



# National Multicultural Festival

**Volunteer Role Guide**

**6 to 8 February 2026**

**Canberra CBD**

**Winner of the  
Australian Event  
Awards 2023**  
Best Community Event





# Welcome to the 2026 National Multicultural Festival

Held annually on Ngunnawal Country in the heart of Canberra, the National Multicultural Festival is Australia's largest and most inclusive celebration of cultural diversity. For over 25 years, this beloved event has brought communities together through the vibrant exchange of food, music, dance, art and storytelling – honouring the traditions that shape our multicultural nation.

Each year, more than 170 multicultural communities showcase their heritage across three unforgettable days, with over 300 performances, roving acts, workshops, and more than 280 food and information stalls. With up to 400,000 attendees, the festival is a joyful reflection of who we are and the values that unite us – inclusion, respect, equality, participation and belonging.

This incredible event wouldn't be possible without the energy and dedication of our 200+ volunteers. From assisting with performances and workshops to helping festival-goers navigate the event and supporting stallholders and staff, volunteers play a vital role in creating a welcoming and joyful atmosphere. There's a role for everyone – no matter your interests or abilities.

**Welcome, and thank you for your interest in volunteering at the National Multicultural Festival – Australia's premier celebration of cultural diversity!**

## 2026 festival dates

- > Friday, 6 February: 5pm - 11pm
- > Saturday, 7 February: 10am - 11pm
- > Sunday, 8 February: 10am - 5pm

## How to apply

Interested in volunteering at the 2026 National Multicultural Festival? We'd love to have you on board!

To apply, simply visit our website and complete the online application form. You'll be able to tell us a bit about yourself, your availability, and the roles you're interested in. Head to [multiculturalfestival.com.au/get-involved/volunteers](https://multiculturalfestival.com.au/get-involved/volunteers) to get started.

If you have any questions or need help with the application, feel free to reach out to our team at [inbox@multiculturalfestivalact.gov.au](mailto:inbox@multiculturalfestivalact.gov.au) or call 6207 8698.







## Volunteer support

As a valued member of our volunteer team, you'll be supported every step of the way.

We provide:

- > Pre-event training to help you feel confident in your role
- > Invitations to volunteer welcome and thank you events
- > Shift options across indoor and outdoor locations
- > A festival t-shirt and hat
- > Access to water, sunscreen, and hand sanitiser
- > A meal voucher to use before or after your shift

You'll also be guided through the Volunteer Code of Conduct, which reflects the shared values of our team:

- > Creating a welcoming and inclusive environment for all
- > Prioritising safety, especially for children and vulnerable individuals
- > Championing the spirit of the festival with positivity, respect, and enthusiasm

## Age requirements

Volunteers must be 18 years or older. Those aged 16 or 17 may be eligible if accompanied by a guardian who is also volunteering during the same shift.

## Buddy system

You can nominate a friend who is also applying to volunteer with you on your application form – just make sure you've confirmed with them beforehand, and that you're both applying for the same role.

## Accessibility

If you have any accessibility needs or concerns, please let us know. We're committed to making the festival experience inclusive and enjoyable for everyone.

## Volunteer roles

The following pages contain an overview of the available volunteer roles at the 2026 National Multicultural Festival. You can nominate your preferred role on the application form.

## Key dates

- > Applications open: 24 September 2025
- > Applications close: 15 December 2025



# Patron Support

## *Crowd and General Assistance*

### Overview

Patron Support Volunteers (formerly known as General Volunteers) work in pairs within an assigned area of the festival footprint. You'll be the first point of contact for attendees seeking directions, information or assistance.

### Ideal for

- > Volunteers who enjoy engaging with the public and providing customer service
- > Those who enjoy working outdoors (shade breaks available on request)

### Responsibilities

- > Assist attendees with directions and general information
- > Help manage crowd flow to ensure safety
- > Support fellow volunteers with various tasks
- > Contribute to general event duties as directed by the festival team
- > Report and escalate any issues raised by patrons or stakeholders
- > Check the water supply in the backstage and change room areas
- > You may be asked to help support another team checking in at the volunteer hub whilst on your shift – training and support will be provided





# Information Tent Assistant

## Overview

Located at one of the festival's information tents, this role is perfect for volunteers who enjoy helping others and providing event information. The tent is covered and includes seating.

