

ALL PERSONNEL

Our collective task

We have “the friendliest choir festival in the world” reputation to live up to, so:

Be nice to everyone, all the time, no matter what happens. If the choirs are happy they'll sing better and if the audiences are happy, they'll enjoy the music better – and everyone will be less inclined to make up something to complain about!

If difficulties arise, flexibility and understanding usually works better than sternness. Fake it if you have to.

Venues

Due to the upgrade of the Phillips Hall concerts in 2024 will be as follows:

Friday	7pm	Uniting Church
	9.30pm	Gardners Inn (free)
Saturday	11am	Uniting Church
	1.30pm	Presbyterian Church
	3pm	Uniting Church
	5.30pm	Presbyterian Church
	7pm	Uniting Church
Sunday	9.30pm	SHiNDiG @ Golf Club
	11am	Presbyterian Church
	1.30pm	Gardners Inn (free)
	3pm	Presbyterian Church

Procedures

- Make sure you know what you're supposed to be doing and turn up on time to do it.
- **Volunteer badges** will be waiting for you in the Uniting Church Hall on Friday and Saturday and from the Presbyterian Church Hall on the Sunday.
- Your volunteer badge gives you free access to all areas on the understanding that you can be called on to help should the need arise. However concerts may well be sold out so there may be standing room only this year.
- Free coffee and tea for volunteers are available in the two church halls. Sandwiches will also be available at lunch time.

Incidents

If anything comes up that you're not sure how to deal with, or anything we should know about straightaway (e.g. accidents) contact:

Festival Coordinator	Mick O'Neill	0405 595 654	general problems
Assistant	Peter Fisk	0417 085 559	general problems
Artistic Director	Christine Wheeler	0408 276 436	music issues
Sound Engineer	Bruce McKenzie	0487 657 749	technical issues
Venue Manager	Mick O'Neill	0405 595 654	venue issues
Choir wrangling	Colin Semmler	0438 825 765	venue keys

NB. Chris Arnott's name is on your lanyard as Venue Manager but he is away this year.

First Aid

Elizabeth Giddey

0411 487 474

If you've handled it all right without help, that's great, but tell us anyway and make a note about it for our debrief later.

Bates Hall – Colin Semmler (Choir Wrangler for Phillips Hall)

Colin controls the key repository.

Enquiries from choirs and audience about photos and/or recordings of performances:

- **Photography is permitted but no flash photography.**
- No recording or videoing without the advance permission of the choir – and it mustn't distract the audience from their focus on the performance.
- Our official photos are ONLY available to the MD or Manager of the specific choir to which they apply. Anyone else wanting copies should arrange with one of those people to for copies.

Children:

- They're welcome but must be accompanied by an adult.
- If they occupy a seat, they must have a ticket. If they don't have a ticket, they must be on a lap.
- No running about inside venues.
- Volunteers are NOT required to "keep an eye on" the children of other people and, while we're keen to be helpful, should normally not agree to do this.

BOX OFFICE

Tickets are available Friday and Saturday in the entry foyer of the Uniting Church and at other ticketed venues 30 minutes before an event starts, depending on ticket sales and seat occupancy. Credit/debit card sales are now available at all performance locations.

Generally single tickets for concerts are \$30/\$20 but in 2024 a \$5 discount applies to audience tickets and a 50% to choristers in choirs performing *at this year's festival*. Thus:

Full price tickets:

Full price tickets:

2 hour concerts	\$25 (these include a 20 minute intermission)
1 hour events	\$15

Chorister discounts:

2 hour concerts	\$15
1 hour events	\$10

1. Mobile Units

Two volunteers will be assigned to a Mobile Unit to sell tickets at concert venues and should be in place 45 minutes before the start of the concert. Doors open 30 minutes before the concert. They should also

- make executive decisions about how much anyone pays, whether there is room for any more to squeeze in, and any other ticket-related matter.
- Communicate with the Stage Manager regarding potential delays in starting the session and regarding when to finish selling tickets during any interval. (Ushers/queue controller can be messengers.)

