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Castlemaine State Festival

Volunteer Handbook



Welcome & Thank you!

We are pleased to welcome you to the 2015 Castlemaine State Festival Volunteers Program!

The Castlemaine State Festival (CSF) is an important arts and cultural event being brought together by a large team of volunteers and a small team of staff and contractors from varying backgrounds and experience.

As a volunteer, you are an integral part of the festival team. Volunteers share their time and talents to enhance and support CSF programs and help maintain a high standard of public service. In turn, the CSF provides a range of volunteering opportunities and experiences.



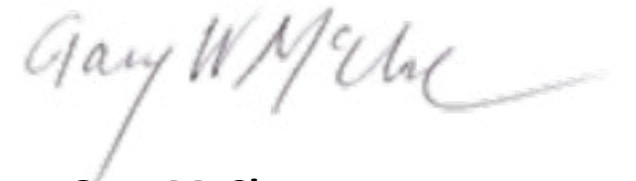
The festival relies on over 150 volunteers in both the lead up to, and delivery of the festival. Volunteer roles are many and varied, and we look forward to working with you, and helping to find the perfect role which best suits your experience, time commitments, and expected outcomes.

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.

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



Martin Paten
Director
Castlemaine State Festival



Gary McClure
Chair
Castlemaine State Festival

Castlemaine State Festival

In 2015, the Castlemaine State Festival will celebrate its 40th anniversary and 20th festival. We will present an anniversary program of works by national and international artists set amongst many of central Victoria's most historic and atmospheric venues including; underground gold-mining tunnels, a former woollen mill and carpet factory, historic bushlands and local parks, theatres and halls, intimate homes and gardens.

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.

2015 Festival Program

- The Opening Night, an event for over 1,300 people including sponsors and supporters followed by a ticketed music event
- Theatre, music, film and dance ticketed events throughout the festival
- A Visual Arts Program including exhibitions, temporary installations and the Open Studios Program
- Castlemaine Creative, a dedicated program of works presented and produced by local artists and companies
- An Education Program, including a week long program of events involving 1400 primary school children in the Shire and two mentorship programs with 650 secondary school students
- A Community Program of free and low cost entertainment for families over the two festival weekends including the Final Day picnic in the Botanical Gardens

The festival program will be released to the public in December 2014. Prior to this, all program information, including venues, possible and confirmed artists, performances and events are confidential and not for public release.



Milestones

October 2014

- 2015 Festival Program content finalised and first draft completed
- Volunteer recruitment for festival volunteer roles commences

November 2014

- Volunteer recruitment continues
- Launch of the 2015 Festival pocket guide and online program to Friends & Patrons of CSF

December 2014

- Priority booking for 2015 Festival for Friends of CSF and Patrons
- Public launch of the 2015 Program pocket guide & online program
- Bookings for 2015 Festival open

January 2015

- Ticket sales at box office and on-line ongoing
- Accommodation and transport for artists finalised

February 2015

- Ticket sales at box office and on-line ongoing
- Volunteer training and inductions commence

March 2015 - FESTIVAL DATES: 13-22 March

August 2015

- Finalising outstanding matters from 2015 Festival, have a bit of a rest, and then start planning for the next festival!

Being a festival volunteer

Volunteers are an integral part of the production and delivery of the festival. The staff & board of Castlemaine State Festival Ltd 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

2015 Organisational Chart

GUIDELINES FOR VOLUNTEERS

The Castlemaine State Festival has a suite of important guidelines for volunteers. These documents are available on our website: www.castlemainefestival.com.au or in hard copy in the festival office.

Guidelines include:

