



NUMURKAH Foodbowl Festival 2018

Celebrating Our Lifestyle

NUMURKAH FOODBOWL FESTIVAL 2018

Melville St Festivities & Community Celebrations **Volunteer Information**

Hello and welcome to the Numurkah Foodbowl Festival Team! Thank you so much for putting your hand up to volunteer – this fantastic event wouldn't be able to run without people like you, so thank you! We cannot wait to work together with you to create an amazing weekend!

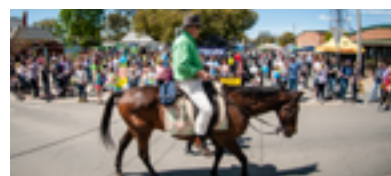
We appreciate your communication and constructive criticism. If you have any questions please don't hesitate to ask, before, during or after the festival.

Now, a little bit about us

The Numurkah Foodbowl Festival is an annual opportunity for local residents, business owners, producers and growers to come together, share and celebrate the fantastic food and produce the region has to offer. Whilst food and produce is the main attraction, community involvement is heavily encouraged. We have a huge weekend full of events including fine food and dining, local theatre, a street parade, live music, a town dance, features from local artists, musicians, schools and community groups, and more! With your help, together we transform Numurkah for the month of October and shine a spotlight on the best parts of our region. Our Foodbowl Festival exists to promote, showcase and celebrate our region's outstanding reputation for all things food - from the earth to the table and everything in between.

We strive to do so in a variety of ways, predominantly by bringing EVERYONE together to work collaboratively leading up to the festival, during and after.

2018 is our 10th birthday as a festival, so the celebrations are set to be bigger and better than ever. 2016 saw the Foodbowl Festival take home the Moira Shire Community Event of the Year award, and with 3,500 attendees last year, it's safe to say this is an event not to be missed! That being said, with larger crowds expected in 2018, we need as many hands as possible to ensure the festival runs as safely and smoothly as possible.





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Getting here

If you're not a local or familiar with the Greater Shepparton area, Numurkah is a regional Victorian town of about 4,800 and is located on the Goulburn Valley Highway, 37km North of Shepparton.

Volunteer HQ will be in the same space as last year - Info Hub (next to the post office) on Melville Street. We recommend that you do not drive into Numurkah's CBD- parking on the outskirts will ease traffic congestion and make our lives a little bit easier! Possible parking can be located at the Primary School, behind the Library.

Festival Details and Map

The festival brochure is available online (www.foodbowlfestival.com/program), and can be viewed at any time for you to familiarize yourself with the festival program. You can also keep up to date with our festival by liking our Facebook Page or following our Instagram - Numurkah Foodbowl Festival.

A site map will be attached to this email and you will receive a paper copy of this map upon signing into your volunteer shift.

Accommodation

Volunteers who are planning to travel and are in need of accommodation can do so by calling the Numurkah Visitor Information Centre on **(03) 5862 3458**.

When You Arrive

Please arrive at Volunteer HQ 15 minutes before your shift is set to begin. This is important so you can sign in properly, familiarize yourself with the festival map, any events happening during the day, and the location of Emergency and First Aid services on site, and ask any questions you may have about your role during the festival.

We'd also love to take a team photo at the start of each shift to document your participation! If you do not wish to have your photo taken, please let me know beforehand.





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When You Arrive (Cont)

Radio communication is vital to producing the event. Before each shift begins, we will have a run through of how to use the radios – not every team member will have a radio but it is good to know how they work in the case of an emergency.

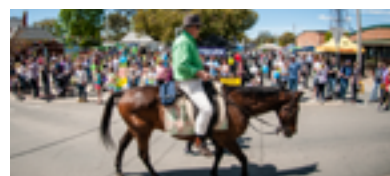
It is your responsibility to ensure you are on site 15 minutes before your shift begins. If you are going to be late or are unable to volunteer, please let us know as soon as possible by contacting Brittany Barnard (Volunteer Coordinator) on **0497 431 790**.

What to wear

- The festival has been fortunately graced with warm and sunny weather every year, so please dress comfortably and weather appropriately, however it is important to be prepared for anything! If you've been rostered on for a morning shift, we suggest you wear something warm – spring mornings can be unexpectedly chilly!
- Volunteers will be given a Foodbowl Festival apron and lanyard to wear over their street clothes during their shift. As we are a family friendly festival we ask that you be respectful in your attire – please no low cut or singlet tops, short shorts, or clothing with inappropriate or offensive designs.
- It is absolutely essential for health and safety reasons, that you wear a hat and comfortable closed toe shoes (no sandals, flip flops, or high heeled shoes) - You are going to be in the sun and on your feet for a while so it's important that you feel comfortable! Sunscreen and water will be available to volunteers at the Volunteer HQ.

