



Earth Frequency Festival 2025 Volunteer Policies and Procedures

Hello and welcome to the team for Earth Frequency Festival 2025!

This is the volunteers information document for the 2025 edition of Earth Frequency Festival, and it contains everything you need to get the best experience possible for yourself as a festival volunteer and the rest of the team.

First and foremost, thank you for volunteering!! Earth Frequency is a community focused event, which operates without any corporate sponsorship or government funding, and would be impossible to run in its current form without the support of our wonderful volunteers. For those returning, welcome back, and those who are new to our team, welcome to the family!

APPLYING TO VOLUNTEER

YOU MUST BE 16 YEARS OF AGE OR OLDER TO VOLUNTEER

PLEASE USE YOUR FULL NAME as shown on your ID.

You will be asked to show ID when entering the festival and this needs to match the name on your ticket.

It also makes it much easier for us to find your application, confirm when you have purchased your volunteer ticket and most importantly **REFUND YOUR DEPOSIT** when you have completed your shifts (see deposit refund section for more details).

There is a section in the application to add your preferred name which we will refer to you by when on site.

PREFERRED TASKS AND PREFERRED WORKING TIME FRAME

These options are there to help us find a suitable volunteer position for you. Most of the positions we need to fill are during the festival, although we take into consideration your preferred days and tasks you would like to volunteer with us. **It is not guaranteed that you will receive them.**

All volunteers are expected to be available on Friday, Saturday, and Sunday of the festival. We understand that people may have work commitments on Friday and will work with you to organise shifts around this. Some departments have 6 positions, some have over 100. It will be first in best dressed for the smaller departments.

EMAILS

If your application is successful you will receive an offer via email. MAKE SURE YOU CHECK YOUR INBOX & JUNK MAIL REGULARLY AFTER SUBMITTING AN APPLICATION.

Please add volunteers@earthfrequency.com.au to your address book / contacts list if you use gmail / hotmail or another email service as this will help avoid our emails going in to your spam folder.



YOUR VOLUNTEER TICKET

Every volunteer will be required to purchase a **VOLUNTEER CAMPING TICKET for \$120+bf**. This covers your camping, venue access amenities, insurance.

Standard volunteers will also be required to purchase a **VOLUNTEER DEPOSIT for \$220+bf**. This is the security bond for fulfilment of your shifts, and following your full completion of shifts including sign on and sign off processes, you will receive a refund after the event. The \$220 will be refunded back onto the card of which the ticket was purchased on. (see VOLUNTEER DEPOSIT REFUNDS section for more details).

Once you have accepted your volunteer position offer we will send you a **UNIQUE CODE** and a link to the **ticket page and volunteer deposit page**.

The ticket purchase page will ask you to ENTER YOUR VOLUNTEER CODE. This is your UNIQUE CODE.

Volunteer ticket and deposit sales CLOSE on the 10th of October. Please ensure you have purchased your ticket by this date. This is to ensure that rostering can be finalised and volunteers can organise their schedules ready for volunteering.

Volunteers bringing vehicles onsite will need a vehicle pass. This is available at checkout on the tickets page and costs \$50.



VOLUNTEER DEPOSIT REFUNDS

All Volunteer ticket refunds will be refunded back onto the card that was used to purchase the volunteer ticket. This means if you give someone money to purchase your volunteer ticket, the refund will go back onto their card. If you are not using your own card to purchase your volunteer ticket please make sure it is someone you trust to pass the refund back to you. Earth Frequency takes no responsibility for refunds after they go back onto the card of purchase.

If you can no longer volunteer at the festival please contact our department volunteers@earthfrequency.com.au. You will be processed as a PRE FEST DROP-OUT and your volunteer ticket will be refunded, though a \$25 administration fee will occur up to the 26th of September. This admin fee will then increase to \$50 from the 26th of September, as this is only a month from when we arrive on-site and minimal time to process and roster new volunteers. From the 17th of October, the admin fee will increase to \$100, as this is now a week from the festival and all positions and rosters are due to be finalised.

If you decide not to come to the festival and volunteer, the cut off for pre fest drop-outs is 9am Friday 24th October. If you have NOT contacted our department volunteers@earthfrequency.com.au then you will be processed as a NO SHOW and will forfeit your refund. If you do not contact us by this cut off and your decision not to volunteer is due to medical reasons or extreme personal circumstances, we will consider providing you a full refund on your volunteer ticket on proof of these circumstances.

