

National Multicultural Festival

Volunteer Core Training
6 to 8 February 2026
Canberra CBD

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





Welcome to the 2026 National Multicultural Festival

Welcome to training

Thank you for joining the volunteer team for the 2026 National Multicultural Festival!

This training is **essential for all volunteers**, regardless of your role or roster. Please read this document carefully and review your **role-specific PDF**.

We'll **email this information** again before the event and **provide printed copies at the Volunteer Hub**. You'll also need to **confirm online** that you've read all the required information.

There's a lot to cover, so we recommend reading one module at a time and revisiting closer to the festival date.

Core training modules

1. General Event Information
2. Code of Conduct for Volunteers
3. Safety and Emergency Procedures
4. Radio Procedures



We wish to acknowledge the Ngunnawal people as traditional custodians of the land on which the National Multicultural Festival is held. We pay our respects to their Elders past and present and extend that respect to all First Nations peoples and families with a continuing connection to the lands of the ACT and surrounding region. We honour their enduring cultures and the valuable contributions they make to the life of this city and beyond.



Module 1: General Event Information

This module outlines everything you need to know about arriving, signing in, and working at the festival.

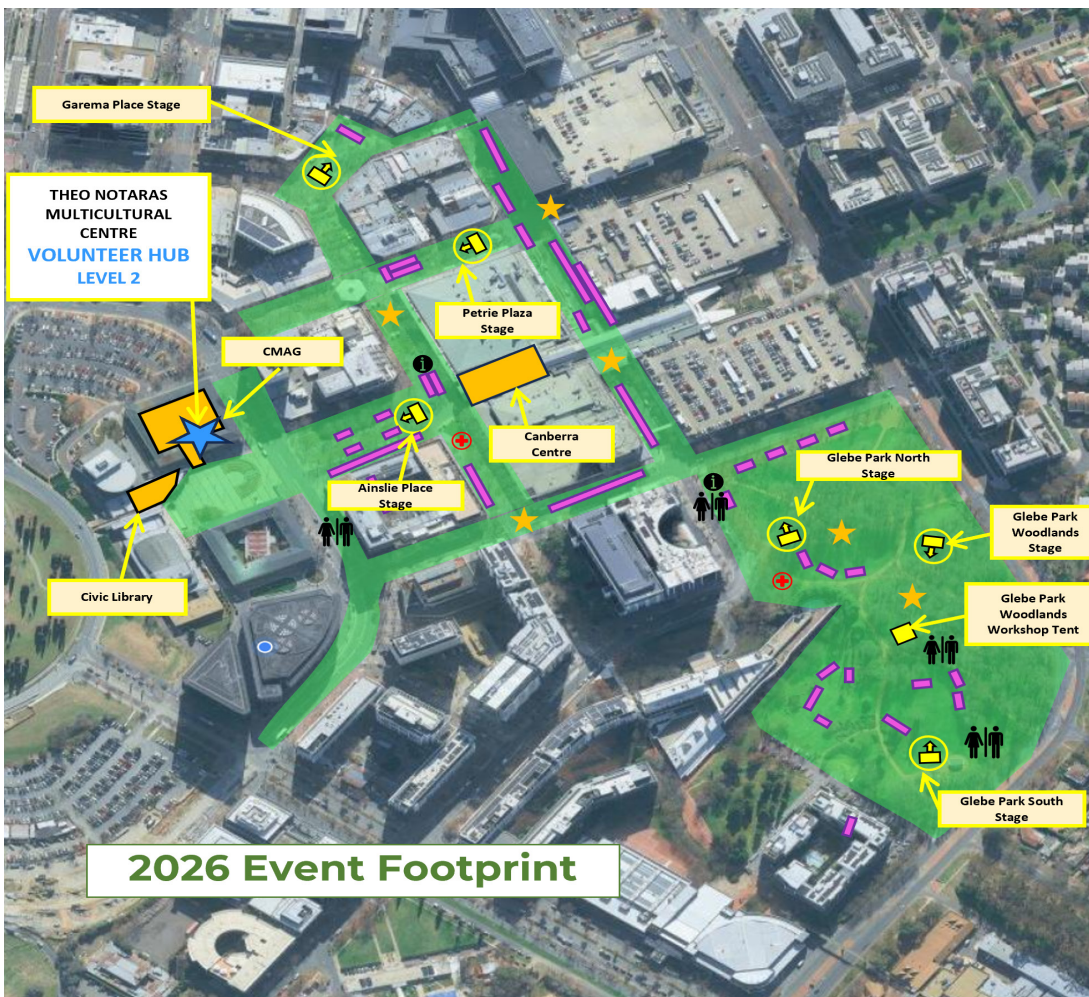
Volunteer Hub

Every shift starts and ends at the Volunteer Hub.

