

## Feast Thanks Its Generous Sponsors

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# Feast Festival Volunteer Handbook 2010



Nov 13 – 28  
[www.feast.org.au](http://www.feast.org.au)

**The Feast Volunteer Program  
is generously supported**



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**Please note:** Volunteers may be asked to undergo a police and/or employer reference check if deemed appropriate by Feast staff. Feast Volunteers won't receive any financial compensation in exchange for their volunteer work.

## Volunteer VIP Benefits

**Flash your VIP Benefits Card to receive the following discounts @ these VIP's...**

### City Gym

Level 1, 63 Light Sq, Adelaide  
*Free Week Trial Membership, \$10 casual visit and \$100 off any membership throughout the year*

### Colour Cosmetics

20-32 Union St, Adelaide  
*50% off all hairdressing and beauty services over \$50 throughout the year*

### Vitalstatistix Theatre Company

11 Nile St, Port Adelaide  
*2 for 1 tickets for Main Course Volunteers to selected shows, concession tickets to all general volunteers throughout the year*

### Underground Haircutters

95 Rundle Mall, Adelaide  
*30% off all hair cuts throughout the year*

### Hampshire Hotel

110 Grote St, Adelaide  
*10% discount cards for Main Course Volunteers valid throughout the year*

### Ninette's Hair

82 Hindley St, Adelaide... And  
 285 Anzac Hwy, Plympton  
*10% off products, 10% off pre bonded extensions over \$100, 20% off clip on extensions, 20% off colour, cuts and foils throughout the year*

### Imprints Booksellers

107 Hindley St, Adelaide  
*10% off full priced stock throughout the year (not to be used with any other offer)*

### Birkenstock in the Hills

73a Main Rd, Hahndorf  
*10% off full price stock throughout the year*

## OHS & W

To ensure that Feast complies with all relevant legislation, including the OHS & W Act, all volunteers and staff are required to abide by the following:

- Complete your timesheet or sign in/out sheet on each and every occasion you volunteer for Feast
- Wear comfortable, enclosed toe shoes, **thongs are not acceptable**
- When working outdoors please apply sunscreen as required, wear a hat, long sleeved shirt and drink plenty of non-alcoholic fluids
- Do not use equipment you have not been trained how to use.
- When manual handling including lifting – always lift using the bend knees method, ask for assistance or use trolleys as needed.
- If you see something unsafe... report it
- Feast does not tolerate any harassment, bullying or discrimination. Report this immediately.

## First Aid

At Opening Night Party, Picnic in the Park and Gender\*\*k Ball first aid personnel will be on-site.

At all other venues, should you require first aid, speak to the staff on duty. A first aid kit is available at all official Feast venues.

If injured whilst volunteering at Feast, please notify your supervisor ASAP and complete the Incident Report Form.

## Introduction

Over fourteen years Feast has grown to become a leading Australian LGBTIQ arts and cultural festival. One of Feast's strengths is exploring, nourishing and celebrating our diverse local communities.

In 2010 Feast will continue to showcase queer talent to a wide audience through the performing arts, film, literature, visual arts and more.

All of us at Feast want to thank you for coming on board to help this year's festival, without our fabulous volunteers, Feast could not continue.

## A Brief History of Feast

Feast was founded in 1997 by professional arts and community cultural development workers.

From the beginning Feast has been a multi platform arts and cultural festival which has celebrated the diversity of Adelaide's lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) communities.

Feast:

- showcases and supports the development of artistic work created by queer artists from Adelaide, regional areas, interstate and overseas.
- obtains funding from a wide range of sources from government and non-government agencies.
- receives sponsorship (both cash and in-kind) from many generous and supportive businesses.

is creative and innovative in its operations, including its fund-raising events.

works with allied organisations from the arts and LGBTIQ sectors.

networks and shares information with other festivals, nationally and internationally.

produces high quality, cutting-edge, curated events.

- encourages, supports and embraces the diversity of registered events.
- produces a spectacular annual Festival for an ever increasing local, regional, interstate and international audience.

In recent years it has also become one of Australia's largest queer arts and cultural festival. In 2009 Feast hosted 103 events encompassing 148 performances, 4 book launches, 214 visual arts gallery days with 15 world premieres and 27 Australian premieres... all of which was able to occur thanks to the help of the 160 volunteers that registered with Feast!