## Ideal for

- > Volunteers who enjoy customer service and public-facing roles
- > Those who prefer working in a partially shaded, seated environment

## Responsibilities

- > Provide festival information and assist with inquiries
- > Distribute event maps, schedules, and other materials
- > Help patrons use the online interactive festival map
- > Maintain stock and supplies in the tent
- > Report and escalate issues to the Information Tent Coordinator
- > Secure the tent overnight and return materials to the site office post-event





# Information Tent Coordinator

## Overview

This leadership role involves overseeing operations at an information tent and supporting volunteers at the information tent. You'll be assigned a festival radio and act as the main point of contact for escalated inquiries.

## Ideal for

- > Volunteers with previous festival or people management experience
- > Those comfortable using a radio (training provided)
- > Volunteers who prefer working in a shaded, seated environment

## Responsibilities

- > Oversee information tent operations and support information tent assistants
- > Communicate with the festival's command centre via radio
- > Handle escalated inquiries or issues professionally
- > Distribute event maps, schedules, and assist patrons
- > Help patrons use the online interactive festival map
- > Maintain stock and supplies in the tent
- > Secure the tent overnight and return materials to the site office post-event







# Volunteer Hub Assistant

## Overview

Volunteer Hub Assistants are based in the Volunteer Hub rooms near the reception of the Theo Notaras Multicultural Centre. This role is all about supporting fellow volunteers and helping them have a great experience.

## Ideal for

- > Volunteers who prefer working in an air-conditioned indoor space with tables and chairs
- > Those who enjoy a quieter environment, away from crowds and festival activations

## Responsibilities

- > Assist in managing the Volunteer Hub as a central coordination point
- > Assist with check-in and check-out of volunteers
- > Distribute t-shirts, hats, sunscreen, maps and role information
- > Ensure volunteers completed their onsite WHS (Work, Health, Safety) induction before commencing their first volunteer shift
- > Maintain supplies of water and sunscreen
- > Provide directions and support to volunteers
- > Help coordinate volunteer assignments and shifts
- > Address volunteer concerns or escalate to management
- > Assist in assigning festival radios to relevant volunteer roles
- > Support the festival reception/site office as directed by the Site Office Manager





# Stage Assistant

## Overview

Stage Assistants are stationed at a specific stage and work closely with the Stage Manager to support performers and ensure smooth stage operations.

## Ideal for

- > Volunteers interested in live performance and behind-the-scenes event delivery
- > Those who enjoy working outdoors in a lively, music-filled environment
- > Volunteers who are happy to take direction and support performance logistics

## Responsibilities

- > Assist with the performer green room setup and cleanliness
- > Support stage transitions and schedule management
- > Report any issues to the Stage Manager
- > Communicate stage timing updates to performers
- > Help with crowd control and audience engagement
- > Assist performers and sound engineers with setup
- > Support performer bump-in and bump-out
- > Respond to emergency announcements as directed
- > Work under the guidance of the Stage Manager and promptly report any issues or concerns to them







# Program Team Assistant

## Overview

Program Team Assistants support the festival programming staff by assisting performers, stage teams, and volunteers across the event footprint. This is a fast-paced, hands-on role that helps keep the festival running smoothly.

## Ideal for

- > Volunteers with strong communication skills who enjoy supporting artists
- > Those who are comfortable with physical tasks like lifting and walking
- > Volunteers who enjoy working outdoors and may be assigned a radio (training provided)
- > Those who are happy to work under the direction of the Program Management team

## Responsibilities

- > Respond to performer requests in coordination with Stage Managers
- > Provide support across all stages, workshops, and roving performances
- > Report issues or request assistance from Program Team Coordinators
- > Use a festival radio to communicate with the Program Team Leader if required
- > Be responsive to emergency announcements and safety protocols
- > Assist with general programming logistics as directed





# Precinct Assistant

## Overview

Precinct Assistants work alongside Precinct Managers in a designated festival zone. You'll be a key point of contact for patrons and stallholders, helping to keep things running smoothly.

## Ideal for

- > Volunteers who enjoy roving outdoor roles and being in the heart of the action
- > Those who like problem-solving, teamwork, and public-facing tasks
- > Volunteers who are comfortable taking direction and supporting event operations

## Responsibilities

- > Assist the Precinct Manager with zone operations
- > Guide and assist the festival patrons
- > Report safety concerns and issues
- > Provide support to stallholders as directed
- > Perform other duties as assigned by the Precinct or Event Managers





# Workshop Assistant

## Overview

Workshops Assistants are based at workshop venues or tents, helping presenters set up and pack down, and encouraging attendees to join in. This role is a great mix of logistics and engagement.