Location: Theo Notaras Multicultural Centre, Level 2, 180 London Circuit, Canberra City.

Directions:

- > From the stairs or lift on level 2, turn left and walk around the corner.
- > The Volunteer Hub is in the Diversity Room (on the right).
- > Nearby: kitchenette and bathrooms for volunteer use.



2026 Event Footprint



Entrance to the Theo Notaras Multicultural Centre. Go to level 2 to find the Volunteer Hub.



Internal Map - Theo Notaras Multicultural Centre, Level 2, 180 London Circuit.

Transport and parking

Please allow plenty of extra time to arrive for your shift. The city will be busy, and it may take longer than expected to reach the Volunteer Hub. Arrive at least 15 minutes before your shift starts.

- > **Parking in the city is limited**, and we cannot provide parking specifically for volunteers.
- > We encourage you to **use public transport**. The light rail stop is a five-minute walk from Theo Notaras.
- > We'll share **Transport Canberra updates** on special festival services closer to the date.
- > If you're being dropped off, **designated drop-off points** will be highlighted on the map provided closer to the festival.

Shift process

When you arrive, sign in at the Volunteer Hub. A Volunteer Hub Assistant will confirm your area placement and provide radios, maps, and programs if needed. While shifts are planned in advance, there's a small chance your area may change on the day.

- > **Bag storage:** You're welcome to use the air-conditioned volunteer space before or after your shift. There is some room for bag storage, but it is not monitored, so please keep valuables with you.
- > **Handover:** At the end of your shift, there is usually an overlap with the next roster of volunteers. If possible, provide a quick handover with any useful information or materials.
- > If you need help at any point, the rostered **Volunteer Manager** will be available to assist.

Volunteer team structure

Each volunteer will be part of a team within their designated area, usually two or more people. This means you can work together, support each other, and know who to contact in case of an emergency or hazard.

The Volunteer Manager is your main contact and can be reached by radio. If you don't have a radio, ask the nearest staff or volunteer who does.

Event staff + volunteer contacts:

Volunteer Role	Closest event staff
Patron Support	Precinct Manager or Stage Manager
Information Tent Assistant	Information Tent Coordinator
Workshop Tent Assistant	Stage Manager
Program Team Assistant	Program Manager
Volunteer Hub Assistant	Volunteer Manager
Precinct Assistant	Precinct Manager
Set Up + Pack Down Assistant	Volunteer Manager or Precinct Manager
Stage Assistant	Stage Manager
Master of Ceremonies (MC)	Stage Manager
Parade Assistant	Precinct Manager or Program Manager

If you can't find your Event Staff, locate any staff with a radio (Stage Managers always have radios).

What to bring and wear

We will have a space for you to store your bag at the communal volunteer area, but it is not secure. Bringing a small bag for valuables is recommended.

- > **Uniform:** Comfortable shoes, plus the festival T-shirt and hat provided at your first sign-in.
- > **Weather:** Loose, breathable clothing and sunscreen (apply regularly).
- > **Water & snacks:** Bring a refillable bottle and small snacks. Stay hydrated and take shade breaks.

Meal vouchers

Before or after your shift, collect your meal voucher at the Volunteer Hub. Vouchers can be used at selected stalls (a list will be emailed to you and will also be available at the Hub). Gluten-free and vegetarian options will be available.

Festival site map

At the start of each shift, make sure you're familiar with the entertainment program and key amenities. This will help you assist attendees quickly, no matter your role.

Locate the following areas:

- > Information Tent
- > First Aid locations
- > Toilets
- > Stages and workshop sites, including the Glebe Park Woodlands Workshop Tent and the Canberra Museum and Gallery (CMAG) near the Volunteer Hub.

Familiarity with these spaces will help you assist attendees during the festival. A detailed official site map will be emailed to you closer to the event.