Over the past twelve years, Feast has continued to employ and engage brilliant teams to produce the festival. Thanks to the contribution of the team of dedicated staff, Board, volunteers, advisors, artists, creative partners, sponsors, community and audiences, Feast continues to flourish and benefit.

## Emergency Procedures

### *Feast Office*

Familiarise yourself with the Feast Office, and in particular the following:

- Your supervisor and other Feast staff and volunteers located in the office
- The exit
- Fire Extinguisher and first aid box location
- Disability access points and toilets

In the event of an emergency or evacuation:

- Remain calm
- Obey all reasonable instructions from Supervisor and Feast Staff
- Assist others, particularly those who may require additional assistance, to evacuate the building
- Evacuate as and when instructed
- Report to your Supervisor
- Remain at the evacuation point (entrance to the Lion Arts Centre Courtyard on North Tce) until directed to either re-enter the venue or to complete your shift

### *Other Venue*

Familiarise yourself with the venue including:

- Your supervisor (or team leader) and venue staff
- Other volunteers within your team
- Emergency Exits
- Emergency Lighting
- Fire Extinguisher locations
- Disability access points and toilets

## Workplace Disputes Resolution Policy

This Policy aims to provide a structured approach to resolving workplace issues that is fair and equitable and which leads to solutions that are acceptable to all parties. This specifically includes disputes arising between volunteers and Feast, including Feast staff members. This policy does not apply to criminal behavior e.g. Assault of any nature. These will be referred directly to the police.

### *Dispute between two or more volunteers*

1. Raise dispute with immediate volunteer supervisor for investigation and/or mediation. If this fails...
2. Raise concern/dispute with Volunteer Coordinator for further investigation and/or mediation. If this fails...
3. Raise concern/dispute with General Manager for further investigation and/or mediation. If this fails...
4. Raise concern/dispute with The Feast Board for further investigation and/or mediation.

### *Dispute between volunteer and staff member*

1. Raise concern with independent staff member following the hierarchy stated above.

Failing this, volunteers can consider seeking external assistance to resolve the dispute. Some disputes are not able to be resolved internally and either the volunteer or the organisation may choose to take the problem to an external authority. For a list of these organizations, please speak with the General Manager.

## Aims and Objectives of Feast

- To produce Feast, Adelaide's annual Lesbian and Gay Cultural Festival
- To develop collaborative strategic partnerships with Adelaide's major arts organisations, peak lesbian and gay organisations and mainstream government, youth, health, business and tourism organisations for input into the programming, marketing and promotion of Feast
- To nurture, support and showcase artistically excellent, visionary and innovative arts and cultural events produced by SA gay, lesbian and queer artists
- To artistically direct the festival to maximise community involvement and social inclusion to promote a sense of pride, community identity, celebration and cultural diversity
- To program Interstate and International performers and Companies to enhance the artistic program of Feast and give Adelaide audiences access to outstanding productions and artists
- To seek input and cross fertilisation on content, marketing, sponsorship and tourism from other festivals
- To produce a high quality, successful festival in terms of content, audience figures, tourism development and economic benefit to Adelaide and South Australia
- To ensure Feast is a major Adelaide cultural festival attracting Adelaide, Interstate and International audience which enhances South Australia's arts profile

- To provide high standard, cost effective management with energetic artistic direction and constant improvement through performance evaluation
- To be able to pay the core staff, project workers and artists appropriately for their work for Feast

### How you will help us meet these targets?

- ★ Value team work with all volunteers & staff.
- ★ Commit to your shifts and be punctual.
- ★ Understand your role and strive for your best.
- ★ Communicate effectively any queries to your team leader or volunteer coordinator.
- ★ Get to know the festival program & venues
- ★ Be considerate of patrons & crew with disabilities
- ★ Be considerate of young people involved with Feast
- ★ Respect the personal boundaries of others.
- ★ Uphold Feast's Smoke-Free policy.
- ★ Show commitment and professionalism.

