



# RICC Broadcast 'Seat Warmers' 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](http://www.9telethon.com.au)
- making a pledge at your local BOQ branch

## Event Overview

Information	
<b>When</b>	Saturday 18 November 2017 Starting 5pm - <a href="#">please arrive 10min prior for registration.</a> See confirmation email for end time
<b>Where</b>	Royal International Convention Centre (RICC), 600 Gregory Trc, Bowen Hills
<b>What</b>	<ul style="list-style-type: none"> <li>• Telethon Broadcast Centre is the broadcast centre for Telethon live filming.</li> <li>• Celebrity panel of 15 people will be answering phone calls</li> <li>• Studio audience of 400</li> <li>• Stunts, entertainment and games will happen throughout the evening</li> </ul>
<b>Contact</b>	<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"> <li>• <b>Prior to the day - Before 5pm, Friday 17 November 2016</b> email Telethon Volunteer Manager at <a href="mailto:telethon@childrens.org.au">telethon@childrens.org.au</a> or call 3606 6100 during business hours only.</li> <li>• <b>On the Day - Saturday 18 November 2016</b> call your Event Manager as noted in following Key Contacts List</li> </ul>
<b>Meeting Point</b>	Ernest Baynes Dining Room (see map) for registration and dinner (5pm sharp)
<b>Parking/Transport</b>	<ul style="list-style-type: none"> <li>• Please make your own arrangements ensuring you arrive to your shift on time. Please note there is only paid parking onsite and it is extremely limited. We strongly encourage either being dropped off or catching public transport.</li> <li>• To find train and bus times please use Translink journey planner <a href="http://translink.com.au">http://translink.com.au</a></li> <li>• 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 <a href="mailto:telethon@childrens.org.au">telethon@childrens.org.au</a> by Wednesday 15 November.</li> </ul>
<b>What to wear</b>	Wear jeans/pants and comfortable closed in shoes. You will be given a pink Telethon volunteer t-shirt on the night.
<b>Meals</b>	Dinner, water and snacks will be provided.
<b>Storage</b>	Please leave valuables at home. You will be able to 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 the loss or damage of any person items.
<b>Mobile phones</b>	<ul style="list-style-type: none"> <li>• Are only to be used in the case of emergency</li> <li>• Unless they are required please leave them <u>on silent</u> in your bag</li> </ul>
<b>Expectations and responsible behaviour</b>	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.
<b>Incident and Risk Management</b>	<ul style="list-style-type: none"> <li>• In the case of an emergency please follow the directions of venue staff.</li> <li>• Please report any incidents on shift to the Event Manager as soon as possible.</li> </ul>



## Key Contacts List

Key Contacts		
Name	Role	Phone
Katrina Hart	Event Manager	0450 150 533
Kerrie Gillis	Event Supervisor	NA
Wanita Triasmono	Event Supervisor	NA
Angie Brooks	Patient Families Liaison	NA
Pip Russell	Channel Nine Producer	NA

## Details of your role

### Seat warming duties

- As a seat warmer you must be near side of stage and the Event Manager, ready to substitute celebrities on the televised phone panel when they need to take a break. You will be responsible for the following:
  - answering incoming phone calls
  - processing donations through an online form
- You will be briefed and given a demonstration on the night.
  - Please see example of phone operator script in appendix.
- Where appropriate, you will be asked to feed 'feel good' donor stories through to your Supervisor for possible inclusion in Channel Nine broadcast.
- Channel Nine will be doing a number of activities and games on set throughout the night and you may be asked to participate.
- Please do not take water on set.
- If you have a question whilst on set, please raise your hand a Supervisor will come and assist you.
- Please remove your lanyard and store it in your back pocket or under your shirt whilst on set.
- Please ensure you vacate the seat immediately (following end of call) when asked/signalled.

### Usher Assistance

- Please assist ushers with audience management when asked by the Event Manager or Supervisor.
- Please assist with Mascot Minding duties when requested.
  - If requested to do this take, please stay with the mascot at all times while the head is on. There is almost no visibility out of the suit.
  - Theodore will need to take a break in a back of house area whenever possible and as approved by the CH9 Producer.
- You may be asked to undertake additional or alternative tasks on the night. We ask that you work with us in these situations – it's live TV and things can change in an instant!

See Appendix for donation script example, brief run sheet and maps.

**Have fun, enjoy yourselves!**

## A1 – Phone Donation Script

### Channel Nine Telethon 2017 Telephone Donations – Phone operator script



#### Section A: Amount

- Channel Nine Telethon
- Thanks for your call. Would you like to make a donation?
- How much would you like to donate?  
*Enter amount*
- Will you be donating by credit card today/this evening?  
*If caller can't donate via credit card, treat their donation as a pledge.*

#### Pledge Process

##### If under \$500

- You can donate at your local BOQ branch or post a cheque to:  
Children's Hospital Foundation  
PO Box 8009, Woolloongabba QLD 4102

*If over \$500 – fill in the blue pledge form on your desk and complete all details.*

- Thank you. You will be sent confirmation of your pledge next week.  
*Give completed pledge for to a Supervisor and take the next call.*

#### Section B: Details

- Are you donating as yourself or on behalf of an organisation?  
*Select 'An Individual' OR 'An Organisation' at the top of Details section*
- That's a very generous donation of \$\_\_\_\_. Thank you!
- Can you please tell me your first and last name?  
*Enter details*
- May I have your email address so we can email your tax receipt?  
*Enter email. If no email, use 9telethon@everydayhero.com*
- Can you please tell me your mobile number?  
*Enter number. If the caller cannot provide a mobile number enter their landline. If no number, use 3606 6100.*
- Can you please tell me your address?  
*Enter address. If it doesn't appear in the list select 'Enter manually'. If no address, use 494 Stanley Street South Brisbane QLD 4101.*
- Thank you
- Would you be happy to be contacted by the Children's Hospital Foundation?  
*Check the box if yes*
- Would you like your tax receipt resent at tax time?  
*Check the box if yes*

#### Section C: Payment

**NOTE: PayPal is not available over the phone.**

- The last step is process your credit card donation.
  - Can I get your card number and expiry date please?  
*Enter the card details*
  - Can you please provide the number from the back of the card.  
*Enter CVV then select 'Donate \$\_\_\_' button.*
- NOTE: If the payment is declined, read the card number back to the caller to ensure it's correct. If still declined, politely ask if they have another card. If answer is no, suggest they try donating on the website later.**

You will be redirected to the 'Donation successful' page, where the remainder of your script will be displayed on screen.

*Click 'Next Donation' when call is complete.*



## A2 - 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
4:00pm	Staff onsite
4:50pm	Volunteers arrive to Ernest Baynes Dining Room
	Registration
5:00pm	Dinner served
5:20pm	Introduction by Event Manager   Briefing (mandatory)
5:30pm	Move to event space   store belongings in volunteer room
5:45pm	All people in position ready for doors open
6:00pm	Doors open
6:45pm	Doors close   foot traffic through doors only permitted in ad breaks for the rest of the night.
7:00pm	Broadcast goes to air
10:30pm (approx.)	Live Broadcast ends
	Bump out

## A3 – Venue Maps (Overview)

Parking only available  
for families and  
suppliers

