

# FESTIVAL VOLUNTEER NETWORK

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## Introduction to the FVN

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The Festival Volunteer Network (FVN) is an independent, not for profit service connecting volunteers to festivals and events in South Australia. The FVN platform and service is facilitated by Festival City Adelaide (Festivals Adelaide Ltd.) to support and increase the quality of experience for both volunteers and participating festivals and events in their volunteerism journey.

Created as a volunteering one-stop-shop in 2017, FVN aims to simplify and enhance volunteering by providing access to recruitment and volunteer management via the Be Collective volunteer portal and connecting volunteers to a broad range of festival and event volunteering opportunities, special events or other exciting things happening around Festival City Adelaide.

In addition, the Festival Volunteer Network supports festival and event volunteerism via:

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

Many of South Australia's festivals participate in the Festival Volunteer Network. Further information about each festival can be found on the Festival City Adelaide [website](#).

## Introduction to Volunteering

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### **What exactly 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](#).

### **Festival and event volunteering**

Festival and event volunteering offers a dynamic and diverse experience that sets it apart from traditional volunteering roles. Unlike the conventional approach, where volunteers engage in a single, ongoing role, festival and event volunteering is short-term and packed with variety. Spanning from one day to a few weeks, volunteers have the opportunity to explore multiple roles, at times juggling several within a single festival, or volunteering at two or three festivals at the same time (think summer in Adelaide!).

This flexible style of volunteering is perfect for students, professionals, parents or grandparents who prefer not to commit to lengthy, regular obligations. Many volunteers are so captivated by the vibrant atmosphere that they return year after

year to contribute to their favourite festivals and events. This approach not only enriches the volunteers' experiences but also brings fresh energy and enthusiasm to each event.

### **What are the benefits of festival and event volunteering?**

- Experiencing the joy of making a meaningful impact and contributing to the community.
- Making new friends and expanding your social and community circles.
- Gaining new skills and knowledge.
- Boosting your self-confidence.
- Practicing and improving language skills.
- Building career networks, and obtaining valuable work references.
- Staying active and enhancing both physical and mental well-being.
- Enjoying free or discounted tickets to shows, events, and festivals (subject to individual festival policies).
- Experiencing a festival or event from a different perspective – getting a behind-the-scenes look at the magic that makes a festival or event come to life!

### **What are the benefits of the FVN for our festivals and events?**

The Festival Volunteer Network (FVN) is dedicated to enhancing the volunteering experience by helping festivals and events meet the National Standards for Volunteer Involvement, a benchmark model of best practice in volunteer management. FVN also aims to:

- Boost recruitment efficiency by offering best practice templates for essential documents, including handbooks, agreements, volunteer roles, and policies/code of conduct.
- Promote volunteer opportunities across festivals and events to address any shortages in volunteer numbers.
- Support festival staff with professional advice, advocacy, and networking opportunities.

### **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. Here are the most important factors to consider:

- **Availability:** Determine how much time you can commit. Festivals and events often need volunteers for short-term stints ranging from a single day to a few weeks.
- **Skills and Knowledge:** Assess your skills and expertise. Consider roles that match your strengths, whether it's customer service, physical work such as site set up, or administrative support.
- **Goals and Expectations:** Clarify what you want to gain from the experience – is it to develop new skills, make connections, or simply enjoy the event from a different perspective?
- **Role Flexibility:** Be open to taking on various roles. Festivals may require volunteers to switch tasks as needed, providing a diverse and enriching experience.
- **Physical Demands:** Understand the physical requirements of the role. Some positions may involve standing for long periods or carrying heavy items.
- **Commitment Level:** Consider how the volunteer commitment fits with your personal and professional life. Ensure it aligns with your other responsibilities.
- **Impact on Community:** Reflect on how your involvement will benefit the festival and the community. Volunteering can be a rewarding way to give back and support local culture.
- **Networking Opportunities:** Use the experience to build connections with other volunteers, festival staff, and industry professionals.
- **Personal Enjoyment:** Choose opportunities that align with your interests and passions. Enjoying the event can make the volunteering experience more fulfilling.



