



RICC Broadcast Ushers 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 Starting 5pm - please arrive 10min prior for registration. See confirmation email for end time
Where	Royal International Convention Centre (RICC), 600 Gregory Trc, Bowen Hills
What	<ul style="list-style-type: none"> • Telethon Broadcast Centre is the broadcast centre for Telethon live filming. • Celebrity panel of 15 people will be answering phone calls • Studio audience of 400 • Stunts, entertainment and games will happen throughout the evening
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"> • Prior to the day - Before 5pm, Friday 17 November 2016 email Telethon Volunteer Manager at telethon@childrens.org.au or call 3606 6100 during business hours only. • On the Day - Saturday 18 November 2016 call your Event Manager as noted in following Key Contacts List
Meeting Point	Ernest Baynes Dining Room (see map) for registration and dinner (5pm sharp)
Parking/Transport	<ul style="list-style-type: none"> • 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. • 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	Wear jeans/pants and comfortable closed in shoes. You will be given a pink Telethon volunteer t-shirt on the night.
Meals	Dinner, water and snacks will be provided.
Storage	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 personal items.
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 <u>on silent</u> in your bag
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.
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
Katrina Hart	Event Manager	0450 150 533
Wanita Triasmono	Event Supervisor	NA
Kerrie Gillis	Event Supervisor	NA
Pip Russell	Channel Nine Producer	NA

Please be aware that there will many other Channel Nine staff working in the room. They may ask you to assist with certain tasks. Please oblige if appropriate or otherwise refer to matter to the event manager.

Details of your role

There are a number of tasks and jobs that need to be carried out on the night. The below provides an overview and the Event Manager will brief you on specifics as well as allocate you to a role on the night.

Audience Door Ticket Checks

- Doors open at 6:00pm and must be manned at all times throughout the event.
 - Minimum 6 ushers to man desks from 5:45pm-7:00pm. Audience member must show their hard copy ticket or email on their phone.
 - Minimum 2 Ushers to monitor flow or people in and out of doors during ad breaks through the entire Broadcast – people can only enter/exit during ad breaks
- Request audience members to show you their ticket – paper or e-ticket – and ask them to keep it out ready for ushers to direct them to their seats.
- Audience name to be matched to registration list and marked as attending.
 - At 8pm (once all audience members should have arrived), please give the completed registration list to the Event Manager - **Very Important!**
- Door ushers to brief audience on only leaving their seats (toilet breaks, to eat etc) during ad breaks. Doors will not be opened for anyone whilst the studio is live.

Special Guest Registration

- Audience door ushers are to also manage the sign in of special guests (e.g. Channel Nine celebrities).
- There will be a separate registration list with special guest names and arrival times.
- Mark off guests as they arrive.
- Escort the special guest directly to the Event Manager, Katrina Hart, who will brief them on their role for the night and then hand them over the Channel Nine for management.

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Audience Seating Management

- Wendy from Channel Nine will direct you.
- There are 400 seats in the audience and the majority have been sold/allocated. This means guests cannot leave empty seats between groups.
- There will be a number of reserved seating signs in the front rows for wheelchair access and special guests. These must not be moved by other guests.
- If audience members show signs of getting up to move whilst the studio is live, please ask them to wait until the break.
- As audience members leave for the evening, please encourage those further back to move forward.
- Channel Nine may ask you group the audience in a certain area ready filming them. Please assist as required.

Mascot & Mascot Minder

- A staff/volunteer must remain with Theodore at all times.
- Visibility is limited within the suit.
- Theodore will need to take a break in a back of house area whenever possible and as approved by the CH9 Producer.

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

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

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Parking only available for audience.

A1 – Venue Maps (Overview)

