

## Volunteer Roles & Areas 2025



### Bars

**Please note bar experience is not required however all bar volunteers are required to hold a current RSA Certificate (South Australia). If you would like to attain an RSA (at your own cost) please click [here](#).**

Tasks may include (but are not limited to):

- Friendly drink service to patrons
- Stocking & general bar upkeep
- Maintaining a clean & tidy environment
- Putting through EFTPOS transactions as directed by their supervisor

### Cup Squad

**Become part of WOMADelaide's ever-evolving sustainable initiatives, assisting with the Cup Return system. In 2024, WOMADelaide prevented over 100,000 single-use cups from entering the waste system. This is a hands on, physical role working within the Cup Squad team.**

Tasks may include (but are not limited to):

- Sorting cups into racks, operating glasswashers & stacking washed cups to dry
- Collecting cups from patrons when they exit at the Frome & Hackney Gates
- Returning 'Cup Return' bins to the Wash Station

### Customer Service: Backstage Cafe

**This role is most suited if you have experience working in a fast paced, hospitality or kitchen environment. Volunteers will work with the Backstage Café staff to deliver efficient service.**

Tasks may include (but are not limited to):

- Handing out food & beverage orders
- Refilling food trays/chafing dishes
- Kitchen duties (dish washing, preparing and chopping food, waste management etc.)
- Maintaining the presentation of the public dining spaces (wiping down tables, tidying etc.)
- Taking orders if directed

## Customer Service: Bag Check-In

**Assisting patrons to safely and efficiently store their bags, located at both Frome and Hackney Gates.**

Tasks may include (but are not limited to):

- Assisting in the check in/out of Bag Check-In items
- Facilitating a secure and efficient Bag Check-In system
- Maintaining a clean & tidy environment
- Other errands as directed

## Customer Service: Crowd Care

**Assist patrons with general questions and directions around the festival site. This is a front-facing role, volunteers should be comfortable standing and/or walking for shift duration. Please note Crowd Care volunteers are required to attend a training session.**

Tasks may include (but are not limited to):

- Providing patrons with information about the program & artists, festival layout & amenities
- Directing patrons to ensure efficient access/queue management
- Handing out free festival pocket-guides
- Assisting any lost children or guardians of lost children by following the festival's lost persons procedure
- Reminding the public that possessions cannot be left unattended overnight (during regular roving intervals)

## Customer Service: Crowd Usher

**Suited for people who are confident in communicating efficiently and politely with patrons. This is a front-facing role, volunteers should be comfortable standing and/or walking for shift duration. Please note Crowd Usher volunteers are required to attend a training session.**

Tasks may include (but are not limited to):

- Ensuring priority seating platforms and main thoroughfare pathways are kept safe & clear
- Assisting in making space for patrons to access priority seating platforms
- Having a good overview of the layout of the site (especially knowing where the best access points are for patrons with mobility aids – such as exits, toilets etc.)
- Reminding the public that possessions cannot be left unattended overnight (During regular roving intervals)

## Customer Service: Green Team

- **Interact with patrons/monitoring bin circles to ensure the festival meets sustainability targets. In 2024, volunteers played an important part in the festival diverting 97.4% of waste generated to landfill. Please note this role requires standing stationery for a length of time.**

Tasks may include (but are not limited to):

- Working with fellow volunteers in engaging and directing patrons on WOMADelaide's waste streams & recycling efforts
- Assist patrons with which bin to use when disposing of their waste/recycling
- Collecting Reusable Cups and placing them in Cup Return Bins

## Customer Service: Info Booth

**Please note all Info Booth volunteers are required to hold a current South Australian specific Working with Children Check.**

Tasks may include (but are not limited to):

- Attending to patron questions, feedback, complaints, lost person cases & lost property
- Providing patrons with accurate information about the program, festival layout & amenities
- Handling cases of lost persons & lost property as per festival procedure

## Customer Service: WOSHOP

**Assist the staff of the merchandise store.** This is where patrons can purchase a variety of music vinyl, CDs and WOMADelaide merchandise.

Tasks may include (but are not limited to):

- Assisting in the set up and pack down of shop merchandise
- Restocking merchandise
- Maintaining a clean & tidy environment
- Assisting customers with their purchases
- Putting through EFTPOS transactions as directed by their supervisor

## Customer Service: Volunteer Headquarters Assistant

**Please note all Volunteer Headquarters (VHQ) Assistant volunteers are required to hold a current South Australian specific Working with Children Check.**

VHQ is the main hub for volunteers' sign in, briefings and storage. Tasks may include (but are not limited to):

- Assist in the maintenance & smooth running of the Volunteer Headquarters
- Ensure the upkeep of the space, keeping it tidy / clean as necessary
- VHQ volunteers may be asked to step into other roles at the last minute to fill gaps in shifts
- Running errands as directed if necessary