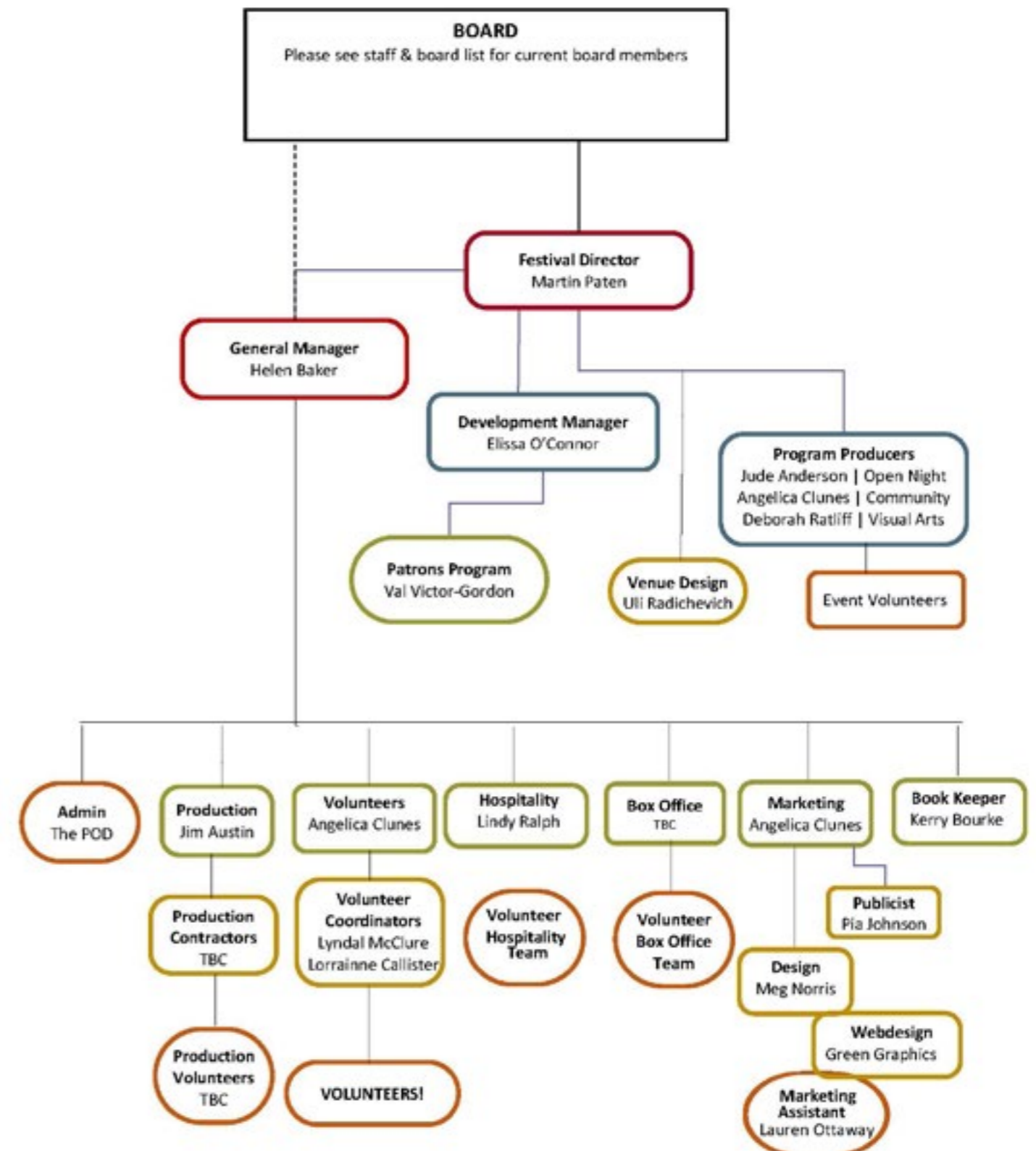
- Legal Guidelines
- Code of Conduct
- Equal opportunity & anti-harrassment
- Grievance resolution procedure
- Privacy & confidentiality
- Occupational health & safety

Please ensure you familiarise yourself with these documents prior to your first volunteer shift.

SELECTION AND RECRUITMENT

Volunteers are recruited from Castlemaine, the region and throughout Victoria. Volunteers are required to fill out 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 staff.



Volunteer Role Descriptions

Front Desk Administrators

The front desk of the festival office is staffed by volunteers for 1 to 2 days per week, increasing to 5 days per week from October and every day during the festival.

Jobs may 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.

Roles available from October 2014 through to post festival time.
One day a week commitment required.



Marketing & Promotions

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 manager and the publicist in a small, dedicated team. Some prior marketing experience required.

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

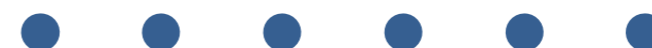
Roles available from October 2014 through to post festival time.

Technical & Production

Technical and production volunteers will work alongside the production 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 offer assistance 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 may 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 from October 2014 through to post festival.
As well as individuals, we are interested in partnering with volunteering groups to fill these roles, so please contact us if you are able to assist as a group.



Box Office

The festival operates its own box office from the Castlemaine 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, and experience in customer service, sales, ticketing or administration is preferred.

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

Roles available from October 2014 through to post festival time.

