



Volunteer's Handbook



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Volunteering at LisAmore!

This Italian themed festival celebrates and acknowledges the rich cultural history Italian immigration have contributed to our region for over 143 years. It also seeks to strengthen our friendship-city relationship with Conegliano and Vittorio Veneto in Veneto, northern Italy.

This is our sixth year and after the highly successful 2023 event we hope this year's is just as good.

We couldn't put this festival on if it wasn't for you, our volunteers. We need help for our main event – LisAmore! on Sunday June 16. The support we have received in the past has been amazing and humbling which we hope to build on this year. Whether you can do 2 hours or stay and play for the whole day, all support is appreciated.

Who runs LisAmore!?

LisAmore! is run by Lismore Friendship Festival Inc (LFFI) which is an incorporated not-for-profit organisation. There is a volunteer Management Committee and several individuals who join the MC to become the organising group. Together we all contribute to the creation of the event in the months leading up to LisAmore! They will also be here on the day working hard to make this a success for the organisation but most importantly for our patrons and everyone involved.

On purpose we run it in winter and invite people to come to the region (particularly Lismore). As we are now a week before the Lismore Lantern Parade, we are encouraging people to come for 'a whole week of winter wonder' in Lismore.

What to expect as a volunteer?

As a valued member of the team, you will always be treated with respect and will come away glad you gave up some of your precious time to support this event. We really hope you have fun along the way and that you take away a wonderful feeling of having directly contributed to the overall success of LisAmore! If at any time this is not your experience, please reach out either to the Festival Manager (FM), Aliison or our Vice-President, Julie (contacts at end of Handbook).

You will be covered under our Volunteers Insurance if any incident occurs and will be given a cap upon arrival and a voucher for a meal at our pasta bar and a drink at one of LFFI's bars.

What we expect of you

LisAmore! is a family orientated all-inclusive event and welcomes a diverse audience. We want this event to become one of Lismore's flagship festivals so would love everyone working here to be friendly, polite and respectful of each other and all our valued guests. We hope once you commit to a role you turn up 15 mins before your shift, work as one with your team, are solution orientated if problems arise (and they will, they always do) and look out for the health and safety of everyone around you.

On the day we encourage everyone to shout out Jinga Wallah (Bundjalung) hello, ciao amici (Italian) – hello friends and benvenuti a tutti – welcome everyone and to dress up in green, red and white.

Location

Once again, we will be at the Lismore Turf Club (LTC), as we outgrew Spinks Park. We now know this event works well there and need to be mindful of looking after the space, so we are welcomed back year after year. A map will be sent to you closer to the event. Please look over it carefully so you know where everything is situated – that way you can help direct people.

WHS – it's everyone's business

Everyone has the right to be safe at work, including volunteers.

Volunteers do unpaid work for organisations and play a vital role in our workforce and communities across Australia. There are WHS duties we adhere to ensure all our volunteers, contractors, performers and patrons are safe.

WHS is something we all need to consider and be aware of. If you see a potential trip hazard, electrical problem, health issue or obstacle that may hinder or hurt a patron or fellow volunteer and you can do something about it then please do. If it is something you think needs urgent attention, then please ask somebody else to stay with the problem to ensure nobody goes near it and then find Robyn or Aliison and ask for help.

Important Contact details

Vice President: Julie DeNardi

Site Manager: Robyn Kelly 0418 272 685

Festival Manager: Aliison Kelly 0428 216 079

Please put these numbers into your mobile phone for the day.

Volunteers Instructions when you come to work

1. Report to the information table 15 minutes before your shift starts and sign on (for insurance purposes). You will receive your Volunteers Package which will contain your identification badge, cap and vouchers for a pasta meal and drink from the Bar.
2. Present yourself to your respective areas of work a few minutes before your shift and introduce yourself when leaving a shift please do a hand over of your job to the next person.
3. Please wear your LisAmore! name badge while working.
4. Carry your mobile phone with you at all times so you are contactable.
5. Contact Festival Manager or Site Manager if it's an operational problem.
6. Remember WHS is everyone's concern so if you see something fix it, if you need help call it to someone's attention.
7. Last but not least - enjoy yourself, have fun and remember you're special!!

If interested in volunteering with us after reading through everything, please visit the page on the website under LisAmore! called volunteers and fill in the form.

What roles are there?

