

# FESTIVAL VOLUNTEER NETWORK



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# INFO GUIDE FOR VOLUNTEERS 2023

## Introduction

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The Festival Volunteer Network (FVN) is an independent, not for profit service connecting volunteers to the major arts festivals in South Australia. The FVN platform and service is managed by Festivals Adelaide.

Created as a one-stop-shop in 2017, FVN aims to simplify and enhance volunteering, as well as to increase the quality of experiences for both volunteers and festivals. In addition to recruitment via Better Impact's volunteer management software, the FVN connects volunteers via e-news about other festival volunteering opportunities, special events or other exciting things happening around Festival City Adelaide.

And what is volunteering? Volunteering definitions can vary greatly, but in 2015, Volunteering Australia updated the official definition of volunteering to be:

***Volunteering is time willingly given for the common good and without financial gain.***

For more information and explanatory notes of this definition, please visit the Volunteering Australia [website](#).

The festivals participating in the FVN include:

- [Adelaide Fringe](#)
- [Adelaide Festival](#)
- [WOMADelaide](#)
- [SA History Festival](#)
- [DreamBIG Festival](#)
- [Adelaide Guitar Festival](#)
- [Adelaide Cabaret Festival](#)
- [South Australian Living Artist Festival](#)
- [OzAsia Festival](#)
- [Adelaide Film Festival](#)
- [Feast Festival](#)

Further information about each festival can be found on the Festival City Adelaide [website](#).

In addition to volunteer recruitment and system management, the Festival Volunteer Network connects volunteers via

- feedback sessions and focus groups,
- volunteer recognition and awards,
- informal social events and training opportunities.

## WHAT ARE THE BENEFITS OF VOLUNTEERING?

There are many positives to volunteering including:

- the feeling of doing something worthwhile and for the good of the community
- making new friends and extending social & community groups.
- learning new skills.
- improving self- confidence.
- practising language skills.
- building career networks and obtaining work references.
- staying active and improving physical and mental health.
- free or discounted tickets to shows/events/festivals (at the discretion of individual festivals).

## WHAT ARE THE BENEFITS OF THE FESTIVAL VOLUNTEERING NETWORK FOR FESTIVALS?

The Festival Volunteer Network (FVN) wants to make volunteering experiences better by helping festivals to meet the [National Standards for Volunteer Involvement](#), a benchmark model of best practice in the management of volunteers.

The Festival Volunteer Network can also:

- improve efficiency for festivals to recruit volunteers by managing registration and documentation.
- promote volunteer opportunities across festivals to address any shortages in volunteer numbers.
- support festival staff through professional advice, advocacy and networking.

## WHAT ARE THE MOST IMPORTANT THINGS I SHOULD KNOW WHEN UNDERTAKING VOLUNTEERING?

There are many factors to consider when volunteering, including your availability, skills and knowledge that you have to contribute and what you would like to get out of the experience.

General but helpful information is also available on the following sites:

- [Volunteering SA&NT](#)
- [Department of the Premier and Cabinet – South Australian Government](#)
- [Office for Volunteers – South Australian Government](#)





WOMR  
KEEPER

Volunteer



# The Better Impact Platform

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## WHAT IS BETTER IMPACT?

Better Impact is the Volunteer Management Software used by the Festival Volunteer Network (FVN). Better Impact understands the needs of both Volunteers and Volunteer Managers as it was created by those in the Volunteering Sector.

It is comprised of three separate components:

1. **My Impact Page:** The Volunteer Portal where each volunteer can manage their account and volunteer opportunities. This belongs to the volunteer and only needs to be created once. You can use this single account to apply for all FVN festivals (or any other organisation around the world that uses Better Impact).
2. **Application Form:** Each FVN festival (or any other organisation) has its own application form unique to their needs. By submitting your application to your desired festival, you will automatically join the FVN and be considered for volunteering at your chosen festival/s. Please see section HOW DO I APPLY FOR A FESTIVAL? for more information about the application process.
3. **Each festival's and the FVN's Volunteer Impact Page:** The Admin Portal where the FVN Manager and individual festivals manage volunteer recruitment and administration.

## ARE YOUR DETAILS CORRECT AND UP TO DATE?

It is up to each user to ensure information in your account is true, accurate and up to date.

For help with updating your My Impact Page account visit the [Better Impact Site Guide](#).

