

2019/2020 BARS AND EVENT STAFF FAQs

GENERAL STAFF FAQs

When do applications open?

Applications for our events usually open a month before the event. If you are on our existing database, we will send you an email when applications are open.

How do I know if I'm accepted into a shift?

If you have received a confirmation email, and the button on your portal is green and says '**CONFIRMED**', please follow the correspondence on the confirmation emails for further staff information.

If you have not received a confirmation email from us yet, and have applied for ONE shift via your portal, then you have been added to the waitlist and may be notified if any more shifts become available.

Can I apply for multiple shifts?

If you did apply for multiple shifts, please return to the event page via your portal to withdraw from the extra shifts.

Where are the training modules (Harm Reduction and/or RSA)?

You can view the training modules here:

[Australian Red Cross save-a-mate Harm Minimisation training](#)

(Bar Staff Only) RSA Module

These need to be completed prior to your shift.

I am working and I have friends who are also interested in working? Can I bring them with me on the day?

Unfortunately, no. To ensure all fairness for applicants, they will need to go through the same application process.

Please direct them to the [Fuzzy registration](#) page here.

Can I work with my friends on the day?

Groups are catered to the best of our ability. Please apply for the same shift as these will be split into different areas.

On the day, if you would like to work with your friends, please remain together while the staffing coordinator is organizing staff into areas.

Where can I find the Tax File Number and Superannuation forms?

You can view the training modules here:

[Tax File Number declaration and Superannuation forms](#)

These need to be handed in to the staffing manager when you sign in. If you do not submit these documents, this will delay your payment.

PLEASE NOTE: THIS IS NOT APPLICABLE TO VOLUNTEERS.



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Is there a uniform?

You will be provided with a staff shift to wear during your shift. You will need to return your t-shirt to your Area Manager at the end of your shift.

As a general requirement, you will need to wear black bottoms (shorts/jeans/skirt etc.) and sensible close toe shoes (no thongs or heels). It gets colder in the evening, so please bring warm clothes. There is a cloak room for staff to use.

This information is also provided in the staff info booklet sent to you prior to your shift.

What if I don't have a Superannuation account?

If you are looking for work in any **paid** positions, you will need a Superannuation. There is an option to choose the default Superannuation fund that we use at Fuzzy. In this case, please put 0's in the form and note 'DEFAULT'.

You are still required to complete a Superannuation form, please check the appropriate boxes.

Can I go into the festival after I finish my shift?

Once you have been signed out by your Area Manager and have confirmed your finish time, you may enter the festival as a patron.

What is the pay rate?

The pay rate changes according to which Award rate is applied. You will be provided with this information when you confirm your shift.

Can I leave my shift early?

You are required to be available for the full duration of your rostered shift. If you can no longer attend the full shift, please withdraw via your portal.

Post Event FAQs

1. When will I get paid?

We aim to pay within 10 business days from the event. You will receive an email confirming hours and pay prior to payment. To be paid within this time you must have:

- completed and handing in your TFN & Super forms, or any other documentation (VISA, etc) before your shift
- signed on and off with your Area Manager on the day
- completed your bank details and tax information on the Rosterfy portal



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Check your payment details are up to date by going to <https://fuzzy.rosterfy.co/portal> (if you make any changes, please notify us via email.

My bank details have changed. How do I update them?

Please update your details on your Rosterfy profile here:

<https://fuzzy.rosterfy.co/myaccount>

If you have updated your information, please email us to the addresses below to ensure we are aware. This will ensure that the correct details are sent to our payroll managers, so you are able to be paid!

EVENT STAFF: jobs@fuzzy.com.au

BAR STAFF: barstaff@fuzzy.com.au

I forgot my forms on the day. Where do I post them?

EVENT STAFF **or** BAR STAFF

FUZZY OPERATIONS

PO BOX 953

SURRY HILLS NSW 2010

BAR STAFF FAQs

Do I have to have a valid RSA?

Yes! This must be valid throughout the duration of your shift and presented upon request.

EVENT STAFF FAQs

What is the difference between duration and short shift?

A duration shift requires staff to be available for the duration of the festival. A short shift is an earlier finish. Please view the shift for start and finish times.

How long are volunteer shifts?

Volunteer shifts are 5 hours (max) in duration unpaid and allow free entry into the festival after your shift ends. Float volunteers are placed wherever we require aid this will not be assigned until on the day of the event.

What roles are available?

Event staff includes working in various areas of the event for paid staff and volunteers.

This includes:

- Front Gate (Ticket scanning and wristbanding)
- Anything Anytime (cloak, recycling tokens, merchandise)
- Recycling station
- VIP Concierge