Bump-In and Out

2x strong individuals – set marquees up correctly using safe handling guidelines with FM and site manager and then help bring them back down at the end of the day. Help put out chairs and tables in places other volunteers can set up.

16 June

- 6.30 – 7.30am marquee set-up
- 4.00-5.00pm marquee removal

Check marquees for WH&S issues and ensure they are safe in the wind by following weight guidelines.

Gate Attendants

8x helpful individuals – hand out maps at the gates to those who haven't downloaded the map off the website; ask people to register via the website or fill in the form – this data will go into our lucky door prize and will also be sent our survey; ensure the data list gets to the FM by 1.30pm

16 June

- 9.30 – 11.30am and 11.30-1.30pm – there are two gates so four people needed each shift

Bean Counters

2x trusted people who can set up a money counting place (see FM) and periodically collect money from a number of stalls that belong to the Friendship Festival; bank money at the end of the day.

Separate book-keeping to be kept for all six LFFI stalls - Information stall (raffle, salami wheel and merch), main bar, dessert, pasta, barbeque and beer stall. All money raised goes towards the organisation able to keep this a free event.

14 June – Organise floats – main person

16 June- 9.00am -3.30pm – 2 people

THESE POSITIONS ARE FILLED

Cleaners

4x magnificent individuals – this is not the job people usually volunteer for so we are guessing there won't be many people putting up their hands but if you care about cleanliness and want to see this event look wonderful all day long then this is the role for you. Duties include: cleaning off tables and wiping them down; pick up rubbish; help the bin birds with retrieving waste if left behind; keep an eye on the toilets, top up toilet paper and wipe over seats; check the water station is clean and working; check the hot water washing station is clean.

16 June

- 10.30 – 12.30pm and 12.00 – 2.30pm – 2 people each shift

Kids Space

All volunteers must have WWCC when working in this area. We can pay for this to happen if needs be.

1x Fabulous Kids Space Manager – oversee the kids space arts/craft tent with Italian themed/ recycled activities; buy or organise the necessary equipment and craft stationary; liaise with the FM to ensure there is a marquee and appropriate tables and chairs.

16 June – all day

- 8.00am -3.00pm

4x Fun people - Support organiser and give them a break during the day; play with the kids; help set up the space and keep it clean and functioning

16 June – 3 hour shifts

- 9.30am -12.30pm & 12.00-3.00pm – 2 people per shift

Decorations/Tables

7x Cheery Souls – The Decorating party – we have bunting, Italian language signage, our famous letters to hang, photo boards, flags, entry signage and sponsor flags to be put up on the Saturday (depending on weather).

On the Sunday we have tables and chairs to set- up.

In the afternoon all of this needs to come back in in an ordered way with the tables and chairs packed up and stored neatly under supervision of LTC staff.

15 June – 3 hour shift

- 1-4pm – 3 people – decorations only

16 June – 3 hour and 2 hour shifts

- 7.00-10.00am & 2.30-4.30pm - 4 people on in the morning; 4 people in the afternoon

Bar

We have two bars – the main one located under the main building and a second one selling beer. Both are run by LFFI. [Bars open at 11am.](#)

1x Responsible Bar Manager - order the alcohol with the Lismore Turf Club and plastic takeaway glasses (if necessary); oversee the decorations in the stall; ensure we have the right signage and volunteers with RSAs (check they have them on them); ensure we have a float and work with the finance dept or as we like to call them our Bean Counters; periodically check in on each bar during the day ensuring we have no problems and work with the volunteers to guarantee all runs smoothly. Help pack up and clean both sites at the end of the day. **Must have RSA!**

You will need to liaise with the committee and FM prior and LTC staff to order the alcohol.

- Create list of alcohol and order glasses – end of May
- Set up stalls with volunteers – oversee stall throughout the day

16 June – all day

- 8.00am -3.00pm

6x Lively Bar Volunteers – main bar – we need two shifts of at least 3 people each shift to serve alcohol on the day; keep bar area clean; ensure there is water available; liaise with other volunteers if you suspect anyone drinking too much you will notify the bar manager who will notify security if there is any problem. **Must have RSAs!**

16 June – 2.5 hour shifts

- 10.30am - 1pm & 12.30 - 3pm - 3 people on at a time

4x Fun Bar Volunteers – Beer bar – need two shifts of at least 2 people each shift – serve alcohol on the day; keep bar area clean; ensure there is water available; liaise with other volunteers if you suspect anyone drinking too much plus notify security if there is any problem. **Must have RSA's!**