## HOW DO I APPLY FOR A FESTIVAL?

When any of the FVN's festivals are recruiting, they will publish a link to their unique application form. This will usually be placed on the festival's website or socials. Once you apply for one of the FVN festivals for the first time you will also become a FVN member, and future links for other festivals will be emailed to you directly.

**NOTE:** If you are a returning volunteer with the same festival, the process for re-registering your interest will be communicated directly via the festival.

Please note that applying for a festival does not automatically guarantee a volunteering position. Many of our festivals receive more applications than there are roles.

If you do not wish for the FVN to contact you about any other festival volunteering opportunities or news, you will be able to opt out during the application process or any other time using your My Impact Page account.



## **YOUR PERSONAL BETTER IMPACT ACCOUNT - MY IMPACT PAGE**

On your first application to any FVN festival you will find a link to create a new account. This account will:

- Be protected by a username and password
- Be accessible anytime to update personal and contact details, availability and preferences
- Keep a record of all your volunteering hours and option to print a transcript
- Provide an easy to read schedule of all your festival commitments
- Send you reminders via email or SMS about upcoming existing shifts or new opportunities and provide you with your volunteering schedule on a calendar.

**IMPORTANT:** if you have previously used Better Impact's My Impact Page to volunteer elsewhere, you do not need to create a new account. Instead, choose the right-hand option when registering for a festival and enter the username and password for your existing account. Please remember to avoid creating duplicate accounts.

## **USERNAME & PASSWORDS**

It is important to keep your username and password confidential. If you forget your password or username, go to [this site](#) and follow the prompts under Forgot your username or password?

## **NEVER VOLUNTEERED AT ONE OF OUR FESTIVALS?**

All new volunteers who have not previously volunteered at any of the FVN's participating festivals may be asked to take part in a short interview via phone.

## **IS YOUR PREFERRED FESTIVAL NOT CURRENTLY RECRUITING?**

If you do not wish to sign up to the FVN now, you can wait for your selected festival/s to make a call out for volunteers. You will be directed to the FVN registration process and can apply for this festival immediately.

## **FESTIVAL SPECIFIC ROLES AND SHIFTS**

Individual festivals will inform you about the process for selecting your preferences for volunteering.

Registration with the FVN does not automatically guarantee volunteering roles at festivals. Many of our festivals receive more applications than there are roles.

## Data and Privacy

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### CONTACT WITH FVN AND INDIVIDUAL FESTIVALS

All contact information and details on whom to contact in regards to different matters of volunteering will be clarified in a confirmation email upon registration.

- Any general enquiries about the Festival Volunteer Network (FVN), registration, user account or events organised by the FVN, can be directed to [info@festivalsadelaide.com.au](mailto:info@festivalsadelaide.com.au).
- All other enquiries, including role descriptions and assignment, rosters, briefings, training, agreements and any other festival related enquiries will need to be directed to the Volunteer Manager.

### HOW DOES THE FVN PROTECT MY PRIVACY?

The Festival Volunteer Network (FVN) protects your privacy by not releasing or sharing your information with any other individual, business or organisation, except where required by state or federal legislation. The FVN will always seek your permission should associated third party organisations, including partners and sponsors seek your contact details.

**IMPORTANT:** Please check with each individual festival for their privacy policies and procedures.

### HOW DO I CANCEL OR PUT MY FVN ACCOUNT ON HOLD?

You may resign from volunteering or place your account on hold using the help instructions on the [My Impact Page portal](#).

If you do not wish to cancel your membership but wish to unsubscribe from newsletters or emails, please adjust your preferences in your account.

**IMPORTANT:** Should you wish to withdraw from any festival opportunity after you have received a confirmation acceptance email from a festival, you must also contact your Volunteer Manager to let them know. It is best practice to provide festivals with as much notice as possible of your intention to cease volunteering or inability to uphold your existing commitments.

## **HOW DOES THE FVN USE REGISTRATION INFORMATION?**

During registration, the Festival Volunteer Network (FVN) collects personal information that is essential for our service to operate. If you have any concerns please let us know. Below you will find the most commonly asked questions in regards to how we use your information.

### **Why do you ask about access and medical details?**

There are a number of reasons for asking for this information:

- to ensure provision of suitable role match.
- to ensure a safe and appropriate working environment.
- if the festival needs to call for medical attention or an ambulance for you in the event of an emergency.

