

2025 Volunteer's Playbook



Three generations of volunteers from the Pirlo Family – you woman rock!

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Volunteering at LisAmore!

This Italian themed festival celebrates and acknowledges the rich cultural history Italian immigration has contributed to our region for over 144 years. It also seeks to strengthen our friendship-city relationship with Conegliano and Vittorio Veneto in Veneto, northern Italy.

This is our 7th festival. 2024 was highly successful, we hope this year is even better.

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 July 6. 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.

We run the event in winter and invite people to come to the region (particularly Lismore). This year the event is going to be run two weeks after the Lantern Parade and we will be promoting 'Lismore is a Winter Wonder!'

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 President, Maree (contacts at end of Handbook).

You will be covered under our Insurance if any incident occurs and will be given a gift 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 are working hard for this 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 including yourself.

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). 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 phone Robyn or Aliison and ask for help.

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 or bag 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 starts and introduce yourself to the other wonderful volunteer. Get an update on anything they think important to pass on. 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. Always carry your mobile phone with you 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. Finally - enjoy yourself, have fun and remember we love and appreciate you!

If interested in volunteering with us after reading through everything, you will be one of 74 people who have given up time to help make LisAmore! a special event for everyone.

Creating unforgettable guest experiences at LisAmore!

As a volunteer at LisAmore!, you are more than a helping hand — you are the heart of the guest experience. Our festival is about more than food, music, or even culture — it's about creating memories and genuine emotional connections. Whether it's someone's first time at LisAmore! or their annual family tradition, your warmth, energy & friendliness can turn a simple moment into a lasting memory.

Great guest service begins the moment someone arrives — from a smile at the gate to helpful directions or a kind word at a stall. Every interaction is a chance to make someone feel welcome, seen, and appreciated. Listen with care, offer help when needed, and think about how you might go the extra mile — even small gestures can have a big impact.

Your role is essential in making LisAmore! a celebration that people want to return to, year after year. Grazie mille — your presence matters.

What we need help with?

Alcohol Aficio's

We have two bars – the main one located under the main building and a second one selling beer next to our BBQ. Both are run by LFFI. Bars open at 11am.

1x Responsible Bar Manager - order the alcohol with the Lismore Turf; oversee the decorations in the stall; ensure we have the right signage and volunteers with RSAs (send to FM prior to event starting); 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 – end of May
- Set up stalls with volunteers – oversee stall throughout the day

6 July – all day

- 8.00am - 5.00pm

THIS POSITION IS FILLED

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!

6 July – 3 hour shifts

- 10.00am - 1pm & 1 - 4pm - 3 people on at a time

4x Fun Bar Volunteers – BBQ 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 & notify security if there is any problem. Must have RSA's!

6 July – 3 hour shifts

- 10.00am - 1pm & 1 - 4pm - 3 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

6 July – 2 hour shift

- 10am - 12pm & 1 - 3pm – 1 person on at a time

Bean Counters

2x trusted people to 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 end of 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.

4 July – Organise floats – main person

6 July- 9.00am -3.30pm – 2 people

THESE POSITIONS ARE FILLED

Bump-In and Out

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

5 July

- 1200-300pm marquee set-up

6 July

- 4.00-5.30pm marquee and chair removal

Check marquees for WH&S issues and ensure they are safe in the wind by following weight guidelines. If you have a ute and are happy to use it that is useful for moving the chairs.

Cleaners

6x 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; picking up rubbish; helping the bin birds with retrieving waste if left behind; keeping an eye on the toilets, topping up toilet paper and wiping over seats; checking the water station is clean and working; checking the hot water washing station is clean; keeping an eye on the plate cleaning and dispersal tables are clean at all times.

6 July

- 10.30 – 12.30pm – 2 people each shift
- 12.00 – 2.30pm – 2 people each shift
- 2.00 – 4.00pm – 2 people each shift

Decorators/Table & Chair Distributors

11x 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.

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

5 July – 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

Dessert Distributors

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.

5 July – 2 hours

- 2.00-4.00pm

6 July – 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.

5 July – 2 hours – 2 people only

- 2.00-4.00pm

6 July – 3 hour shifts

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

Gate Attendants

12x helpful individuals – hand out maps and lucky door prize slip (one to each family group) at the gates – point them in the direction of the Information Tent to drop them off; click people coming in; welcome everyone to the event

6 July – 3 hour shifts

- 9.30 – 12.30am & 12.30-3.30pm– there are three gates so six people needed each shift. Good to have a friend to do this with and have some fun.

Information Tenters

1x Informed Manager – create list of what needed, find & organise delivery; organise volunteers & brief them; liaise with Festival Manager to ensure you have everything

6 July – 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.

6 July – 3 hour shifts

- 9.30 am -12.30pm & 12.30 -3.30pm - 3 people on at a time

Kids Space Funstars – now called Piccoli Amici

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.

6 July – all day

- 8.00am - 3.30pm

THIS POSITION IS FILLED

6x fun, fantastic people - Support manager and give them a break during the day; play with the kids; help set up the space and keep it clean and functioning

6 July – 3 hour shifts

- 9.30am -12.30pm & 12.30-3.30pm – 3 people per shift

All volunteers working in the Kids Space must have WWCC when working in this area. This certificate is easy to obtain [online](#). Proof must be sent to FM prior to the event.

Volunteer Coordinator

2x Vivacious individuals to support our gang of over 70 volunteers on the day. This role is extremely important and needs people who are caring and considerate. You will be given contact information of all the volunteers and will be in charge of a sign in and sign off sheet as well as handing out our volunteer gifts.

6 July – all day

- 7.30 – 12.00pm & 11.30 – 4.30pm

Stage Manager

1x Smart Stage Manager - This role is very important with the smooth running of the stage. Look after our MC, performers 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!

Draw the Lucky Door Prize – collect from Information Tent and draw at stage at 3pm with prize of Italian goodies – keep slips for data collection

Salami Wheel – work with Julie De Nardi and MC to make this happen throughout the day.

6 July – all day

- 8.00 am - 4.00pm

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 prior.

THIS POSITION IS FILLED

Waste/Recycling/Reusables – our waste controllers!

Help us keep LisAmore! clean, green & beautiful.

We're aiming to make LisAmore! one of the most sustainable festivals in the region, and we need you to help us lead the way. We're working closely with Lismore City Council, the Turf Club & Northeast Waste to reduce landfill, promote reusables, and educate guests about smart waste habits.

You'll be part of our **Waste Warrior crew**, keeping an eye on bin stations, helping guests sort their waste correctly, and sharing your knowledge with a smile!

6x Gregarious Bin Birds - or outstanding legends who don't mind dressing up and having fun while helping people understand what goes where — landfill, recycling or compost.

16 June – 2 hour shifts

- 10.00am -12.00pm & 1.00-3.00pm – 2-3 people per shift

You'll get training beforehand, and we'll make it fun! This is a great role if you like chatting with people, moving around the festival, and making a positive impact. This is still being worked out so we will update you closer to the event.

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 14 June** for an induction meeting on site from 10am.

Important contact details – please add these to your contacts.

LFFI President: Maree Santarossa 0405 448 029

Site Manager: Robyn Kelly 0418 272 685

Festival Manager: Aliison Kelly 0428 216 079

**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.



This is what our volunteers help create!

Thanks for the photos, Peter Derrett OAM and Lisa Gough.

Gracie mile everyone.