## KidZone

**Please note all KidZone volunteers are required to hold a current South Australian specific Working with Children Check.**

KidZone is a dedicated space for families & children, with nature-play activities, stories, singing, dancing & educational entertainment. Tasks may include (but are not limited to):

- Setting up / packing up for activities/games
- Queue management
- Assisting workshop facilitators & the KidZone Coordinator as required

## Performance Assistant

**This is an active role working with a WOMADelaide act. Please note this role may be labour intensive.**

Tasks may include (but are not limited to):

- Reporting to Stage/production Manager & assisting crew as directed
- Assisting in performance related tasks (specific to performance)
- Must be willing & fit for moderate lifting / activity

## Production: Backstage Site Assistant

**Pre-Festival & Post-Festival: Requires availability during the day in the week leading up to / the day following the festival. Please note this role is labour intensive and includes heavy lifting. Suitable for people who have previous experience in festival production or are interested in gaining skills in this area.**

Tasks may include (but are not limited to):

- Set up of plants & furniture in the Backstage Area
- Placement / moving of furniture, plants & other backstage utilities
- General duties as directed by supervisor

## Production: Bump In Site Assistant

**Pre-Festival: Requires availability during the day in the week leading up to the festival. Suitable for people who have previous experience in festival production / interested in gaining skills in this area. Please note: for this role you must be willing and fit for moderate lifting/activity.**

Tasks may include (but are not limited to):

- Assisting site crew with sign placement around the site
- Set up of fence wrap
- General duties as directed by supervisor

## Production: Bump In Stalls

**Pre-Festival & During-Festival:** Requires availability during the day in the weeks / days leading up to the festival. **Please note this role is labour intensive and may include heavy lifting.** Suitable for people who have previous experience in festival production / are interested in gaining skills in this area.

Tasks may include (but are not limited to):

- Assisting the Stalls Coordinator & Assistants with spotting & escorting stalls vehicles to designated spaces
- Lifting, moving, & other set up tasks as directed
- General duties as directed by supervisor

## Production: Bump Out Stalls

**Post-Festival:** Requires availability on the days following conclusion of the festival. **Please note this role is labour intensive and may include heavy lifting.** Suitable for people who have previous experience in festival production / are interested in gaining skills in this area.

Tasks may include (but are not limited to):

- Assisting the Stalls Coordinator & Assistants with spotting & escorting stalls vehicles off-site
- Lifting, moving, & other pack down tasks as directed
- General duties as directed by supervisor

## Production: WOSHOP Set-up

**Pre-Festival & Post-Festival:** Requires availability during the day in the week leading up to / the day following the festival.

Tasks may include (but are not limited to):

- Assisting the WOSHOP Coordinator
- Assisting the team in set up of shop fitting & merchandise

## Production: Other (Backline, Plants Maintenance, Traffic Management)

**Backline, Plants Maintenance and Traffic Management.** **Please note these roles may be labour intensive.** Volunteers should be comfortable standing / walking for shift duration.

**Backline** Tasks may include (but are not limited to):

- Assist the team setting up risers, instruments, scenic elements & equipment
- Assist with the break down and load of backline equipment

**Plants Maintenance** Tasks may include (but are not limited to):

- Watering potted plants in backstage areas
- Walking long distances

**Traffic Management** Tasks may include (but are not limited to):

- Availability during the day in the week leading up to the festival
- Confidently communicating via a radio with a variety of people & vehicles

## Production: Production & Site Runner

This role requires you to **hold a current driver's licence**. Please upload this onto your initial Application. This role requires availability during the day in the week leading up to the festival. **Please note: for this role you must be willing & fit for moderate lifting/activity**. Suitable for people who have previous experience in festival production or are interested in gaining skills in this area.

Tasks may include (but are not limited to):

- Deliveries around the site
- Checking equipment distribution
- Upkeep of the Management Compound
- Generally assisting Site Crew & running errands

## Production: Site Office Assistant

Requires availability during the day in the two weeks leading up to, during & week following the festival. Please advise us of availability on your initial Application form. Suitable for people who have previous experience in festival production or are interested in gaining skills in this area.

Tasks may include (but are not limited to):

- Assisting the Site Administrator
- General admin duties and running errands
- Answering the phone
- Keeping equipment tidy and easily accessible
- Upkeep of the coffee/tea/water station in the Management Compound
- Directing queries to the Site Administrator if they are not present in the Site Office

## Production: Site Reset Crew

This is an active role working within a team to ensure the site is ready for Gates Open each day of the festival. **Please note this role is labour intensive.**

Tasks may include (but are not limited to):

- Assist the site and production teams with general park upkeep each morning before gates open
- Tidying the public areas of the park
- Re-positioning chairs, tables & umbrellas, repairing fence wrap, etc.
- General duties as directed by supervisor