



The Coffee Club Telethon Ball

Volunteer Brief

What is Telethon?

The Channel Nine Telethon is a state-wide appeal broadcast live on Channel Nine from 7pm Saturday, 18 November 2017.

Funds raised will help the Children's Hospital Foundation work wonders for sick kids by funding life-saving medical research, investing in equipment and providing comfort, entertainment, family support and care programs.

Donations can be made by:

- calling 1800 909 900
- online at www.9telethon.com.au
- making a pledge at your local BOQ branch

Event Overview

Information	
When	Saturday 18 November 2017
Where	Royal International Convention Centre , 600 Gregory Terrace, Bowen Hills
What	The Ball will run in conjunction with the Channel Nine Telethon. This gala event will be attended by 1,000 guests and will benefit from Channel Nine's live telethon broadcast and entertainment program. The night will feature a range of fundraising activities (raffles, live and silent auction) raising money to support the Children's Hospital Foundation.
Contact	<p>If you have questions, are sick or are unable to attend your rostered shift, please notify the Volunteer Manager as early as possible by:</p> <ul style="list-style-type: none"> • Up until 5pm of the day before event email Telethon Volunteer Manager at telethon@childrens.org.au or call 3606 6100 during business hours only. • On the Day - Saturday 18 November 2016 or call Juliana Newman on 0411 203 303
Meeting Point	Ernest Baynes Dining Room (see map) for registration and dinner (5pm sharp) Please make sure you sign in and out.
Parking/Transport	<ul style="list-style-type: none"> • Please make your own arrangements ensuring you arrive to your shift 10min prior. Please note there is only paid parking onsite and it is extremely limited. We strongly encourage either being dropped off or catching public transport. • To find train and bus times please use Translink journey planner http://translink.com.au • Uber vouchers are available for volunteers on the evening shifts. These will be valid for use from 3pm on Saturday 18 November until 1am Sun 19 November. A voucher contains a total of \$40 credit and can be split across two trips during this time. If you would like an Uber voucher, please contact telethon@childrens.org.au by Wednesday 15 November.
What to wear	Black dress pants or knee length skirt with comfortable closed in shoes (no trainers). You will be given a green Children's Hospital Foundation volunteer polo t-shirt on the night. Please advise if you already have your own CHF green polo.
Meals	Dinner, water and light snacks (incl. gluten free and vegetarian) will be provided.
Storage	Please leave valuables at home. You can store a small bag at the event site in an unsecured area. Any large bags will have to be checked in and stored away from the main event. Channel Nine Telethon and Children's Hospital Foundation takes no responsibility for loss or damage to any personal items.
Volunteer Room	A small room will act as your base for the evening – Rm 7 on concourse.
Expectations and responsible behaviour	As a volunteer, you will be representing the Children's Hospital Foundation at this event and liaising with some high-profile people and donors. Please ensure that you conduct yourself in a professional, courteous and friendly manner.
Mobile phones	<ul style="list-style-type: none"> • Are only to be used in the case of emergency • Unless they are required please leave them on silent in your bag • No recording of any entertainment is permitted • Selfies are great but please use discretion with guests / entertainment et.
Incident and Risk Management	<ul style="list-style-type: none"> • In the case of an emergency please follow the directions of venue staff. • Please report any incidents on shift to the Event Manager as soon as possible

Key Contacts List

Key Contacts		
Name	Role	Phone
Sonja Wallis	Foundation Event Manager	0407 489 844
Lauren Hannam	Foundation Assistant Event Manager	0405 734 492
Rachel Scott	Foundation Event Assistant	0421 316 700
Juliana Newman	Volunteer Coordinator	0411 203 303
Nicky Pearson	Volunteer Manager	NA
Shenali Mendis	Finance	NA
Simon Smith	Finance	NA

Details of your role

Pre dinner car raffle sales

- Four volunteers will be required to stand at the car display during pre dinner drinks.
- You will facilitate ticket sales as per the car raffle instructions under Fundraising activities.

Volunteer Trios (groups of three)

- One volunteer is responsible for the float; one for EFTPOS machine and one for the ticket/item sales
- Trios will perform the following roles on the night (see Fundraising Activities for more info):
 - Meet and greet
 - Merchandise sales
 - Car raffle sales
 - Major raffle ticket sales
 - Live auction spotting
 - Advising people of Silent Auction Bidding
- Volunteers should familiarise themselves with the main prizes for the Raffles and Live Auction on the night (posters will be in the volunteer room) so that they can encourage guests to participate.
- Please note that VIP tables have their own CHF staff member host. Please look out for people dressed all in black, asking you to see specific tables. The host may assist you with collecting money, names etc to make the process as quick as possible for our VIP's.
 - Please do not approach these tables without the host present. VIP tables are marked on the floor plans that can be seen in the volunteer room.

EFTPOS processes

- An EFTPOS machine will be allocated to each group of three volunteers.
- You will be processing all EFTPOS and credit card payments on the night.
- The item that is being bought must be written on the docket
- Follow steps under 'table host'.