## The Be Collective Platform

Be Collective is the Volunteer Management Platform used by the Festival Volunteer Network (FVN).

Please watch our [quick video](#) on how to sign up to Be Collective so you can get started as a FVN volunteer.

Be Collective understands the needs of both Volunteers and Volunteer Managers as it was created by leaders in the volunteering sector.

Be Collective's volunteering hub is easy to use, protects the security of personal information and offers a host of benefits, including:

- it is free for volunteers to use
- it is a consistent online application process for volunteering roles across multiple festivals
- it offers a personal volunteering profile (which volunteers own and can customise)
- it offers the ability to track skills gained and community impact made through volunteering
- it provides the option to customise and print a Social CV (handy for pathways to education or employment)

For FVN volunteers, there are two notable components of Be Collective:

1. **Volunteer Profile** (sometimes referred to as your Personal Dashboard): Every user on Be Collective has an individual profile tied to their account. The Volunteer Profile is where each volunteer can manage account details, keep track of their volunteer opportunities/schedules and access their social record. This profile belongs to the volunteer and only needs to be created once. You can use this single account to apply for all FVN festivals and events (or any other organisation around the world that uses Be Collective). Click the links to find out more about [joining Be Collective](#), [navigating your volunteer profile](#) and [updating personal settings](#).

2. **Application Form**: Each FVN festival or event (and any other organisation on Be Collective) has its own application form unique to their needs. When you submit a volunteer application to your desired festival or event through the Festival City Adelaide website, you will be asked to join the FVN, so that you can be considered for volunteering at your chosen event.

Please read below for more information about the application process.

### **Applying for a festival or event volunteer role**

When any of the FVN's festivals or events are recruiting, they will promote volunteer roles on the Festival Volunteer Network [landing page](#) as well as through their own social media channels.

**IMPORTANT:** Log into your BeCollective profile in order to view FVN opportunities. Otherwise, these won't be visible.

When you apply for one of the FVN festivals or events for the first time through our website, you will be prompted to become a FVN group member and a member of the individual festival/event. Please answer all mandatory application questions. Occasionally, a volunteer manager might choose to [directly invite you](#) to join their group and apply for a volunteer role. In this instance, an invitation will arrive to you from [noreply@becollective.com](mailto:noreply@becollective.com) with relevant details. You will need to be logged into your BeCollective account to be able to view the opportunity.

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

Applying for a festival or event 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 or event volunteering opportunities or news, you will be able to opt out during the application process or any other time using your Be Collective account.

If you do not wish to sign up to the FVN now, you can wait for your selected festival or event to make a call out for volunteers. These will be published via the Festival City Adelaide website and/or through the individual festival's social media and communication channels.

Your personal Be Collective account:

On your first application to any FVN festival or event, you will be asked to [create a Be Collective account](#).

This account will:

- be protected by a username and password and require a one-time verification.
- be accessible anytime to update personal and contact details and notification preferences. Users can also download personal and volunteering data at any time. · Keep a record of your volunteering hours and allow you to print a Social CV highlighting
- our volunteer contributions, skills/experience gained, and any testimonials left by volunteer managers.
- outline your upcoming festival /event commitments and shifts.
- send you reminders via email or web notification about upcoming, existing shifts or new opportunities and provide you with corresponding volunteering details/briefs.

Please note that you must be an accepted member of the festival/event group and signed into your Be Collective profile before you can view and sign up for any individual role opportunities.

**IMPORTANT:** if you have previously used Be Collective to volunteer elsewhere, you do not need to create a new account. Instead, simply login into your existing Be Collective when prompted at the application form.

It is up to each user to ensure information in your account is true, accurate and up to date. For help with [updating your Be Collective account](#) or any other Be Collective related questions, visit the [Help Centre](#).

#### ***Username and Passwords***

It is important to keep your username and password confidential. If you forget your password or username, follow the steps outlined [here](#) to reset your password. Please note that Festival City ADL staff or individual festival or event staff are unable to reset your password for you.