Venue jobs

TICKET CHECKERS

- Check Humanitix tickets held by those who purchased online (either on their phone or printed out).
- Check printed tickets held by those who purchased local or in-house printed tickets.

USHERS

- Check that “Chorister Seating” and “Reserved for Photographer” signs are in place and respected.
- Direct patrons towards the front and encourage people to move to the centre of the row, rather than all sitting on the aisle.
- Keep the chorister section at the back free for same-session choristers.
- Toilets in concert venues are in the church halls.
- Diplomatically and patiently deal with anyone inclined to disturb the music or who wants to change the rules.

IN SUMMARY – your job is to look after the audiences so that everybody has a happy experience.

STAGE MANAGER

Your busiest time will be from the beginning of the MD consultations to the beginning of the session, then short bursts of fast activity between choirs.

Efficiency during changeovers between choirs is crucial to keeping the schedule running on time.

- Keep staging and stage equipment organised so you know where everything is, how it works and what to do with it, i.e. where to put it and when.
- Look after the choirs’ performance needs.

Pre-show consultations to confirm:

- Song lists and order. Everybody uses the song list for keeping track of things, so tell everybody: the MC, sound engineer (Phillips), audio recordist, video recordist, Quota Club kitchen ladies who rely on the set list for timing. If a set list changes please make a note and let Mick O’Neill know for licensing purposes.
- Entrance and exit procedures, which aisle in and out, whether before or after intro and if the choir will be singing as they enter or leave. Again, make sure everyone above is aware of these arrangements, especially the Choir Wrangler who is arranging the choir entry.
- Staging arrangements, including chairs, music stands, microphones etc.
- Technical details, especially mics – which ones and where placed.

Give choirs everything they want if at all possible – if the choir is happy, they sing better.

Note everything on your staging/tech plan for each choir.

Note re: entrances/exits:

Both venues have two aisles. It's a good idea to have a standard protocol for which aisle is for coming in and which for going out. For both venues the right side aisle (as the choir enters) is generally better for entering (whether during or after the intro) and the left-side aisle better for exiting during final applause, so this is recommended as the default protocol.

It may be that for the Uniting Church choirs will enter and depart via the back of the altar area – to be advised.

REHEARSAL VENUE MANAGER

Choirs assemble in the Uniting Church Hall for concerts and in the Presbyterian Church Hall prior to their performance. These are called "Green Rooms".

- If necessary, obtain the key for a venue you are responsible for from Colin Semmler the venue holding a 2-hour concert on the day.
- Get to your rehearsal venue in time to have everything ready for the rehearsal session. Make sure lights, heaters and urn are on. Monitor the urn to make sure it's topped up and not over-boiling.
- Arrange the room into three areas and label them (labels will be provided).
- Keep the labels relevant to the current session and rationally placed to reflect the size of the choirs, as far as possible.
- Direct choristers to put their possessions in the correct area.
- Keep an eye on their possessions while they're on stage *and especially during any interval*.
- Make a note of the choir most likely to have left any forgotten items. All lost property should ultimately make its way to Colin Semmler.

REGISTRATION

Chorister registrations will take place at the choir's rehearsal venue as we need to be sure of who may be entitled to insurance should an accident arise.

The Venue Manager should consult the choir's contact person and quickly confirm the list of choristers. Occasionally a chorister needs to be added who was not on the list supplied by the choir or deleted from the list if they are no longer singing.

CHOIR WRANGLER

- Keep track of the progress of the session, referring to the song lists provided for that purpose.
- Give choirs notice of how long before they're due on stage, at least at the "5 minutes to go" point, if not sooner.
- Gather the choristers and get them lined up in order, ready to move to the position from which they'll enter the venue.
- Accompany them to that point in time for them to enter as soon as the previous choir has finished their set. Keep an eye on the stage manager for a visual signal to send them on.

- Singers in a choir performing later in the session may wish to sit in the back of concert hall for part of the session.
- After their performance, singers may sit or stand directly at the back, or sit as an audience member if they had purchased a ticket. However they should pick up any belongings from the Green Room first so that choirs following them can use that space.