## Ideal for

- > Volunteers who enjoy physical tasks like moving equipment, chairs and tables
- > Those willing to work under the direction of workshop leaders and program staff
- > Volunteers with strong communication skills who enjoy promoting activities
- > Those who are happy to work outdoors or in tented environments
- > Volunteers willing to use a radio for coordination (training provided)

## Responsibilities

- > Assist with the set-up of audio equipment and props
- > Liaise with workshop presenters and help prepare workshop areas
- > Promote workshops to nearby festival attendees
- > Ensure workshops run on time and report delays or no-shows
- > Confirm additional needs (e.g. water, bins, cleaning supplies)
- > Respond to emergency announcements and escalate safety concerns
- > Assist with crowd control and audience engagement
- > You may be assigned a radio to communicate with the Program Team, Volunteer Management and Command Centre





# Stage Master of Ceremony (MC)

## Overview

Stage MCs are assigned to specific stages to host performances, engage the audiences, and help maintain a celebratory atmosphere. Scripts are provided, and collaboration with performers and stage teams is key.

## Ideal for

- > Volunteers with public speaking or performance experience
- > Those who are confident speaking in front of large crowds
- > Volunteers with experience working with performers or stage managers
- > Those who are happy to work outdoors and on stage
- > Volunteers who embody the festival's values and promote a positive, celebratory atmosphere for festival attendees

## Responsibilities

- > Introduce performers and engage with audiences
- > Communicate stage timing updates with performers and Showcase Coordinators
- > Review and follow the MC scripts provided for each session
- > Maintain positive relationships with performers, showcase coordinators and sound and lighting technicians
- > Work collaboratively with other MCs
- > Keep the audience informed and energised
- > Familiarise yourself with the cultures being represented to ensure respectful introductions
- > Use inclusive language and be mindful of cultural sensitivities
- > Respond to emergency announcements as directed





# Parade Assistant

## Overview

Parade Assistant volunteers play a key role in supporting the smooth and safe delivery of the festival parade, helping performers shine whilst ensuring the crowd enjoys the experience. This role involves a mix of setup, crowd engagement, and performer support.

This role is scheduled to take place immediately before, during, and after the parade. Exact timing will be confirmed closer to the festival weekend.

## Ideal for

- > Volunteers available for a 4-hour shift before, during and after the parade (exact time to be confirmed)
- > Those who enjoy working outdoors (shade breaks available on request)
- > Volunteers who are confident in supporting crowd and performer safety under direction from the festival team

## Responsibilities

- > Assist with setup and pack down of parade infrastructure (e.g. signage, barriers, and staging)
- > Guide patrons to vantage points and provide general directions
- > Distribute water and offer support to performers along the parade route
- > Help manage crowd safety and maintain clear paths for parade participants
- > Marshal parade groups to ensure correct order and timely movement
- > Engage with spectators and encourage them to cheer and celebrate
- > Report safety concerns to the Program/Parade Manager or Precinct Manager
- > Respond to emergency announcements and follow directions from event organisers
- > Perform other duties as directed by the Program/Parade Manager or Precinct Manager



# Pre & Post Festival Set Up and Pack Down Support

## Overview

Festival Set Up and Pack Down volunteers help bring the festival to life – and wrap it up – by assisting with setup on Thursday or Friday, and pack down on Monday after the event. It's a great role for those who enjoy hands-on work and being part of the behind-the-scenes action.

## Ideal for

- > Volunteers who enjoy physical tasks like lifting, moving equipment, and decorating
- > Those who like working outdoors and moving between different areas (shade breaks available)
- > Volunteers who enjoy teamwork and completing tasks to a deadline

## Responsibilities

- > Assist with setting up the Volunteer Hub at the Theo Notaras Centre (Thursday afternoon or Friday morning)
- > Support the setup of festival infrastructure and decorations across the event footprint
- > Help pack down the Volunteer Hub and outdoor areas on Monday morning
- > Sort and return materials, signage, and supplies
- > Perform other setup or pack down duties as directed by management staff

