivals, we want to bring the streets and venues of Castlemaine alive with installations and decorations as well as our Festival Club at the Theatre Royal. Working directly with the creative design team, volunteers will craft, sew, paint, cut, paste and decorate to create a fabulous backdrop for the festival venues and public spaces. If you are interested in lending a day or so to create, or can provide assistance with installing decorations this would be the role for you.

Jobs include: Attending workshops to create decorations, sewing, painting, installing at venues, bumping out and relocating decorations as required.

Roles available in the lead up to and during the Festival.

As well as individuals, we are interested in partnering with volunteering groups to fill these roles, so please contact us if you can assist as a group.

Event Hosts

The festival relies on the generosity of our patrons, sponsors and donors and part of saying thank you is providing them with a great festival experience including a selection of special events. We are looking for a diverse range of people to be the face of the festival by hosting our supporters at these events. These roles would suit people who are social and outgoing.

Jobs include: Welcoming guests, catering and bar service, meeting supporters, talking confidently about the festival and program to individuals and small groups.

Artist Accommodation

The community of Castlemaine opens its doors for the Castlemaine State Festival and hosts artists in private homes. If you have space in your home, and would like to offer it for use to a visiting artist please register your interest.

Accommodation will be required in the lead up and during the Festival.

Artist Transportation

Alongside local and Melbourne based artists, artists travel to the Festival from interstate and overseas. We rely on a team of volunteers to assist us in transporting these artists to and from the airport, and around town. You will need to have a current Victorian Drivers Licence and your own registered vehicle.

Transportation will be required in the lead up and during the Festival

Thank you

If you have any questions about the information in this document or about volunteering for the Festival, please contact -

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#CSF2017

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