

Patron Support

Your role

As a Patron Support Volunteer, you are the **face of the festival!** Your job is to make every attendee feel welcome, informed, and safe. You'll work in pairs, roving through your assigned section to assist with directions, answer questions, and help manage crowd flow.

Key responsibilities

- > **Assist attendees** with festival information and directions.
- > **Manage crowd flow** to keep the environment safe and enjoyable.
- > **Support fellow volunteers** with tasks when needed.
- > **Report issues** raised by patrons or stakeholders, escalating if required.
- > **Check water supplies** in backstage and change room areas.
- > **Be flexible:** Occasionally, you may be asked to help another team. Training and support will be provided.

Getting started

1. **Check in** at the Volunteer Hub.
2. **Head to your assigned area** and introduce yourself to the nearest Stage Manager or Precinct Manager – they have a radio and are your go-to for emergencies or incidents.
3. **Locate your nearest Information Tent** – a great resource for maps, materials, and extra details. The Information Tent Coordinator also has a radio.

Tools you'll have

- > Festival **map and program** (for reference and to hand out).
- > Access to the **festival website** for quick answers.
- > Knowledge of **first aid stations, toilets, water refill points, stages, and information tents.**

Helpful tips

- > **Stay friendly and approachable** – you're the festival's welcoming committee!
- > **Treat every question as new**, even if you've heard it before.
- > **Clarify politely:** Repeat the question back if unsure.
- > **Avoid "I don't know"** – instead, redirect to someone who does (Information Tent or Precinct Manager).
- > **Accessibility matters:** Know where ramps and accessible restrooms are. Information on hidden disabilities is available at Information Tents.
- > **Look after yourself:** Take breaks in the shade and drink plenty of water.

Safety and communication

- > For **incidents or hazards**, contact the Precinct Manager or Stage Manager (radio-equipped).
- > If you need extra help, the Information Tent can radio through to the Volunteer Coordinator or Event Operations Centre (EOC).

Your impact

By being **helpful, positive, and proactive**, you make the festival experience unforgettable for thousands of people. Thank you for being part of this incredible event!