Front of House

There are a number of front of house roles available, including front of house manager, at-venue ticket sales, door staff, ushers, and venue minders. Volunteering to work on a specific event or performance in no way ensures you will be able to watch that event or performance.

Jobs may 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.

Roles available during the festival.



Visual Arts

The visual arts program will take place across some exciting sites and will contain 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 may 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.

Roles available during the festival.

Event Management

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 may include: Venue set up and decoration, pre-event administrative assistance in the festival office, crowd control and movement of staff, volunteers and artists, ticket collection, 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 or event managers.

Roles available for festival launches in Nov & Dec & during festival. As well as individuals, we are interested in partnering with volunteering groups to fill these roles, so please contact us if you are able to assist as a group.



Hospitality

Festival Venues may offer drinks and snacks pre show and at interval. In addition to this there are several stakeholder events that may require volunteers. You do not need to have bar experience for this but it would be an advantage.

Jobs may include: Pouring wine and other drinks, selling snacks, serving food, washing dishes, washing glasses, setting up and packing down.

Roles available from December 2014 to Festival time

Design and Decoration

In 2015 we want to bring the streets and venues of Castlemaine alive with installations and decorations. 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 may include: Attending workshops to create decorations, sewing, painting, installing at venues, bumping out and relocating decorations as required.

Roles available from December & 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 are able to assist as a group.



Artist Transport

Alongside local and Melbourne based artists, other artists come 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 locally. You will need to have a current Victorian Drivers Licence and your own registered vehicle.

Roles available preceding and throughout the festival

Please complete a transport registration form - available online or from the festival office

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 required preceding and throughout the festival
Please complete a billeting registration form - available online or from the festival office



VIP 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. We are looking for a diverse range of people to be the face of the festival by welcoming and hosting VIPs at events and launches. These roles would suit people who are social and outgoing.

Jobs may include: Ensuring seating is clearly reserved for VIP guests, meeting and welcoming VIPs at events and launches, hosting a table at the opening night event, talking confidently about the festival and program to individuals and small groups.

Roles available for festival launches in Nov & Dec & during festival.

Festival Collection Archiving

2015 is our 40th year and 20th festival. We have a large amount of historic paperwork, and associated materials. Leading up to the festival we are collecting interesting documents and photographs for use in the program and for small displays. In 2015-16 we are aiming to catalogue and digitise the entire collection. These roles would suit someone with cataloguing experience, who enjoys the administrative process of recording documentation.

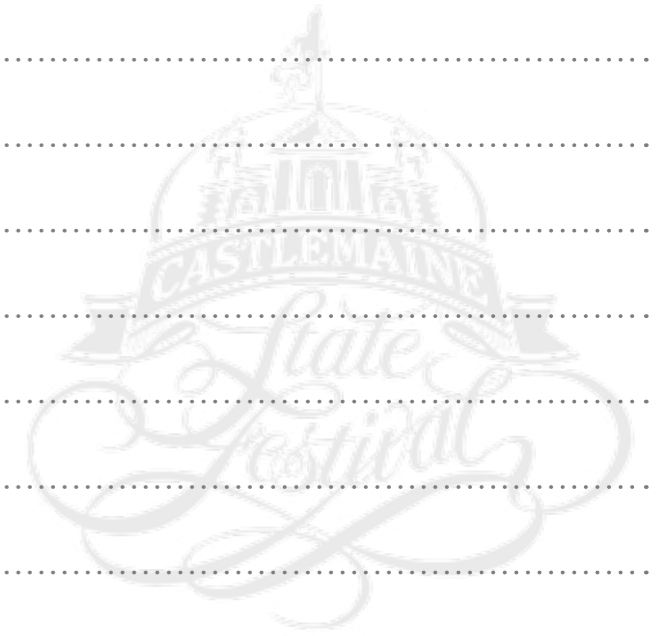
Jobs may include: Reviewing material, cataloguing and archiving, scanning and electronic filing, curating small exhibitions and displays, assisting with grant applications for archive support.

Roles available from January 2015 for pre-festival work & then from mid-2015 onwards for larger archiving projects

Other:

Got specialist skills? Interested in a job that isn't listed? Include it on the form, we are always open to suggestions and happy to work with you to create the perfect position!

NOTES:



MY VOLUNTEER SHIFTS:



Thankyou!!