Photographers – Inside the Ball and Floral wall processes

- Two fully briefed photographers will be taking shots of table groups, entertainment and general pictures throughout the evening.
- One will be stationed at the Floral Wall at the end of the concourse taking pictures
- One volunteer maybe required to support photographers on the night if necessary

Accountant Assistant

- Accounts Assistant will help the finance team in processing EFTPOS payments, counting of floats, issuing receipts etc.
- Volunteers allocated to these roles will be fully briefed on the night.

Event Assistant/Runners

- Will be assisting with overall event management as directed on the night
- 2-3 people will be identified as Supervisors to assist Children's Hospital Foundation staff with specific duties.
- Please contact us at telethon@childrens.org.au if you have specific experience in running large scale events and fundraising activities so that we can identify potential assistants.

Fundraising Activities

The following is an overview of the various fundraising activities happening on the night.

Merchandise sales

- Details to be confirmed

Car raffle

\$100 each (only 700 available)

Sold between 6.00pm until sold out

- As a Volunteer Trio, please promote the car raffle
 - Buyers will receive a lanyard with their ticket number on it AND a paper raffle ticket
 - Volunteers must get the person's name and mobile number and write it on the paper raffle ticket
- NB: It is VERY IMPORTANT that the numbers on the paper ticket and the lanyard match**

Major raffle

3 tickets for \$20 and 10 tickets for \$50

- Volunteers to promote top prizes and sell tickets to their section
- Tickets can only be sold in bundles in the envelopes – please **do not** break up the bundles
- Go to the volunteer desk for extra tickets
- Speak to a supervisor if you need more \$20 or \$50 envelopes – do not split bundles

Live auction

During the live auction, one out of every trio are to position themselves in amongst the tables of their section and act as a spotter. You will need to determine who will do this on the night when chatting in your trio. The spotters role is to ensure that the Auctioneer can see all people who are making a bid.

- Volunteers need to collect a flashing wand stand near their allocated tables. You will be responsible for spotting for approximately five tables.



- When a guest bids in the auction the volunteer moves behind that person and raises their arm/wand in the air to indicate to the auctioneer the person has made a bid.
 - *If the auctioneer does not see the bid, yell loudly to get attention*
 - *If you're unsure if the person has made a bid, check with the guest before raising your arm*
- While your guest is the leading bidder, the volunteer continues to hold their hand in the air
- When the bid moves to another person, lower your arm
- If your guest wins, congratulate them and stay with them until a Children's Hospital Foundation staff member comes and takes the guest's details and processes their payment.

Silent auction

The Silent Auction is run in partnership with Gala Bid. It is important to encourage patrons to visit the silent auctions items outside in the concourse.

- Guests need to place their bid on the corresponding bidding sheet
- Status of the auction will be displayed during the event
- Winners will be displayed at the end of the night
- Items to be collected from the silent auction payment table on the night
- Please encourage guests to take their items on the night
- If guests aren't taking the items, ensure that we get their details for collection after Tuesday 21 November from the Foundation office at South Brisbane.

Pledges

DL pledge cards and pens on tables

Guests may choose to complete the pledges at any time during the night

- A pledge is a commitment to make a donation at a later time
- If you see a completed pledge on the table, please give it immediately to the identified supervisor
- At a set time (TBC) the MC's will call for the audience to make live pledges
- Two of each trio need to be positioned on the room perimeter near their section 2min beforehand
- When the MC's announce it's pledge time, move to your section.
- If a guest raises a pledge card in the air, please collect and take to the front of the stage and provide to CHF staff member – Lauren Hannam who will then give them to the MC.

Run Sheet

The following is a brief overview of what will be happening on the day. Mixed in amongst the below major moments, there will be face painting, music, games, puppy visits and more!

Run Sheet (brief – subject to change)	
Time	Description
3:50pm	Shift 1 volunteers arrive to Volunteer Room (Rm 7, level 1)
4:00pm	Registration must sign in
	Assist with final set-up
4:50pm	Shift 2 volunteers arrive to Ernest Baynes Dining Room
	Shift 1 volunteers move to Ernest Baynes Dining Room
	Registration must sign in
5:00pm	Dinner served
5:20pm	Introduction by Foundation Event staff Briefing (mandatory)
5:30pm	Move to event space store belongings in volunteer room
5:45pm	Pre dinner car raffle volunteers in position ready for doors open
6:00pm	Doors open Pre drinks on concourse Car raffle opens
To be confirmed	Guests move inside
	Welcome by MC's
	Entrée served
	Main served
	Pledges
	Dessert served
	Raffles close
	Silent auction closes
Live auction	
10:30pm	Volunteers Shift 1 leave must sign out
To be confirmed	Major raffle drawn
	Car raffle drawn
	Silent auction winners published on screen
	Formalities conclude
11:30pm	Volunteers shift 2 depart
Approx 12pm	Event ends pack down

**Have fun, enjoy yourselves
Create excitement and atmosphere...Thank you!**

Parking only available for audience.

A1 – Venue Maps (Overview)

Event Parking Map
Royal ICC
Main Arena

	Event Location
	Volunteer Dining
	Parking Areas
	Taxis (drop off/ pick up)
	Brisbane Airport 10km North
	Brisbane CBD 1.5km South

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