

ENLIGHTEN FESTIVAL – 26 February – 14 March 2021

Welcome to the Enlighten Festival. COVID-19 and the current restrictions in place on events will see us delivering the Enlighten Festival a little differently this year.

In 2021, the Enlighten Festival precinct will be separated into two ticketed venues. Both Bentspoke Beer Garden and Enlighten Alley will be fenced venues, requiring a pre-ordered ticket to enter. Both venues will host food, drink, live music and entertainment.

The much loved Enlighten Illuminations will still be going ahead with no ticket requirement. The Illuminations will be spread around the site outside of the ticketed venues, providing those without a ticket the chance to experience the Festival.

The Canberra Balloon Spectacular, Lights! Canberra! Action! and Symphony in the Park will also be ticketed.

Volunteer roles have been altered to suit the new precinct/ticketed venue set up.

ENLIGHTEN ILLUMINATIONS – 26 February – 8 March 2021

Volunteer Support Assistant

WHERE: Volunteer Headquarters, Questacon car park

REQUIRED: 1 Per Shift

SHIFT TIMES: 5.00PM – 11.00PM (5:00PM – 8:00PM and 8:00PM – 11:00PM)

The Volunteer Support Assistant will assist the Volunteer Coordinator to coordinate the volunteer sign-in and sign-out process including distribution of any uniform requirements, radios, meal vouchers, drink bottles, torches, etc.

The Volunteer Support Assistant will work with Volunteer Coordinator and Event Management to ensure all event roles are covered and all assets are monitored and managed.

The Volunteer Coordinator will be responsible for passing on messages via radio and providing information to volunteers around the event precinct.

Information Assistant

WHERE: Questacon Lawns

REQUIRED: 2 Per Shift

SHIFT TIMES: 5.00PM – 11.00PM (5:00PM – 9:00PM and 8:00PM – 11:00PM)

With the event running using a different format the information assistants are extremely important. The role will include greeting attendees, providing information about programming and ticketed venues, and answering any other event related questions. Volunteers working in the information marquee will need to have an understanding of where to register or purchase for tickets, session times for ticketed venues and the location of all lighting installations. Printed maps/programs will be provided to you.

The Information Marquee will be the base for reporting lost property and receiving found property, all details should be recorded on the documentation provided. If you are asked a difficult question that you can't answer, check with Enlighten Control using your radio.

Yellow wrist bands can be offered to parents or carers for their children to wear to assist with reuniting them if they are separated during Enlighten. Further written details will be provided with the wrist bands in the Information Marquee.

You may receive complaints in this role. Please listen politely and provide a feedback form for the person to complete. Contact Enlighten Control to address if necessary. You are not required to handle uncomfortable situations.

Installation Support Crew

WHERE: Enlighten Precinct

REQUIRED: 4 Per Shift

SHIFT TIMES: 6.00PM – 11.00PM (6:00PM – 9:00PM and 8:00PM – 11:00PM)

Installation Support volunteers will work with the Enlighten Management Team to provide support to the precinct installations. Your role at the installations will include monitoring crowd behaviour to ensure no food or drink is spilt on the installation and no-one smokes around or inside an installation. Encourage COVID-19 safe distancing and queuing at installations.

Wipe down installations between patrons if the installation is interactive. Please discourage patrons from behaving inappropriately, all repeat or mass inappropriate behaviour should be reported to event control (via radio). Some of the installations will require special care to be shown by visitors and this will need to be monitored carefully.

Other aspects of this role are general site supervision, including reporting any hazards, incidents that may require security and ensuring the installation areas remain clean and presentable.

Ticketing Assistant/COVID Safe Officers

WHERE: Bentspoke Beer Garden and Enlighten Alley

REQUIRED: 3 - 4 Per Entry Gate

SHIFT TIMES: 4.00PM – 10.00PM (4:00PM – 7:00PM and 7:00PM – 10:00PM)

Both Enlighten Alley and the Bentspoke Beer Garden will be ticketed venues in 2021. There will be multiple sessions each night. As a ticketing assistant you will be required to assist with ticket checking/scanning at the beginning of each session and reminding patrons of COVID safe distancing and queueing while waiting to be allowed inside. During sessions if patrons need to exit the venue to use the bathroom you will provide them with a "passout" which will permit them to re-enter the venue.

During the sessions you will be acting as a Sustainability Champion and COVID Safe Officer. Help patrons to correctly separate their waste into the appropriate bins minimising waste stream

contamination and diverting waste away from landfill. If you are acting as a sustainability champion you will be provided with information on which products belong in which bins and you will have a document with you at all times to refer to.