If you have any questions about the information contained in this document, please contact:

Helen Baker

General Manager

helen@castlemainefestival.com.au

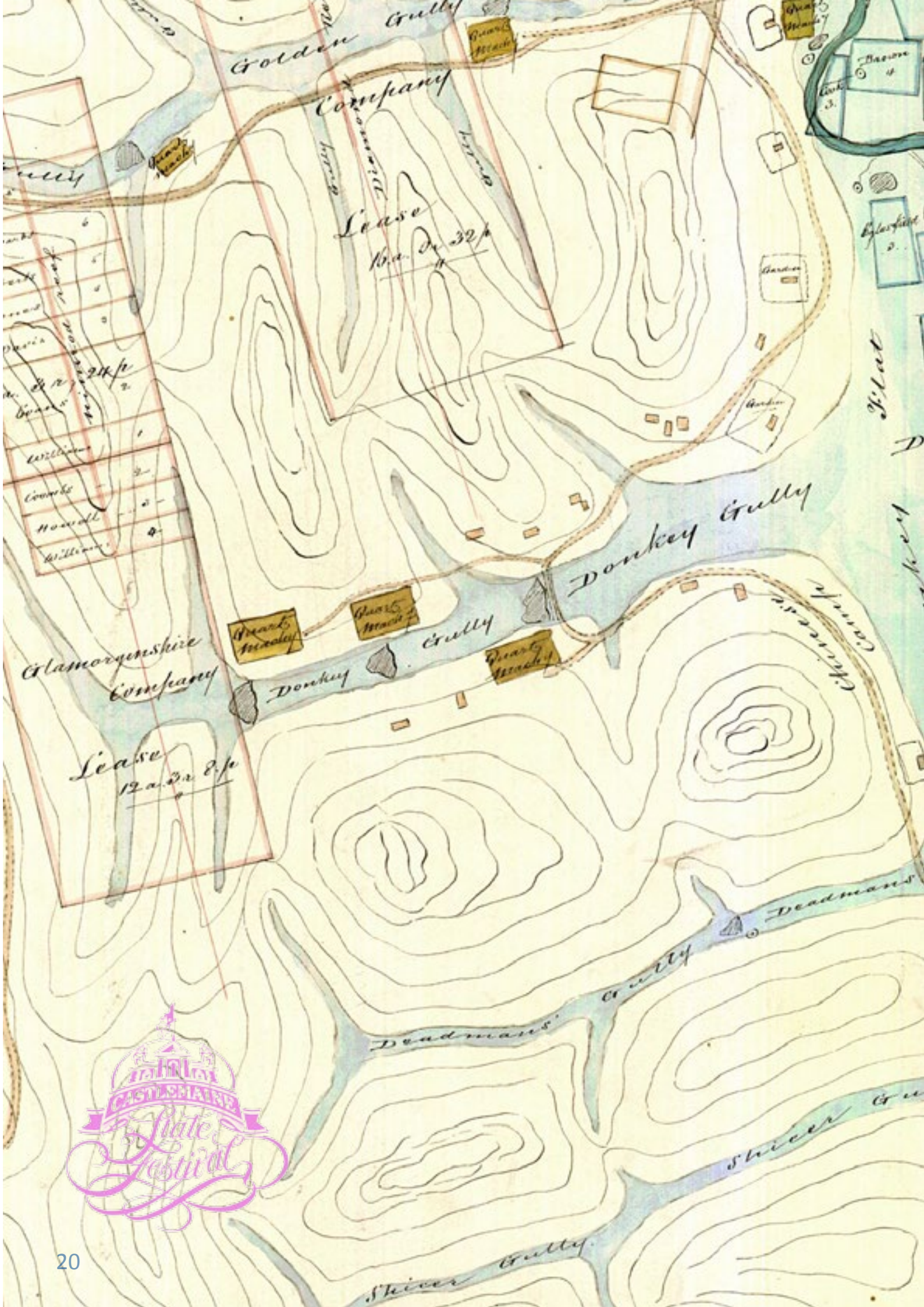
Angelica Clunes

Volunteers Manager

angelica@castlemainefestival.com.au



2013 Visual Arts Volunteers, Photographer: Julie Millowick



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|---------|----|
| James | 1 |
| John | 2 |
| William | 3 |
| George | 4 |
| Thomas | 5 |
| Richard | 6 |
| Robert | 7 |
| Henry | 8 |
| Edward | 9 |
| John | 10 |
| William | 11 |
| George | 12 |
| Thomas | 13 |
| Richard | 14 |
| Robert | 15 |
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| Edward | 17 |
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| Richard | 30 |
| Robert | 31 |
| Henry | 32 |