What To Bring

- We will have bottled water available to volunteers at the HQ, we encourage everyone to bring their own reusable water bottle. The festival is constantly looking at ways to reduce its environmental impact, and single use plastic is a huge contributor to our overall waste. We will have a water refill station near the bar area where you can fill up your water bottle whenever you need!





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What To Bring (Cont)

- If applicable to you – Your Valid Working With Children’s check or Responsible Service of Alcohol certificate. Please ensure your WWCC is up to date and please bring it with you on the day – WWCC can be kept on your festival lanyard. This is just an added extra to let our attendees know that we care about them and their overall safety.

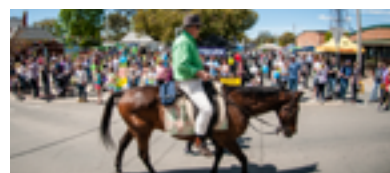
A copy of your valid RSA must be provided before the date of the festival, as we must confirm that you have this qualification before we can assign volunteers to the bar area.

- As a thank you for helping us create a fantastic event, each volunteer will be given a lunch voucher, which can be redeemed at participating food vendors while on your break or after your shift. There will be a huge variety of foods and cuisines so why not take the opportunity to try something new? If you would like to bring your own lunch, snacks, or extra money to purchase food (we get it – with so many options, how can you choose just one?!), absolutely feel free to do so!
- If you plan on checking out the market after your shift, don’t forget your reusable shopping bag! While this isn’t completely necessary, it’s another way to reduce single use plastic and a great example to show our commitment to being eco-friendly and sustainable as an event.

Roles

Rovers

The safety of patrons is our highest priority so it is the job of our rovers to ensure this is maintained and report any incidences that may occur. This includes communicating incidences to the correct team leader and ensuring any paperwork is filled out and followed up at HQ, as this is vital for our post event debrief.





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Roles (Cont)

Parade Support

The parade is the centrepiece of our festival and we will be needing all hands on deck to ensure it progresses in a smooth and safe manner.

From 1.30pm we will need to start clearing out one half of the street to allow the parade to begin at 2pm. Our volunteers and team leaders will be stood on either side of the road as the parade passes to ensure patrons are aware that they cannot cross, and watch out for any possible issues that may arise.

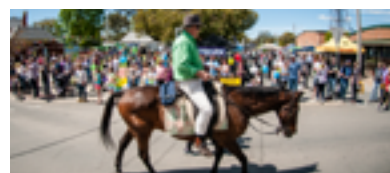
There will be a team briefing at 1.15pm at the Volunteer HQ in preparation for this part of the event.

Stall Support

This will be the 2nd in charge to Georgia, our stalls coordinator. Volunteers in this role are to help our stalls and vendors bump in, set up, and make sure they're all okay to enjoy the festival. We want them to be set up nice and early, and make sure that they're happy so they want to come back year after year. Volunteers will also be needed in the afternoon to help our vendors bump out slowly and safely. Some stalls will really appreciate help with packing up and moving their vehicles, caravans or trailers off site, and an extra set of eyes and hands are invaluable.

Raffle Ticket Seller

You must be a real people person who is full of charm, spark, and is comfortable approaching anyone and everyone. It is essential that we sell as many raffle tickets as possible, not only to raise money for the festival, but to collect data such as phone numbers and post codes. This is so so that we can have a better idea of where our patrons are coming from and add them to our database where they can be contacted about future events.





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Roles (Cont)

Bar Staff

As another way to raise funds and cover festival costs is through our awesome festival bar! To work in this area, you must be 18+, hold a valid RSA, and be able and fit to work in this area for the duration of your shift. Previous bar or customer service experience is preferred but not necessary, just so long as you hold a valid RSA.

Festival Greeters and Donation Collectors

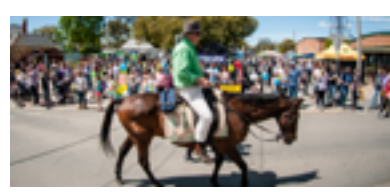
Volunteers in this position will be the first face of the festival that patrons meet as they enter, so you will need to be bright and welcoming. You will also be responsible for collecting donations to help support next year's festival and answering any questions patrons may have. If you don't know the answer to a question, that's ok! You can always direct the punter to our HQ where myself or Georgia will assist them.

