



ABBEY MEDIEVAL FESTIVAL VOLUNTEERING - FAQ'S

What is the purpose of the Festival?

The Abbey Medieval Festival was first created in 1988 as a fundraiser for the Abbey Museum of Art & Archaeology and is still its purpose today. All profits from the Festival go straight back to help run the Abbey Museum, a not-for-profit organisation, to showcase its treasures, to educate children and to allow visitors learn and experience that many historic artefacts and events the Museum hosts.

What skills do I need to volunteer?

The Festival requires a range of skills to successfully run – from simply having a smiling face to welcome people coming to the Festival, to helping with set up of the Festival site, to catering, to spruiking and being a roving character, painting signs, directing cars, helping with crafts, serving mulled wine, MC-ing and so much more. There is sure to be a role that will fit any skill set you may have, and you are sure to have some fun along the way.

What age do I need to be & can I volunteer if I am under 18 years?

Anyone who is 15 years or age and up is welcome! If you are under 18 years of age you will need to have the 'Parent Authority' form completed (found on the Volunteer page and on the Registration Form). We need this returned by orientation held in June.

How much time do I need to give?

As much or as little as you can however over the Festival weekend, you are required to work at least 10 hours whether that be one full day (Saturday only), or half day Saturday and half day Sunday (however, this may end up being more depending on roles). Your volunteer access wrist band will allow you to enjoy the Festival for the rest of the weekend that you are not rostered.

What do I get for volunteering?

- You will be provided with food & drinks during your rostered work hours.
- Festival weekend volunteers receive a commemorative t-shirt.
- Access to the 'Volunteer Only' Thankyou function held on the Sunday evening of the Festival.
- A connection to many other people interesting in having fun and loving this type of experience. Many long term friendships have been forged sharing a weekend like this!
- Connections and inside access to how the Festival runs.

Expect to have some AMAZING experiences and see some FASCINATING sights – to laugh, to smile, to meet some fantastic people and to gain skills and hands-on experiences you will not get ANYWHERE else in Australia!!

How do I know if I have been accepted?

You are automatically accepted once you register. If we have any concerns about your involvement, we will be in touch. 😊



What do I wear?

Costumes are provided for all out-front volunteers – a bit like livery from past medieval times. You need to complete your size/measurements on the online registration form to allow us to allocate an appropriate sized costume for you. You will get to check the sizing of this costume at one of the Orientation days you need to attend in June.

You need to wear your own shoes – flat enclosed work-safe shoes. Again this and much more on what to wear is discussed at Orientation.

Can I wear my own Costume?

Generally no. The Festival is set up as a mock 'celebration' put on by the 'Lord & Lady of the Realm' (ie the Abbey Museum of Art & Archaeology) and we, the volunteers, represent that 'Lord & lady/Abbey Museum' at this celebration – hence the livery/costume we wear is to represent that.

Do I have to work the Festival weekend?

No, you don't. We have lots of other smaller events prior to the Festival weekend that requires volunteers. These include the Banquets, Morayfield Shopping Centre activities, Festival set up and Festival pack down. All dates and roles are listed on the 'Volunteer Roles Available' document as well as on the Registration Form for you to have a look through.

When do registrations close?

Registrations close just prior to the Festival – in early July. However, the sooner you sign up, the sooner you will be allocated to your role and your team and have the opportunity to meet everyone.

Can I choose what I want to do?

Yes, you can (to a point). Just check through the 'Volunteer Roles Available' document which gives the information as to Roles & Teams. You can choose which areas and which roles you would prefer to do as well as which events and which days. We endeavour to place you in your preferred role however there may be instances where another role may work better but we will be in touch with you.

What happens after I sign up?

You will receive an email confirming we have received your registration. We will then start emailing out updates by way of newsletters to all registered volunteers and if needed, to confirm general information with you. Any communication done will be by way of emails.

When will I be allocated a role?

We will start to allocate roles/teams from about April on. Your details will be forwarded to the Coordinator/Team Leader for that area who will be in touch with your role and will organise your roster with you then.

What sort of support is there for me? I've never done this before.

There is lots of support for everyone. We are all dangerously friendly and endeavour to be as welcoming as possible. There are almost 30 coordinators for the Festival and each is responsible for a specific portfolio. These are our Team leaders who will be in touch with you directly. You can also contact the Volunteer Coordinator if you have any concerns or queries on ANYTHING regarding the Festival or your role. Plus we have many MANY volunteers who



return each year, with many having been involved for many years, who are more than happy to help with anything you might need or are not sure of.

Will there be a volunteer briefing/orientation?

Yes, definitely!! For general Festival weekend, there are 2 days set aside in June. You are required to attend ONE of these days where you will get information on the Festival but more importantly, where you will meet others in your team, check out Abbeystowe (the Festival site), and to try on your costume to ensure it fits correctly.

Prior to the Orientation Days, you will be sent a link to complete your Induction online. This is general Safety Information regarding the Festival as well as parking, access, and other general information for you.

PLEASE NOTE: THE ONLINE INDUCTION MUST BE COMPLETED & RETURNED PRIOR TO ATTENDING ORIENTATION.

What happens if I sign up and then can't make it?

Well, we know this happens and we won't deny that it is disappointing. Please just email either your Team Leader or the Volunteer Coordinator immediately so we can try and replace you. The sooner you let us know, the sooner we can get onto a replacement. We would rather know that you can't make it rather than experience the extreme disappointment of volunteers not showing up at all and not letting us know.

I would like some REAL experience for work. Can I get more involved with the Festival?

Yes, we have vacancies for Coordinators/Team Leaders with support provided by other coordinators for any of these roles. All coordinators are volunteers as well and you can get involved with our Marketing team as well. Just email the Festival and let us know!

How do I get to meet other volunteers or organise transport etc?

The Abbey Medieval Festival Volunteers has a closed/secret Facebook group so if you have a Facebook profile, you will be invited to join this group. The link is emailed out all registered volunteers as well. This group is very popular with our volunteers to help network and support with many friendships being made. Otherwise, let the Volunteer Coordinator know and it can be put on the FB page for you to see if someone can help and we can connect you that way. Please note: THIS GROUP IS ONLY FOR REGISTERED VOLUNTEERS so if you are not yet registered, you will not be accepted.

The Orientation days in June are the other opportunity to meet the rest of your team and organise your weekend transport etc then.

What happens at the Volunteer Thank You Function?

This is a very low-key casual get-together held just after the Festival closes on the Sunday evening. There will be food and drinks there, some giveaways and it is a time to come down off that high, to share our exhaustion, our smiles, the goods times and the stressful ones, to thank everyone and to finish the Festival on a good note. It is a CLOSED event so only registered volunteers allowed. It normally finishes about 8pm so is not a late night.