Event program

The event program will be sent out closer to the date. Please note:

- > The **program is subject to change**, even during the festival.
- > The Stage Team will have updated schedules daily at the start of each shift.

After the festival

As a thank you for volunteering at the 2026 National Multicultural Festival:

- > You'll be **invited to a Volunteer Thank You Event** on Thursday, 12 February 2026, 5pm–7pm (venue to be confirmed).
- > You'll receive a **Certificate of Appreciation** acknowledging your support.

We recommend taking a short break before moving on to Module 2.



Module 2: Code of Conduct for Volunteers

This module covers the policies and procedures you need to be aware of when volunteering at the festival.

Volunteer Code of Conduct

While you are working onsite, it's important to follow the volunteer code of conduct. These guidelines help ensure your safety and the safety of patrons, volunteers, and staff, while representing the festival positively.

As a volunteer at the 2026 National Multicultural Festival, I will:

1. Cultivate a positive and welcoming atmosphere for attendees and fellow volunteers.
2. Prioritise safety for all patrons, including children and vulnerable adults.
3. Embrace the festival's ethos by promoting diversity and cultural richness.
4. Treat everyone with respect and courtesy, following festival policies and Australian laws, including WH&S and anti-discrimination legislation.
5. Report incidents, injuries, or hazards promptly to supervisors or the Event Control Centre.
6. Take responsibility for my actions and support fellow volunteers.
7. Recognise the importance of creating a safe, structured, and enjoyable environment.
8. Remain free from drugs or alcohol while volunteering.

Volunteer responsibilities

Volunteering gives you the chance to meet and engage with the community, assist attendees, and help create a safe and enjoyable experience. Your role is to make people feel welcome and support the smooth running of the event.

Duty of Care:

Every volunteer has a duty of care to ensure their actions do not cause harm to others. This includes prioritising safety and well-being for everyone on-site.

Key points to remember:

- > Arrive **15 minutes before your shift** to sign in.
- > Sign in and out at the Volunteer Hub.
- > Wear your festival hat and T-shirt, sturdy closed shoes, and weather-appropriate clothing.
- > Water (BYO bottle), sunscreen, hand sanitiser, and masks will be available.
- > Report accidents or injuries to your nearest Precinct Manager. For critical injuries, call 000 immediately.
- > If you cannot attend your shift, call **02 6207 8698** with at least 24 hours' notice, where possible.

Engaging with the public and psychosocial hazards

Psychosocial hazards are factors that can cause psychological harm, such as stress or mental health issues. At a festival, these may include aggressive or discriminatory behaviour from attendees or other workers.

If you encounter aggressive or demeaning behaviour:

1. Stay calm and avoid escalating the situation.
2. If possible, walk away. Use verbal de-escalation if safe: calmly state you'll find someone to assist, then remove yourself.
3. Report the situation to nearby security or police. If unavailable, find a volunteer or staff member with a radio and escalate to the Event Operations Centre.
4. After reporting, return to the Volunteer Hub for support and debriefing.

Volunteer policies

Media policy:

Volunteers are **not authorised** to speak to the media or post on personal social media in their volunteer capacity. Direct all media enquiries to a Precinct Manager or festival staff member. Volunteers are not permitted to post on personal social media accounts in any capacity related to the festival.

Work Health and Safety (WHS) policy:

Volunteers have the same rights and responsibilities under the [Work Health and Safety Act 2011](#) as paid staff. You must take reasonable care for your own safety, follow lawful directions, and ensure your actions don't harm others.

Sun safety policy:

Canberra's UV rating in February averages 11 (extreme), peaking between 11am and 3pm. To protect volunteers, the festival provides hats, sunscreen, water refill stations, and access to shaded and air-conditioned areas.

To comply with this policy, all volunteers are required to take reasonable steps to protect themselves against over-exposure, including:

- > Wearing loose-fitting, breathable clothing.
- > Applying sunscreen 15–20 minutes before your shift and reapplying regularly.
- > Staying hydrated and using shade whenever possible.

COVID-19 Guidelines

There are currently no COVID-19 restrictions in the ACT. However, we all need to maintain COVID-safe practices while working at the festival.