#### ***Festival and event specific roles and shifts***

Individual events will inform you about the process for selecting your volunteering preferences. Please note that registration with the FVN does not automatically guarantee volunteer placements. Many of our festivals and events receive more applications than there are roles so please do not be disheartened if you are not selected this time around.

#### ***Contact with the FVN and individual festivals or events***

All enquiries, including the selection process, role descriptions and assignment, rosters, briefings, training, agreements and any other festival related enquiries will need to be directed to the Volunteer Manager of the festival or event you are applying for. Only general enquiries about the Festival Volunteer Network (FVN), user account issues or events organised by the FVN, should be directed to [hello@festivalcityadl.com.au](mailto:hello@festivalcityadl.com.au).

#### ***Resigning from the FVN***

You may [resign from volunteering](#) or place your Be Collective account on hold using the help instructions in the Be Collective [Help Centre](#).

If you do not wish to cancel your membership but wish to unsubscribe from newsletters or emails, please [adjust your notification 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.



## Data and Privacy

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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. Read more here for details on where data is stored and how your personal details/data is managed within the Be Collective platform.

**IMPORTANT:** Please check with each individual festival or event regarding privacy policies and procedures.

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 to ask for this information:

- to ensure provision of a suitable role match.
- to ensure a safe and appropriate working environment.
- to call for medical attention or an ambulance 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).

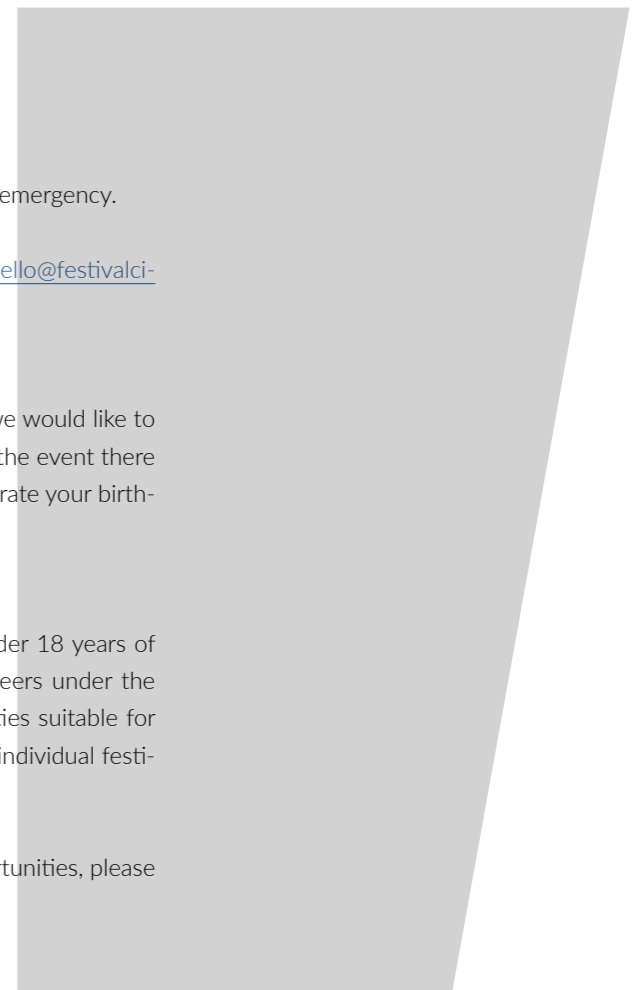
### ***Why do you need to know my date of birth?***

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 or events 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 or events.

To search a national database for age appropriate volunteer opportunities, please



***Why should I upload a photo?***

The staff at the FVN and festivals and events 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 site and assists in the event of an emergency.

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

Our festivals are a 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.





## 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 & Procedures and Code of Conduct

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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 or rights and responsibilities.
- Volunteer Manual or Handbook.

**IMPORTANT:** The FVN cannot and will not intervene with any disciplinary decision made by an individual festival or event.



## Indemnity

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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

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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.

## Feedback

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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)