Set Up/Pack Down Crew

Many hands make light work and setting up for a festival is no easy task - we're going to need some strong arms and motivated folk to help the committee get Newman Square Foodbowl Festival ready! Bump in and set up will be from 3pm on Friday 19th and pack down will begin after the festival closes at approx. 3pm on Saturday 20th. There will be a quick team meeting and briefing at 3.15pm before pack down commences at 3.30pm. Jobs will include putting up the bunting, rolling out the rugs and cushions, setting out umbrellas and fencing, putting up signs and packing it all up again!

Kids & Families Zone Assistants

If the kids are happy the parents will stay at the event, so we'll need some volunteers to help support the businesses running the children's area, and make sure everyone has a safe and fun time at the festival! Volunteers in this area need to be confident interacting with children and parents and hold a current Working With Children Check.





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Green Team

In an effort to further reduce our environmental impact, this year we will have a Green Team! The Green Team will be responsible for ensuring the festival remains clean and tidy, and that the correct rubbish, recycle, or organic waste bins are being used effectively. If you're super enthusiastic about recycling and keeping our world healthy, or maybe you know a thing or two about this topic, we'd love to have you on board! We really want to make a difference and educate our patrons about reducing their waste and the festival's carbon footprint.

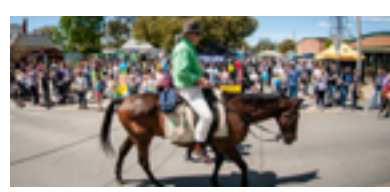
For the first time ever, this year the festival will be hosting a Rent A Plate system, thanks to the local kindergarten (next to the library). To continue to reduce unnecessary waste, patrons will be able to rent a reusable plate instead of using paper or plastic plates from the food trucks which can be washed and used again. We'll need our volunteers to help educate and encourage folk to use this fantastic service and dispose of their rubbish correctly.

We'd also love to know of any other suggestions on this topic!

Team Leaders

- Jamie Lea** – Festival Director
- Georgia** – Stalls Coordinator
- Brittany** – Volunteer Coordinator
- Ellie** – Kids and Families Zone
- Duncan** – Site and Logistics
- Rob and Phyllis** – Festival Greeters and Donation Collection
- Chris** – Green Team
- Heather** – Raffle Tickets
- Christy** – Rovers
- Emily** – Social Media

All team leaders will have a radio for communication purposes





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Code of Conduct

As you are representatives of the Numurkah Foodbowl Festival, all volunteers are required to carry out their duties in a professional and positive manner. Volunteers are expected to treat all staff, patrons, vendors, security personnel and other volunteers with respect and follow any reasonable direction given by their Team Leader or Volunteer Coordinator.

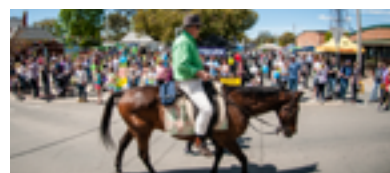
While we wish for everyone to enjoy the festival, you are here to carry out a role which should be your primary focus throughout your shift. Under no circumstances are volunteers permitted to consume alcohol while working or work while intoxicated or under the influence of drugs.

Please note all volunteers must report to the Volunteer HQ (Info Hub) once you have completed your shift. You will need to sign out and return all equipment/attire (vests, aprons, radios, etc.) that were provided for your shift.

Shift times

Rosters will be out 2 weeks before the festival and will comply with your availability from registrations. If you are rostered on full days, we will ensure you have breaks.

As the festival runs over three days we encourage you to take the time to enjoy the festival yourself and bring your friends and family along too! Event information for the three days can be found on the Foodbowl Festival website and brochure online: www.foodbowlfestival.com/program





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THANK YOU!

Thank you again for being part of our volunteer team for 2018. The job you will be performing is very important to the smooth running of the event and we really couldn't do it without you! Our festival debrief date is set for October 29th, which you're more than encourage to attend. We'd love to hear how you thought the festival went, what could have been done better, and celebrate another successful year of the Numurkah Foodbowl Festival! We'll also send out a post event survey which we would love for you to fill out as well.

Make sure you don't forget to follow us on Facebook and Instagram 'Numurkah Foodbowl Festival', click attending on our Facebook page and share around so everyone can join in the fun!

We are always looking for committee members to join in the fun we have all year round! We meet socially once a month while making festival plans, and then more frequently in the last few months before the festival. If you have some great ideas for the festival or would like to be more involved, feel free to let me know and I can send you some more information.

Kind Regards,

Brittany Barnard

Volunteer Coordinator

The Numurkah Foodbowl Festival Team

foodbowlfestival.com

brittany.barnard6@gmail.com

0497 431 790