Basic guidelines:

- > Physical distancing: Maintain 1.5 metres where possible.
- > Masks: You may wear a mask if you wish—this is an effective way to protect yourself and others.
- > Hand hygiene: Wash your hands regularly and use hand sanitiser frequently.
- > Clean shared spaces: Wipe down communal areas with the spray and wipes provided after use.

Stay home if unwell:

If you have COVID-19 symptoms or feel unwell, do not attend the festival. Get tested and notify us by text, call, or email if you cannot make your shift. This is the best way to prevent the spread of illness.

Volunteers must also comply with the [Public Health Act 1997 \(ACT\)](#) and the [ACT Discrimination Act 1991](#).



Module 3: Safety and Emergency Procedures

Safety is one of the key elements in ensuring the success of the 2026 National Multicultural Festival. This module outlines essential information for managing safety and responding to incidents.

First aid

First aid services will be provided by Get First Aid during the following hours:

- > **Friday 6 February:** 4:00 pm – Midnight
- > **Saturday 7 February:** 9:00 am – Midnight
- > **Sunday 8 February:** 9:00 am – 5:00 pm

Locations:

- > First Aid tents: City Walk near the fountain and Glebe Park
- > Additional roving teams will patrol the site

How to request first aid:

- > Contact the **Event Operations Centre (EOC)** via an event team member with a radio.
- > If you cannot locate someone with a radio, call the EOC on **0403 142 950**.
- > For serious medical emergencies, call **000** immediately

Security

A contracted provider will deliver security services across the event footprint **24 hours a day** throughout the festival.

- > Dedicated security officers will be stationed at each stage.
- > Roving security teams will patrol the site.

How to request security:

- > Contact the EOC via an event team member with a radio.
- > If you cannot locate someone with a radio, call the EOC on **0403 142 950**.
- > For serious security incidents, call **000** immediately

Reporting an incident

All incidents, injuries, or near misses must be reported to the Event Operations Centre (EOC) via the nearest event staff member or volunteer with a radio. You must also report any incidents or accidents that happen to you.

What is the EOC?

The EOC is the event command centre that monitors all aspects of the festival, including risk and safety. It includes:

- > Event management staff (Chief Warden, Deputy Chief Warden, Radio Communications, ACT Government Executive staff)
- > Emergency services staff (ACT Fire and Rescue, ACT Policing, ACT Ambulance Services)

The EOC oversees decision-making and emergency response management during critical incidents.

Report the following immediately:

- > Dangerously overcrowded areas
- > Intoxicated or abusive behaviour
- > Damage to property or infrastructure
- > Overflowing bins

