



Sunsuper Contact Centre 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 – please refer to your shift confirmation email for times. Please arrive 10min prior for registration
Where	Sunsuper, 30 Little Crib Street, Milton
What	The Sunsuper Contact Centre is the hub of the Telethon, where over 200 volunteers help answer phones and process donations. There's a hive of activity throughout the day with catering, entertainment and Channel Nine live crosses.
Contact	If you have questions, are sick or are unable to attend your rostered shift, please notify the Volunteer Manager as early as possible by: <ul style="list-style-type: none"> • Prior to the day – before 5pm on Friday 17 November 2017 email Telethon Volunteer Manager at telethon@childrens.org.au or call 3606 6100 during business hours only. • On the Day - Saturday 18 November 2017 call your Event Manager as noted in following Key Contacts List
Meeting Point	Sunsuper Contact Centre Foyer – please sign in at the registration desk
Parking/Transport	<ul style="list-style-type: none"> • Please make your own arrangements ensuring you arrive to your shift on time. Please note parking 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. You are welcome to dress up in crazy hats, wigs and accessories to build colour and excitement in the Contact Centre.
Meals	Water and food will be provided.
Storage	Please leave valuables at home. You will be able to bring a small bag and keep it on you at the event site. 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.
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
Heather Rapkins	Event Manager (5am – 11am)	0448 102 222
Rachel Scott	Event Manager (9.00am – 12.30pm)	
Sarah Collie	Event Manager (10.30am – 3.30pm)	
Kelly Moore	Event Manager (3pm – 11.30pm)	

Details of your role

You will be working at the heart of Telethon - the Sunsuper Contact Centre. You will be responsible for answering incoming phone calls and processing donations through an online form.

Where appropriate, you will be asked to feed 'feel good' donor stories through to your Supervisor for possible inclusion in Channel Nine crosses.

Channel Nine will be doing crosses to the Sunsuper Contact Centre throughout the day and night, and you may be asked to participate in background activity. Please let your shift Supervisor know if you do not wish to be on TV at all.

Volunteers on the morning shift will also be required to help decorate the floor with helium balloons.

Event 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)	
Time	Description
5:00am	Staff onsite
5:30am	Volunteers shift 1 arrive
6.00am	Breakfast served
6.00am	Phone lines open
6:30am	Volunteers shift 2 arrive
9:00am-5:00pm	CH9 filming crosses begin (approx. every hour)
9.00am	Morning tea served
9:30am	Volunteers shift 3 arrive
12.00pm	Lunch available
12:30pm	Volunteers shift 4 begin

Sunsuper Contact Centre

Volunteer Brief



3.00pm	Afternoon tea served
4:00pm	Volunteers shift 5 begin
5:00pm	Volunteers shift 6 begin
5:00pm-6:00pm	Pre Show documentary goes to air – expect more calls!
5:30pm	Dinner available
6.00pm	Volunteers shift 7 begin (<i>news goes to air</i>)
7:00pm	Live Broadcast goes to air – even more calls!
8.30pm	Dessert available
10:30pm	Live Broadcast ends
10:30pm (approx.)	Phone lines close
	Bump out

Script

Refer to the appendix for a copy of the 2017 Telethon Script. Please note a 2017 script will be provided on every desk at the Sunsuper Contact Centre on 18 November 2017.

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

Appendix: 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.