**Remember that you are representing Feast and the wider Adelaide LGBTIQ Community.**

For detailed information about Feast's Policies (risk management, conflict resolution, smoke-free, drug & alcohol) please contact our Volunteer Coordinator at the Feast Office or email him at [volunteer@feast.org.au](mailto:volunteer@feast.org.au)

### Don't's

- ★ Don't smoke during your shift or in your volunteer shirt and do not smoke in a Feast venue. Uphold Feast's Smoke-Free Policy.
- ★ Don't consume alcohol or take any drugs during your shift and do not arrive at your shift under the influence of drugs or alcohol.
- ★ Don't be afraid to admit that you don't know something, apologise and seek assistance from somebody else - another volunteer, team leader, staff member or the Volunteer Coordinator. Never give out information you are not sure about.
- ★ Never be rude or insult patrons or other volunteers/staff. If there is a complaint, listen, apologise and inform them that you will pass it on to Feast staff.

For detailed information about Feast's Policies (risk assessment, conflict resolution, smoke-free, drug & alcohol) please see the Volunteer Coordinator or email [volunteer@feast.org.au](mailto:volunteer@feast.org.au)



- ★ Processing volunteer registrations (adding to database) and volunteer intro packs (collating and sending out).
- ★ Any other duties as requested by the Volunteer Coordinator or other Feast staff.

## Do's and Don'ts

### Do's

- ★ Fill in and sign the volunteer registration form and disclaimer.
- ★ Read your handbook thoroughly.
- ★ Complete your timesheet or sign in/out sheet on each occasion you volunteer for Feast.
- ★ Value Team work with all volunteers & staff.
- ★ Always be polite and courteous to audience members and festival goers, other volunteers and staff.
- ★ Commit to your shifts and be punctual.
- ★ Understand your role. If you have any questions don't be afraid to ask.
- ★ Communicate effectively and address any queries to your team leader or volunteer coordinator.
- ★ Get to know the festival program & venues.
- ★ Be considerate of patrons & crew with disabilities (Refer to Team Leaders or Volunteer Coordinator).
- ★ Be considerate of underage young people involved with Feast.
- ★ Respect the personal boundaries of others.
- ★ Report any inappropriate behaviour from patrons, volunteers or staff
- ★ Show commitment and professionalism.

## Volunteering with Feast

Congratulations on joining the Feast family as a Feast Volunteer! Your services are greatly appreciated and it is without a doubt one of the key reasons Feast has become a leading LGBTIQ festival in Australia.

We hope that your volunteering experience will be exciting, enjoyable and rewarding and we hope you take advantage of all the great benefits and discounts available to you as a Feast Volunteer.

There are many and various roles that you can undertake as a Feast Volunteer from office work to front of house, bar service to artist liaison, so feel free to let us know which area you are keen to gain some experience in.

Over the following pages you will find lots of information about the volunteering role. Please read these pages carefully and if you have any further questions don't hesitate to contact Danny Hales – Feast Volunteer Coordinator at any time. No question is too silly! Contact details can be found on page 14.

We hope you have a spectacular 2010 and continue to volunteer with us in the future.

## An Overview

### Volunteer Expectations

That Feast Volunteers:

- ★ Arrive at the location of their shift on time and ready to work, unless previously arranged with the Volunteer Coordinator.
- ★ Call the Volunteer Coordinator at least one day prior to their shift or as soon as possible if they are going to be sick or late.
- ★ Represent Feast positively and professionally during shifts.
- ★ Carry out the duties they have agreed to as part of their role.

### Volunteer Rights

As a Feast volunteer you have the right to:

- ★ Negotiate the day, time, hours and duties they are available and willing to undertake.
- ★ Choose to leave/suspend their position at any time, but must inform the Volunteer Coordinator of their decision prior to their final shift or as soon as practicable.
- ★ Ask to undertake tasks that will assist in improving their skill base/knowledge of festival/event related tasks.
- ★ Be treated fairly and honestly and feel comfortable in being able to express their concerns and queries with the Volunteer Coordinator.

- ★ The Feast office staff will provide ALL Office Volunteers with a work space when in the office – This space will include a desk, chair, phone and a computer with internet access.

### Rewards/Recognition

- ★ The Office Volunteer, if they meet the above expectations consistently, will be provided with a comprehensive and professional employment reference/referee to use for future employment opportunities.
- ★ The Office Volunteer will receive discount offers from local suppliers (VIPs) when available.
- ★ The Office Volunteer will receive discount offers on Feast events during the festival.
- ★ The Office Volunteer will be invited to all Feast Volunteer events and other exclusive Feast events.
- ★ The Office Volunteer will have access to coffee/ tea facilities when volunteering in the Feast office.