There will be 15 – 30 minutes allocated between sessions to ensure the venue is clean and presentable for the next group. Your role as a venue maintenance volunteer will be to ensure the surfaces are sanitised, any litter is placed in the appropriate bin and chairs are returned to their allocated table. Typically attendees would be responsible for leaving an area as they found it, but with current health regulations we must take extra care to avoid cross-contamination.

CANBERRA BALLOON SPECTACULAR – 6 March – 14 March 2021**Information Assistant**

WHERE: Information Tent Patrick White Lawns

REQUIRED: 2 Per Shift

SHIFT TIMES: 6.00AM – 10.00AM

Greet Pilots (particularly on the first morning) and direct them to the briefing room.

At the information tent you will be the first point of contact for enquiries and lost people.

Enquiries may include:

- Are the balloons flying today? You will be advised by the Event Manager shortly after 6am.
- Can I go up in a balloon? Commercial flights can be arranged through the Balloon Aloft or Dawn Drifter tent next to the Info tent.
- Where are the toilets/food/parking/buses/taxis? You will be briefed and provided with maps.
- I've lost my child/parent, etc! You will radio through to the Event Manager and collect details as prompted, so a search can be organised.
- Where do the balloons land? It depends on the wind. We will have an idea each day of possible locations due to wind direction.
- How do I get out on the lake to watch? We will have a list of boat and ferry companies, however these are usually booked out in advance.

Ticketing Assistant

WHERE: Patrick White Lawns

REQUIRED: 3 - 4 Per Entry Gate

SHIFT TIMES: 6:00AM – 10.00AM

The Canberra Balloon Spectacular will be a ticketed event in 2021. There will be one session each morning. As a ticketing assistant you will be required to assist with ticket checking/scanning at the beginning of each session and reminding patrons of COVID safe distancing and queueing while waiting to be allowed inside.

SYMPHONY IN THE PARK – 7 March 2021**Information Assistant**

WHERE: Information Marquee, Stage 88 Lawns, Commonwealth Park

REQUIRED: 2 Per Shift

SHIFT TIMES: 6.00PM – 11.00PM

At the information tent you will be the first point of contact for enquiries, lost people, lost property and programming information.

Some volunteers will assist at the Information Marquee by greeting attendees, providing information about programming, and giving directions and answering any other questions that attendees may have. All volunteers should have an understanding of the Enlighten program and be able to provide this information. A schedule of activities is provided in this document and printed programs will be provided at the Information Booth for distribution.

The Information Marquee will be the base for reporting lost property and receiving found property, all details should be recorded on the documentation provided. If you are asked a difficult question that you can't answer, check with the Event Manager.

Yellow wrist bands can be offered to parents or carers for their children to wear to assist with reuniting them if they are separated during Enlighten. Further written details will be provided with the wrist bands in the Information Marquee.

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Ticketing Assistant

WHERE: Stage 88 Lawns, Commonwealth Park

REQUIRED: 2 Per Entry Gate

SHIFT TIMES: 6:00PM – 10:00PM

Symphony in the Park will be a ticketed event in 2021. As a ticketing assistant you will be required to assist with ticket checking/scanning at the beginning of each session and reminding patrons of COVID safe distancing and queueing while waiting to be allowed inside.

Usher

WHERE: Stage 88 Lawns, Commonwealth Park

REQUIRED: 2 Per Shift

SHIFT TIMES: 6.30PM – 10.00PM

You will guide attendees to the appropriate areas for seating and picnic dinners.

As an Usher you will inform of toilet, ATM, food locations and provide scheduling information for the event.

Information on Transport options may also be requested.

Lights! Canberra! Action! – 5 March 2021

Ticketing Assistant/Usher

WHERE: Senate Rose Gardens

REQUIRED: 2 Per Entry Gate

SHIFT TIMES: 6:00PM – 10:00PM

Symphony in the Park will be a ticketed event in 2021. As a ticketing assistant you will be required to assist with ticket checking/scanning at the beginning of each session and reminding patrons of COVID safe distancing and queueing while waiting to be allowed inside.

As an Usher you will guide attendees to the appropriate area for seating. You will also inform of toilet, ATM, food locations and provide scheduling information for the event.

CANBERRA DAY – 8 March 2021

Information Assistant

WHERE: Information Marquee, Stage 88 Lawns, Commonwealth Park

REQUIRED: 2 Per Shift

SHIFT TIMES: 10.00AM – 2.00PM
2.00PM – 6.00PM

At the information tent you will be the first point of contact for enquiries, lost people, lost property and programming information.

Some volunteers will assist at the Information Marquee by greeting attendees, providing information about programming, and giving directions and answering any other questions that attendees may have. All volunteers should have an understanding of the Enlighten program and be able to provide this information. A schedule of activities is provided in this document and printed programs will be provided at the Information Booth for distribution.

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