We will endeavour to refund volunteers as quickly as possible, but it can sometimes take up to 2 months to get all refunds disbursed. Once your refund has been processed we will email you a receipt. If you have not received your refund by December please contact us via email.

VOLUNTEERS ENTRY TO THE FESTIVAL

Please arrive at the festival at least 5 hours prior to your first shift to ensure that you get through the front gate and set up camp in a timely manner.

If your shifts require you to be on-site before gates open your department head will arrange early access for you.

To make your entry to the festival swift and painless have a copy of your volunteer ticket on your phone. Or have it printed out with your ID, along with your vehicle pass if you are bringing a vehicle.

If you forget your volunteer ticket, you will need to get Front Gate staff to radio through to a Volunteer Coordinator to come and assist you at the front gate.

There are no volunteer ticket sales on the gate..



WORKING YOUR SHIFTS

It is critical that you come to the volunteer booth before and after each shift to sign in and out with volunteer HQ. Forgetting to do so could result in a forfeit of your refund.

You are expected to be sober, dressed appropriately, well-fed and hydrated.

If you are intoxicated in any way, we will dismiss you and you will forfeit your refund.

You must be wearing fully enclosed shoes whilst volunteering. No shoes, no work, no refund.

We advise that you wear sun protection slip, slop, slap..... Don't forget your hat!

Please bring a reusable water bottle. It gets extremely hot and it is easy to get dehydrated.

Most volunteer positions during the festival require you to work 12 hours in total (2 x 6 hour shifts). We do supply a small snack for your shift but it's not a meal.

If you are volunteering during setup and pack down you will be required to work 2 full days (8-9 hours each day) this will include a lunch break with a meal provided.

BEFORE YOU LEAVE SITE

To ensure you will receive your volunteer refund it is advised that you check in with the volunteer booth one last time to make sure that you have correctly signed on and off for all your shifts in order to receive a swift refund.



VOLUNTEER POLICIES

As part of accepting a volunteer role at Earth Frequency, it is important to be aware that you accept that you will abide by the following terms and conditions, as well as to the Volunteer WHS Policies which are essential to the safe management of the event.

1. After receiving your confirmation, you must monitor your communications regularly as department heads will rely on email to arrange shifts. If you will be away, or only contactable via one medium (email, SMS, etc), you must advise as soon as possible.
2. Once allocated to a department, swapping is not possible unless expressly requested by a department head.
3. Volunteer Deposits are charged for the 2025 event. You must pay your deposit before you will be confirmed as a volunteer. If you do not organise payment, your volunteer offer will be cancelled and made available to someone else.
4. You must arrive on site well in advance of your first shift. Please bear in mind that at peak times (Friday afternoon and evening) there can be lengthy waits at the gate. Abandoning a car pool to walk in is not recommended as the walk from the gate to the festival is very long. Those volunteers who are working pre-festival will be allocated an early entry pass, which is non- transferrable.
5. Volunteers will need to sign in for all shifts at the volunteer booth. This will be located near the information tent in the very heart of the festival ground. You must arrive at the booth no later than fifteen minutes prior to the commencement of your shift. This is to allow time to check-in, sign your acceptance of the WHS requirements, and for your supervisor to come and collect you to be ready to start your shift on time. If you do not arrive on time, you may miss your shift and may not be able to be reallocated to complete your required hours for your deposit refund. Please bear in mind that this is a general guideline, if your supervisor requires you earlier (if your role is further away) this must be adhered to.
6. Volunteers are required to sign out for all shifts at the volunteer booth. This is essential to ensure your hours are logged. As your deposit is only refunded upon completion of your required hours, it is crucial to ensure you check-out after each and every shift.
7. You must advise the Volunteer Manager (on shift at all times) immediately if you have an issue such as sickness, or an emergency which will prevent you completing your shift
8. An opportunity will be provided for you at the volunteer booth to give feedback on your role, your supervisors, and any general ideas you have about volunteering at Earth Frequency. While this is not mandatory, we appreciate everything you have to say!

Thanks again for contributing to this event, and welcome to the family!