### Tasks

- ★ General administration and reception duties (See Daily To Do's)
  - answering phones
  - greeting guests/clients
  - collect incoming mail and process outgoing mail
  - collect newspaper and cut out any feast related articles
- ★ Assisting with updating the volunteer Facebook profile.

- ★ If you have any problems or questions, or if there is a misunderstanding, talk to the Volunteer Coordinator in the first instance and if not available talk to the General Manager.

### Rights

- ★ The Feast Office Volunteer has the right to negotiate the day, time and hours they are available to volunteer in the Feast office.
- ★ The Office Volunteer can choose to leave or suspend their position as Office Volunteer at any time, but must inform the Volunteer Coordinator of their decision prior to their final shift.
- ★ The Office Volunteer has the right to ask to undertake tasks that will assist in improving their skill base and knowledge of office/admin and festival/event related tasks.
- ★ The Office Volunteer receives a 30 minute lunch break each shift (time negotiable).
- ★ The Office Volunteer may request a written reference from the Volunteer Coordinator or another staff member, but only if they have met the above expectations.

### Employer Obligations

- ★ The Volunteer Coordinator and other Feast staff will provide Office Volunteers with a range of tasks and duties that will improve their skill base and knowledge of office/admin and festival/event related tasks, but the Office Volunteer must also understand that ALL staff must occasionally carry out menial office tasks.

- ★ The Feast Volunteer has the right to expect timely and accurate information regarding their roles and shifts from the Volunteer Coordinator and Feast.

### Employer Obligations

- ★ The Feast Volunteer Coordinator must where possible provide volunteers with the roles and duties they have requested on their volunteer registration form as well as with a range of roles and duties that will improve their skill base and knowledge of festival/event related tasks, but the Feast Volunteer must also understand that ALL Feast staff must carry out menial tasks also.
- ★ The Volunteer Coordinator must aim to provide timely/ accurate information regarding volunteer roles/shifts.
- ★ Feast and the Feast Volunteer Coordinator must recognise the work and energy Feast Volunteers provide to the Festival through a variety of rewards and avenues of recognition as stated below.
- ★ Feast provides Volunteer Personal Accident Insurance

### Rewards/Recognition

As a Feast Volunteer you will:

- ★ Receive discount offers from sponsors when available.
- ★ Receive discount offers during the festival.
- ★ Be invited to all Feast Volunteer events and other exclusive Feast events at either no or low cost.
- ★ Be automatically entered in to various prize draws throughout the year.
- ★ Receive a Volunteer Tshirt and Induction Showbag leading up the festival.

- ★ You will be thanked and acknowledged at numerous Feast events throughout the festival.
- ★ Feast Volunteers will have the opportunity to be a part of the Feast Volunteer 'Main Course'.

## The Feast Volunteers 'Main Course'

**What?** The Main Course is a select group of Feast Volunteers who over the *course* of their volunteering at Feast have contributed in ways that exceed expectations.

**Why?** Members of the 'Main Course' have contributed to Feast by providing a high degree of time, work, resources, experience, knowledge, energy and above all passion, that we believe has lifted Feast to the heights it now scales. **All our volunteers are really special to us**, but the 'Main Course' have demonstrated a level of commitment that demands additional recognition... and this is how we do it!

**How?** These select individuals have delivered on a series of indicators that we at Feast believe make them special and therefore deserve to be acknowledged as such. And of course, anybody can join the 'Main Course'... to do so, you just need to meet the following criteria:

1. You have been volunteering with Feast for at least 3 months
2. During your time as a volunteer you have demonstrated a high level of commitment to Feast

## Volunteering in the Feast Office

### Expectations

The Feast Office Volunteer will:

- ★ Assist in the Feast Office on a regular day (one day per week) for a particular period as negotiated with the Feast Volunteer Coordinator.
- ★ Notify the Feast Volunteer Coordinator or other Feast staff prior to the commencement of their shift if they are unable to attend that day (preferably the day before) or if they will be late. If the volunteer fails to inform a staff of their lateness or absence on three occasions they may be asked to cease volunteering in the office.
- ★ Undertake the general prescribed office duties (Daily To Do's) as well as duties delegated by the Feast Volunteer Coordinator or other Feast staff.

