

PORT FAIRY FOLK FESTIVAL

Friends of the Festival Volunteer Information



About Port Fairy Folk Festival



Established in 1977 with the first festival being staged on the back of a truck. With an approaching 50th anniversary we now see the festival being one of the mainstays within the National music industry and recognized internationally.

A Not-for-Profit Community based festival run by a Board of 10 Volunteers, supported by a dedicated team of staff, and assisted by a small group of key volunteers within 6 sub committees, each with a special skill set or qualification willing to also give their time freely.

PFFF prides itself on its financial contribution to Port Fairy and surrounds, through its Annual Grants Program, fundraising opportunities for local schools and groups, and the engagement of various Community Groups throughout the festival weekend.

General Volunteer Recruitment Info

The volunteer process begins in September each year when existing volunteers are contacted to check their availability for the coming year, it is from there that the vacancies are determined and subsequently filled from the new applicants. In some instances, vacancies may still occur up until just prior to the festival itself.

Generally, volunteers are required to work around 10-12 hours over 2-3 shifts to earn a festival ticket in return. Vacancies can arise in various areas i.e., Bars, Gates, Waste Attendants, Venues, Merchandise.

Volunteers must be available for rostering from 4pm (negotiable) Friday, through until 1pm Monday. Shifts are allocated across the day, and for fairness most volunteers will be required to complete one late shift.

In all cases, whether you are a current or new volunteer it is imperative that you reply promptly to any emails or communications regarding volunteering, as you could imagine the management of some 400 odd volunteers is quite a task. It is also vitally important that once you are included on our volunteer database that you remember to update us with any change in your contact details. If we are unable to contact you or have no reply from our emails it is likely that we will assume you are no longer interested in volunteering.

Accommodation is not provided, this you need to arrange yourself. Many options can be found on our website.

Job Descriptions

Venues

- Your primary role is to assist our audience and ensure both you and they have a safe and enjoyable experience at the festival. Crowd management is an important role and assists in the smooth operations of the venue. Please address all patrons, staff, and fellow volunteers in a safe and respectful manner.
- Assist Patrons to find suitable seating or space where possible. Ensuring that walkways and exits always remain clear.
- Consider wheelchair patrons and the designated wheelchair access locations at the venue, assist them with locating this and be available should they require any help.
- Venue Assistants in most cases will have a combination of shifts in the Large (Arena) and Small (Town) Venues.



Bars

- Your primary role is Bar Service, you must always abide by RSA guidelines.
- All volunteers working in the bars must hold a current Vic RSA, a copy is to be provided prior to the festival.



Gates/Internal Doors

- Internal Gates and Doors – Observe that the person entering the area has the appropriate armband (or Lanyard) for the specific area, in most cases only persons wearing a performer armband is permitted to enter.

Merchandise



- Roles and Duties within the Merch Shop include Stock Control, maintain and update stock records as instructed.
- Merch Sales, assist Patrons with their purchases of PFFF and Artist merchandise.
- General Sales experience and EFTPOS use is helpful here.

Ticketing

- This is where the Ticket holders bring their ticket, either hard copy or on their devices to exchange for their armband which must be worn at all times to enter the festival. Various roles are available within the Ticketing area, Crowd Control, Scanning and Ticket Exchange.

Performers Centre

- The Performers Centre is the first port of call for our Performers. Many tasks take place from here.
- General info and guidance to the Performers.
- Driving the Performers to and from their Accommodation places using the provided courtesy cars.
- General errands to the backstage areas in the Arena and town where required.

Waste Attendants

- Manning of the bin hubs to assist the patrons making the correct decision on which bin to place their waste thus reducing the landfill and not contaminating the recycling.
- Bins and backboards all have relevant info on display.

Kids Activity Area

- Your main role here is to oversee the Activity area. The area has a range of games and activities for younger children, in most cases a parent will accompany their children. Older children/teens are also welcome. Should the older children not be supervised by an adult and are misbehaving it may be necessary for you to ask them to settle down or move along.



OHS Inductions

2023 saw the introduction of OHS Inductions. This will be further enforced in 2024 where upon successful completion of the Induction volunteers will be sent a QR Code, this must be shown at the time of collection of your armband. If you are unable to provide the QR code contained within the automated reply email, a screenshot or photo will suffice.

As WorkSafe deem the area to be a worksite for the entire period of construction, throughout the festival and during the pull down, part of your volunteer role is to also ensure the safety of all persons on site, observation of procedures and practices as outlined in the OHS Inductions is vital.

Further information will be provided early in the New Year.

T&C's

Moshtix is now the Ticketing provider for Port Fairy Folk Festival. Terms and Conditions relevant to Ticket Holders are also applicable to Volunteers.

Code of Conduct

Volunteers must also agree to the Code of Conduct, sign and return the document prior to volunteering.