

Festival of Bright Ideas 2025: Volunteer Role Responsibilities

LEGEND:

Break	<div>> Break times have been scheduled and a breaker has been rostered to cover breaks. This ensures continuity of delivery, optimising the experience for visitors.</div> <div>> Please note: Although breaks have been scheduled for a certain time, the start time of your break may vary depending on how busy the venue/activities are. Please be patient with our breakers, they will ensure you get a break :)</div> <div>> Ensure you have a breaker covering your role before you go on break. If your breaker, doesn't arrive talk to your leader or phone Belinda/Savannah.</div>
Meeting and Guiding Schools	<div>FRIDAY ONLY</div> <div>> Meet school groups on arrival in the forecourt.</div> <div>> Briefing schools on the plan for the day.</div> <div>> Dividing schools into groups as per schedule.</div> <div>> Assisting school groups to find their first activity.</div> <div>> Assist schools group with movement between allocated activities.</div> <div>> Assisting school groups back to forecourt at end of session.</div>
Ticketing and crowd management	<div>SATURDAY ONLY</div> <div>> Scanning tickets and providing appropriate-coloured wristbands.</div> <div>> Assisting with door sales (if applicable).</div> <div>> Ensuring lines are equal in length, moving along, and not blocking the entry door.</div> <div>> Ensuring patrons entering Hydro activity (container on forecourt) have appropriate-coloured wristband.</div> <div>> Distribution of programs on a demand basis</div> <div>> Visitors can collect a trail card from the entry to the venue.</div> <div>> Once visitors have completed the trail card (i.e. completed any 5 activities - verified by a stamp from activity providers), then they place them in the Trial Card Entry Box at the exit.</div> <div>> There is a total of 50 gift bags to give away to visitors who have completed the trail card - so about 16 gift bags per session.</div> <div>> You can give the gift bags away randomly (e.g. every few minutes) and will need to use discretion (e.g. give to all siblings, not just one child).</div>
Exhibitor support and breaks	<div>> Helping your allocated zone with their queries/needs throughout the day.</div> <div>> Helping activity providers with activities, particularly when busy.</div> <div>> Providing breaks to activity providers.</div> <div>> Assisting activity providers to reset their activity/site, ready for the next day.</div>
Visitor surveys/Trail Cards	<div>SATURDAY ONLY</div> <div>SURVEYS</div> <div>> Our visitor survey is important because it tells us how effective various aspects of our event were, and how we can improve the visitor experience and better achieve our event goals.</div> <div>> On Saturday, there will be a Survey Station near the exit of the venue.</div> <div>> Visitors can complete the survey in 1 of 2 ways: (1) on their mobile phone, by scanning the QR code at the Survey Station; (2) on one of our iPads with the assistance of one of our staff/volunteers. You can ask the questions and input answers into the iPad on behalf of the respondent.</div> <div>> When visitors complete the survey, they go in the draw to win one of three \$100 gift cards.</div> <div>Note: Competition Terms and Conditions are available at the start of the survey.</div> <div>> It is important to be unbiased when approaching people to complete the survey so that we can achieve a random sample. Approach everyone (all ages [aged 14 years or older], backgrounds, types), not just those people who look friendly or likely to complete the survey.</div> <div>Note: You can survey people aged 14 years and older, and those under 14 years with parental permission.</div> <div>> On Saturday, we expect up to 4,500 people to visit FOBI, which means we need to have about 300 surveys completed to have a representative sample.</div> <div>> Embrace rejection! Of everyone approached to complete the survey, only about 20% will agree to participate. When someone refuses to participate, just smile and thank them for visiting our Pavilion.</div> <div>> When asking people to participate in the survey:<div><div>- Smile and speak confidently :)</div><div>- Politely ask if they would like to give feedback on their experience at FOBI, and let them know the survey only takes about 3 minutes to complete and they have a chance to win a gift voucher. Let them know they can complete the survey themselves or you can help them.</div><div>- If self-completing, guide them to an iPad and help them get started, or they can use their mobile phone to scan the QR code on the poster.</div></div></div> <div>> Please give iPads a gentle clean between users. Cleaning equipment is available in the Back of House area.</div> <div>> Monitor battery levels on iPads and charge in the Back of House area as needed.</div>