8 June – 2.5 hour shifts

- 10.30am - 1pm & 12.30 - 3pm - 2 people on at a time

2x Quick Bar Runners – ensure there is enough alcohol at all times at 2nd bar site and collect from cold room when necessary; pick up ice when needed

18 June – 2 hour shift

- 11am - 1pm & 1 - 3pm – 1 person on at a time

Dessert Bar

1x Delicious Dessert Manager – submit a stallholders form to the FM; order cakes with LTC from Visco and containers from Kemp (please remember we are only using compostable so only cardboard); organise delivery into cold room; help set up the cutting of the cakes on the Saturday and where this is going to occur; oversee decorations and signage; arrange float and tin; check in on stall regularly on the day.

15 June – 2 hours

- 2.00-4.00pm

16 June – all day

- 8.00am -3.00pm

4x Delightful Dessert Volunteers – cut cakes up and pack into containers; take money and give change; keep stall clean; liaise with Bean Counters.

16 June – 3 hour shifts

- 9.30 am-12.30pm & 12.00-3.00pm - 2 people on at a time

Garbage/Recycling – our bin birds!

This task is so important. Creating a sustainable event is important to the organisers. We are working with Lismore City Council and North East Waste to ensure we are as sustainable as we possibly can. Last year we limited bins on site but had headaches sorting all the rubbish as the bins over filled and people didn't want to walk or couldn't find Waste World.

6x Gregarious Bin Birds - We hope to find a few enthusiastic people who like dressing up to monitor each bin site using this as an opportunity to teach people what to put in which bin.

What sort of rubbish will we have – we will have limited but definitely some plastic single use containers, a lot of paper plates and paper cutlery, dirty paper towels, pizza boxes, coffee cups and lids which all goes in the rubbish bin.

All clean cardboard needs to be collected and put into the recycling bins– pizza boxes if clean enough put in the recycling.

16 June – 3 hour shifts

- 9.00am -12.00pm & 12.00-3.00pm – 2-3 people per shift

This is still be worked out so might change closer to the event.

Information Stall

1x Informed Manager – create list of what is needed, find and organise delivery; organise volunteers and brief them; liaise with Festival Manager to ensure you have a marquee, tables and chairs

16 June – all day

- 8.00 am - 4.00pm

6x Knowledgeable Information Volunteers – Work alongside the Information Manager; Support Destination Research team with survey; sell raffle tickets at stall; help FM with sign in of volunteers and get badges and vouchers; liaise with money collectors; work with Info Manager to ensure all questions and guests are looked after.

16 June – 3 hour shifts

- 9.30 am -12.30pm & 12.00 -3.00pm - 3 people on at a time

Stage Manager

1x Smart Stage Manager - This role is very important with the smooth running of the stage and the Kids Fest stage. Look after our MC, performers, River FM and our sound engineer. Support the organisation of the formal elements, assist set up mic and any seating required.

Tug-O-War - Have rope, rules, prize buttons and trophy ready for the Tug-O-War and help MC at the time make space for it.

Raffle – collect all raffle butts and prizes from Info Tent – make sure we have box for someone to pull out the names in order of prize 3 to 1!

Lucky draw of database – collect from Info Tent and draw at stage at 2pm with prize of Italian goodies – keep slips for data collection

Salami Wheel – work with Julie De Nardi and MC to make this happen

16 June – all day

- 8.00 am -3.00pm

The FM will support this role with a running order and all equipment organised. It would be good to be available to meet on site on the Saturday.

A Week of Winter Wonder

This year we are hoping to entice people to stay longer than our event and to stay in Lismore for a whole week until the Lantern Parade the following Saturday. A number of activities are being built into that week including one we are working on with Lismore City Council. This is a progressive dinner around the streets of Lismore on Thursday 20 June. We will need some support to ensure people are safe on the streets as well as ticketing and looking after our buskers.

20 June – evening

- 4.00 pm -7.00pm

What Next?

Please fill in our form on our [website](#) and we will be in touch. Please also set aside a couple of hours on Saturday 8 June for an induction meeting on site from 10am.

**Thank you so much for considering
volunteering with us.
We really appreciate your support
and couldn't do it without you!**

For further details or to ask any questions please call Aliison on 0428 216 079.



Thank you from the 2024 Management Committee