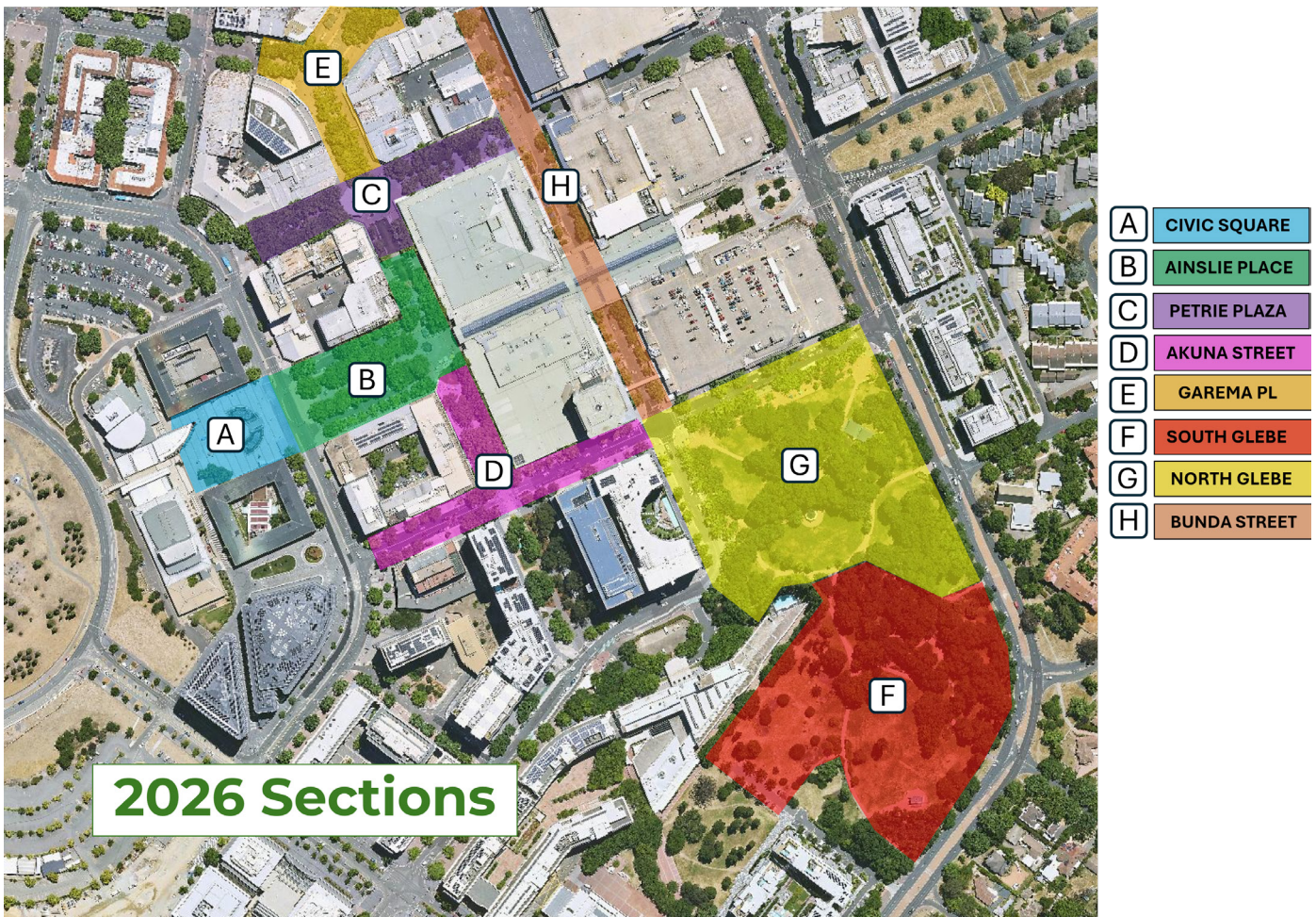
Radio access:

- > Radios are carried by event management, Precinct Managers (Area Wardens), Stage Managers, and all security staff.
- > Information Tent Coordinators and First Aid staff also have radios.
- > Be mindful of sharing sensitive information over the radio.

If you cannot locate someone with a radio, call the EOC on **0403 142 950**.
For serious incidents of any kind, call **000**.

Event sections

The festival site is divided into sections. When reporting an incident, note your section and use the section letter when contacting the EOC.



Types of incidents

To help identify incidents quickly, the following **radio codes** are used when reporting to the Event Operations Centre (EOC). These codes are printed on the back of your lanyard for easy reference:

Incident Type	Radio code
Fire and/or smoke	Code red
Bomb threat	Code purple
Medical emergency	Code blue
Personal threat (armed or unarmed)	Code black
Internal emergency (failure of essential service)	Code yellow
External emergency (natural disaster, civil disturbance)	Code brown
Evacuation	Code orange

Extreme heat

High to extreme temperatures are possible during the festival. To manage heat risks:

Shelter areas:

- > Family Spaces – Civic Library, Civic Square (Sat & Sun: 10am–4pm)
- > Tree-shaded areas in Glebe Park (all festival hours)
- > Festival Office – Level 2, Theo Notaras Multicultural Centre (staff and volunteers only)
- > The Canberra Centre

Water stations:

- > Ainslie Place
- > City Walk
- > Petrie Plaza
- > Glebe Park

Sunscreen:

- > Available for the public at First Aid tents, Information tents, and Family Spaces.
- > Available for volunteers at the Volunteer Hub.

Lost or missing person/child

If you identify a lost child or vulnerable person:

- > Contact the EOC via the nearest event staff member or volunteer with a radio
- > **Only directly to the EOC, provide a detailed description:** age, gender, height, hair colour, cultural identity, clothing (**do not** announce details over the radio).

If you cannot locate someone with a radio, call the EOC on **0403 142 950**.

Important:

- > Stay with the person where they were found.
- > Do not move them unless directed by Event Control.
- > Never leave them unsupervised.
- > Do not offer food or drinks (water is okay if needed).