If you would like to speak to us in regards to this, please email [hello\[@\]festivalcityadl.com.au](mailto:hello[@]festivalcityadl.com.au)

### **Why do you need to know my date of birth?**

Not only do we require our volunteers to be 18 years and over, we would like to know when your birthday is so that we can easily identify you (in the event there is someone else with the same name). We would also like to celebrate your birthday with you.

### **I am under 18 years of age – can I still volunteer?**

You will not be able to volunteer through the FVN if you are under 18 years of age. Please note that some festivals may allow volunteers under the age of 18 to participate under special circumstances. Opportunities suitable for youth, families or those under 18 will need to be organised with individual festivals.

To search a national database for age appropriate volunteer opportunities, please visit [Volunteering SA](#).

### **Why do I need to upload a photo?**

The staff at the FVN and festivals pride themselves on getting to know their volunteers as best as they can. Having a face to a name also helps us to identify you around the festival site and assists in the event of an emergency.

### **Why does it matter if I speak another language?**

Our festivals are wonderful melting pot of cultures and nationalities. This includes our staff, volunteers, patrons and artists. It may be handy to know what other language you speak in case it will help in translating or simply making our artists or patrons feel more welcome.





DREAM  
BIG  
CHILDREN'S FESTIVAL





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**VOLUNTEER**

Acupuncture Chinese  
Medicine

\$25 for 15 minutes

\$50 for 25 minutes

Reading



# Safe and Inclusive Volunteering

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## INCLUSIVE VOLUNTEERING

The Festival Volunteer Network (FVN) is an equal opportunity and anti-discrimination organisation and abides by the Equal Opportunity Act (1984). We welcome all volunteers regardless of their sex, race, disability, age or various other grounds as prescribed in the act.

We also believe in a safe and harmonious volunteering experience for everyone. As such, we will not condone any of the following behaviours in the course of volunteering or during any events associated with the FVN:

- discrimination,
- aggression (between volunteers, between volunteer and FVN/festival staff members, and includes communication via email/phone and in-person),
- harassment,
- bullying, or,
- victimisation.

The FVN reserves the right to suspend or terminate your account at our discretion, particularly when behaviour contravenes that set out in any participating festival's code of conduct or agreement. In addition to illegal actions, this also includes:

- failure to attend briefings, training or shifts,
- repeated lateness,
- repeated failure to fulfil your responsibilities
- inappropriate use of social media.

**IMPORTANT:** Please also see each individual festival's policies, procedures, code of conduct and agreement. Each festival also reserves the right to terminate your role as outlined in their individual agreement.

## AGREEMENTS, POLICIES & PROCEDURE AND CODE OF CONDUCT

Each festival has the autonomy and overriding authority to engage (or not engage) a volunteer. Volunteers should be aware of each individual festival's:

- agreement or Memorandum of Understanding.
- policies & Procedures including Complaints & Grievances.
- Code of Conduct/Rights & Responsibilities.
- Volunteer Manual or Guide Book.

## INDEMNITIES

Volunteers are ultimately the responsibility of each individual festival and responsible to each individual festival.

It is understood that volunteers indemnify the Festival Volunteer Network (FVN), its staff, partners, sponsors and contractors against any claim, loss or damage arising in connection with their participation in the FVN, including engagement at any of the participating festivals and any events associated with the FVN.

**IMPORTANT:** Please also see each individual festival's policies, procedures, code of conduct and agreement.

## SOCIAL MEDIA

Please remember that you are an important ambassador and face of the Festival Volunteer Network (FVN). If you are unsure if your post or comment may be deemed offensive or inappropriate, chances are it is not suitable. Activity can be easily traced back to your social media account so please apply caution to posts that related directly or indirectly to the FVN, other volunteers and staff.

**IMPORTANT:** Please also see each individual festival's policies, procedures, code of conduct and agreement.

## ANY CONCERNS OR FEEDBACK?

As proud advocates for volunteerism we always want to hear how you are doing and about your experiences as a volunteer. Additionally, if you have any concerns with Festival Volunteer Network (FVN) registration or events organised by the FVN please contact [hello@\[festivalcityadl.com.au\]](mailto:hello@[festivalcityadl.com.au]).

Each festival has their own procedures for handling feedback and concerns. Please contact your Volunteer Manager for any issues relating specifically to each festival.

**IMPORTANT:** Please also see each individual festival's policies, procedures, code of conduct and agreement.

**[WWW.FESTIVALCITYADELAIDE.COM.AU](http://WWW.FESTIVALCITYADELAIDE.COM.AU)**