

## Volunteer FAQs



### What are the essential volunteer requirements?

#### Volunteers must:

- Commit to a Volunteer Bond of \$240. This will be administered with the **payment of a \$1 administration fee** via Stripe, authorising the **WOMADelaide Foundation to charge the Volunteer Bond of \$240 to your Credit / Debit card – only to be charged in the occurrence of volunteer misconduct.**
- **Be over 18 years of age.**
- **Be available across all four days of the festival**, in exchange for a Volunteer Wristband (volunteers working less than 16-20 hours will receive the appropriate festival wristband relevant to the hours they are allocated and complete, i.e. 3-Day Wristband, Single Day Wristband/s). Most roles require completion of one shift (4-5 hours) each of the four days of the festival.
- Sign a Volunteer Agreement, attend a Volunteer Briefing, complete a Safety Induction and provide any relevant/required documentation.
- Undergo a South Australian Working with Children Check (WWCC) if not already available to provide, if to volunteer in roles that directly interact with children (i.e. KidZone, Info Booth). There will be no cost involved in gaining this for volunteers.

### Other useful information for volunteers:

- Most roles are quite active and require either standing or walking for the duration of the shift. If there is any information that would help us make your volunteer experience safe and enjoyable, please include this on your application form. Please reach out to us if you have any concerns regarding accessibility.
- Most volunteer roles are rostered between 10am – 11pm each day, however there are some roles that start earlier / finish later. There are also a small number of pre-festival production roles requiring availability in the lead up to the festival, and post-festival for event pack up.
- Volunteers will have their name electronically linked to the barcode on their allocated Volunteer Wristband. Volunteer misconduct will result in this wristband, and therefore festival access, being removed immediately as well as the possibility of the Volunteer Bond being charged.
- Your Volunteer Wristband will also be cancelled (removing access to the festival) in the event of any absence, notified or unnotified. If are returning for a shift on the following day as scheduled, it will be necessary for you to visit Volunteer HQ and collect a new Volunteer Wristband at the beginning of your shift.

- Volunteers are responsible for their own transport to and from the festival as well as any associated parking / driving costs and fees / fines incurred.
- Volunteers will be covered by WOMADelaide's Volunteers Insurance whilst volunteering for the festival in their allocated shifts.

### How do I apply?

**Please note that WOMADelaide uses the volunteer platform Be Collective.**

Once applications are open, you can apply to be a volunteer at WOMADelaide by following these steps:

1. Navigate to the WOMADelaide [application page](#) and click Volunteers
2. Follow prompts to apply for the WOMADelaide volunteering opportunity. If you are new to Be Collective, you will need to create an account before applying to any advertised roles. Follow the steps here to create an account: [create an account on Be Collective](#). Once you are all signed up, follow the steps below to complete a volunteer application for WOMADelaide.
3. Login to your Be Collective account and navigate to the [WOMADelaide group page](#). Volunteer opportunities will be listed under 'Opportunities' on this page. Click on the opportunity and follow prompts provided to complete an application
4. For detailed information on applying to a role, please refer [this guide](#) on the Be Collective Support Page (**note, WOMADelaide allocates shifts and roles to volunteers so you will not be required to pick your own shifts**)

### I applied, but haven't heard back.

We will do our best to respond to your application within 3 weeks. Please check your junk email. Contact the Volunteers Coordinators if you have not heard back within this time frame at [volunteer@womadelaide.com.au](mailto:volunteer@womadelaide.com.au). Please understand we receive hundreds of applications, and if you are unsuccessful in the first instance, you will be **placed on our waiting list** for an appropriate position to become available.

### What do I need to include in my application?

Please include:

- Certificates or licenses relevant to your application or preferred role (RSA, WWCC, Driver's License) as requested
- Relevant experience or motivation that will help us in allocating a suitable role
- Any relevant information that would be useful to us to ensure you have a safe and enjoyable volunteering experience
- Any un/availability details we should be aware of when allocating a roster

### Can I volunteer with a friend/partner/family member?

We ask you to include your friend/partner/family member's name on your application form and try to submit your applications on the same day. Please understand that allocating matching rosters is dependent on availability, though we do our best to accommodate requests. We cannot accommodate requests to be partnered with multiple people.

### What if I don't get my first role preference?

Volunteer positions are generally allocated on a first come, first serve basis and positions fill very quickly. Based on your Top 3 Role Preferences indicated in your application form, we will do our best to ensure you are allocated to at least one of these. If your Top 3 Preferences are full, we will place you on our waiting list for a vacancy to arise, which is not always guaranteed, and could be at late notice.

**If you indicate that you are happy to participate in any role**, this will improve the chances of receiving a spot (and role that we think you may be a great fit for)!

## When will I receive my roster?

Roster communication varies depending on the date you apply. It could take a couple of weeks or a couple of days to receive a schedule. If you are late applying, then nearing the festival date we may place your name on our waiting list for a position to become available (last-minute positions do come up!).

If you are successful, you will receive an email from [volunteer@womadelaide.com.au](mailto:volunteer@womadelaide.com.au) with steps on how to confirm your position. You will also receive automatic emails from Be Collective when you are assigned shifts (you can toggle these preferences OFF if you wish to avoid multiple notifications, see more info [here](#)). All rosters can be checked via your Be Collective page. Here you can also check your Role Description, which will outline your key duties, supervisor, sign-in details and any outstanding tasks.

Please check your emails (and junk) for any correspondence from WOMADelaide. We will send updates and details regarding your Volunteer Briefing, first shift and collection details for your Volunteer Wristband in the weeks leading up to the festival.

## When will I get my WOMADelaide Volunteer Wristband?

You will receive specific information on how to pick up your Volunteer Wristband prior to your first shift. For most volunteers who are completing shifts during the festival, wristband collection will be on Friday 7<sup>th</sup> of March at Botanic Park. Bar volunteers will be advised of a date / time to collect their wristband. Pre-Festival volunteers will receive their wristband upon completion of their last shift.

## Can I see my completed volunteer hours?

Hours are logged post-festival by the Volunteer Coordinators in Be Collective. Once your volunteering hours have been logged, you can check these on your profile. See more details [here](#) on navigating your Be Collective profile.

## I applied but am no longer available to volunteer.

We understand that circumstances change. We ask that you please let us know if you can no longer attend as soon as possible by emailing the Volunteers Coordinators at [volunteer@womadelaide.com.au](mailto:volunteer@womadelaide.com.au).

## Getting to WOMADelaide and Parking

To assist with planning your journey, download and read WOMADelaide's [access guide](#). Volunteers will receive further information on which entrance to report to when first arriving at Botanic Park.