Wristbands:

Available at all Information tents for carers to write contact details. Volunteers should promote these to families.

Event evacuation

In an emergency evacuation:

- > Follow directions from your nearest Precinct Manager.
- > Go directly to the designated assembly area and remain there until instructed otherwise.
- > Volunteers may assist with directing patrons **only if instructed by festival staff.**

Emergency evacuation maps will be available when you sign in for your shift.

We recommend taking a short break before moving on to Module 4.



Module 4: Radio Procedures

In some roles, you will be required to use a radio during your shift. Radios are an important communication tool for staying in touch with your team, the Emergency Operations Centre (EOC), and the Volunteer Coordinator. They are especially critical during emergencies or when locating missing vulnerable persons.

Radio allocation

If your role requires a radio:

- > You will receive a radio at the start of your shift or a battery to insert into the radio of the person you are replacing.
- > Return the battery at the end of your shift, or the radio if you are on the last shift of the day.

Roles that typically use radios:

- > Precinct Manager (communicates with EOC)
- > Stage Manager (communicates with Programming)
- > Information Tent Coordinator (communicates with Volunteer Manager and EOC)
- > Program Assistant (communicates with Programming)

Depending on availability, other roles may also be assigned radios.

Please email the team after completing this module if you are unable or unwilling to use a radio if requested.

Your area team will know you have a radio and may come to you for communication. Keep your radio on and listen at all times in case of emergencies or important updates.

If you have sensitive information to communicate, such as a description of a missing child, radio the person you wish to speak with and get them to call you by mobile phone. This way you can continue the conversation privately.

Radio etiquette

Two-way radios work differently from phones. You cannot speak and listen at the same time.

Key etiquette rules:

- > Do not interrupt if others are talking.
- > Respond only when you hear your name.
- > Never transmit sensitive or confidential information.
- > Perform a radio check at the start of your shift.

Four principles of radio communication:

- > **Clarity:** Speak clearly, slightly slower than normal, in a normal tone (do not shout).
- > **Simplicity:** Keep messages simple and easy to understand.
- > **Brevity:** Be precise and to the point.
- > **Security:** Do not share confidential information as frequencies are shared.

Helpful hints:

- > Leave a second or two between transmissions to allow others to break in.
- > Use short, simple phrases and end with “OVER.”
- > Wait 2–3 seconds after pressing the Push-To-Talk (PTT) button before speaking.

Radio usage steps

1. Listen first to **ensure the channel is clear**.
2. **Press the PTT** button.
3. After 2 seconds, say: **recipient’s name** (e.g. “Control”, “Event Manager”) followed by “**This is**” and **your name**.
4. Wait for a reply, then **convey your message**.

Radio language

Common terms used during radio communication:

- > **Priority call:** Emergency/urgent call—others should not interrupt
- > **Go ahead:** Resume transmission
- > **Say again / Repeat:** Re-transmit your message
- > **Stand-by:** Message acknowledged, but response delayed
- > **Copy:** Message received and understood
- > **Affirmative:** Yes
- > **Negative:** No
- > **Radio silence:** Stop all transmissions (used in emergencies)
- > **All clear:** Normal transmission can resume
- > **Over:** Transmission finished
- > **Out:** Communication ended; channel free



Next steps

You have now completed the core training modules for the National Multicultural Festival. The **next step** is to complete **role-specific training** for the position(s) you will perform at the festival.

Role-specific training documents are available on the training website for:

- > Patron Support Volunteer
- > Information Tent Assistant
- > Program Team Assistant
- > Volunteer Hub Assistant
- > Precinct Assistant
- > Set Up and Pack Down Assistant
- > Information Tent Coordinator
- > Stage Assistant
- > Stage Master of Ceremonies (MC)
- > Parade Assistant
- > Workshop Assistant

You only need to complete the documents relevant to your role. Visit the website [here](#) or at www.multiculturalfestival.com.au/get-involved/volunteers/volunteer-training.

Once you have completed both your core training and role-specific training, scroll to the bottom of the training page and **complete the Training Confirmation Form**.

If you have any questions, email us at: nationalmulticulturalfestival@act.gov.au

Thank you for joining the 2026 National Multicultural Festival team! With our combined passion and commitment, we can create the most unforgettable festival yet!