### Office Protocol

- ★ When working in the office any information that is discussed or is overheard during a staff or committee meeting is **strictly confidential and must not be discussed outside the office**
- ★ Respect each person's personal space and work area.
- ★ Be aware of the pressure that staff may be under at certain times, such as when applying for grants, leading up to any event or during the festival.
- ★ At all times work as part of the team.

## Volunteer Positions & Responsibilities

### Role and Coordinator

#### **Team Leaders – Volunteer Coordinator**

Responsible for a team of volunteers. Allocated to a particular role or venue.

#### **Customer Service (Venue Host, Information & Merchandise, Ambassador)**

##### **– Volunteer Coordinator**

Front of house, ushering, ticket sales & collection, merchandise sales, information provision and promotions.

#### **Bar Service/Runner - Bar Manager & Asst Bar Manager**

Bar set-up and pack-down, drinks service, glass & bottle collection, drinks runner.

#### **Office - Event & Admin Coordinator & Admin Assistant**

Greeting clients, answering calls, collect & send mail, assist staff with other duties as requested.

#### **Operations – Production Manager & Creative Producer**

Artistic design assistance, venue set-up/bump in, decorations, posters, bump-out.

#### **Driver – Volunteer Coordinator**

Chauffeuring VIPs and Artists between airport, accommodation, venues etc. General errands & deliveries.

3. During your time as a volunteer you have contributed greatly to Feast through volunteering a high degree of time, work, resources, experience or knowledge; and
4. During your time as a volunteer you have represented Feast positively and professionally at all times.

**Um...** Why would you want to join in the 'Main Course' I hear you say? Well, not only do you receive all the benefits you have received as a Feast Volunteer, you will also receive a Feast 'Main Course' Volunteer badge, extra discounts from some local Adelaide suppliers (Feast VIPs), extra discount on some Feast events and exclusive entry to some special Feast events. We can also provide you with a reference for future employment opportunities.

**But...** There are a few things you must be aware of when you become a 'Main Course' Member. You can be a member forever as far as we are concerned, you simply need to remain a Feast Volunteer to be part of the 'Main Course' AND you must represent Feast in a positive manner at all times when volunteering. And that's it!

**So...** If you're still hungry and fancy joining this great bunch of dedicated Feast Volunteers but you are not sure what you can do to get there, simply call Danny (Feast Volunteer Coordinator) at the Feast office on 8463 0684 or drop by the office some time to chat about what you can do to take part in the 'Main Course'.

## Diversity and Volunteering

Feast is an equal opportunity employer consisting of and engaging with workers and community members from a range of cultural backgrounds and identities. Feast will not tolerate any prejudice or discrimination based on cultural background, religion, sexuality, gender, age or ability and anybody engaging in such behaviour will be dealt with immediately.

We discriminate every day when we make choices. To discriminate is not always wrong but some discrimination can be against the law. It is unlawful to discriminate against a person because of particular personal characteristics or because they belong to a certain group.

It is unlawful to discriminate against people on seven grounds:

- Age
- Sex/Gender
- Race/Ethnic Background
- Physical or Intellectual Impairment
- Sexuality
- Marital Status
- Pregnancy

(Equal Opportunity Commission of South Australia, 2009,  
<http://www.eoc.sa.gov.au>)

**Imagine a community where everyone is exactly the same... How boring!**

## Feast Festival 2010 Contacts

### Feast Office

**allthings@feast.org.au**      **Ph. 08 8463 0684**  
**Fax 08 8231 8793**

Lion Arts Centre courtyard  
 Cnr. North Tce & Morphett St, Adelaide

PO Box 8183, Station Arcade, Adelaide, SA

### Who's Who

#### Danny Hales

*Festival Coordinator (Volunteers /Admin Assistant)*

**volunteer@feast.org.au**      **Ph. 0433 626 131**

Margie Fischer	<i>Chair of the Board</i>	(0417 863 717)
David Waylen	<i>General Manager</i>	(0412 011 638)
Kerry Ireland	<i>Creative Producer</i>	(0412 401 833)
Chelsea Diprose	<i>Event &amp; Admin Coor.</i>	(0432 889 353)
Chris Iley	<i>Production Manager</i>	(0412 572 402)
Ali Jones	<i>Festival Designer</i>	(0412 558 638)
Sue Webb	<i>Literature Coor.</i>	(0431 344 743)
Ling Giang	<i>Finance Officer</i>	(0439 828 996)