



# RSSS VOLUNTEER TRAINING 2025



ROYAL SOUTH STREET SOCIETY  
BALLARAT EISTEDDFOD

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|------------------|--|
| 5.30pm / 9.30am  | Welcome  |
| 5.40pm / 9.40am  | Volunteer Recruitment and Retention<br>– a brainstorming session |
| 6.00pm / 10.00am | Training and 2025 Overview                                       |
| 6.25pm / 10.25am | Refreshments   |
| 6.45pm / 10.45am | Art Fuel Training<br>– the new platform for RSSS                 |
| 7.00pm / 11.00am | Mark de Raad<br>– Managing Director                              |
| 7.15pm / 11.15am | Questions  |
| 7.30pm / 11.30am | Finish   |







# VOLUNTEER RECRUITMENT AND RETENTION





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# WHY DO YOU VOLUNTEER?

- Community Involvement
  - Feeling valued
  - Physical and mental health
  - Improved mood and happiness
  - Satisfaction, pride and purpose
  - New skills and confidence
  - Social networks
  - Generational expectation
  - Satisfaction of helping others
  - Grew up on stage and now keen to give back
  - Friendly, calm environment with no judgement
  - Following the interests of my children
  - Maintaining connection with performing arts
  - Pleasure from watching young people perform
  - Thrive on the excitement and enthusiasm of young people
  - Get to work in lovely historical Ballarat buildings
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# HOW DO WE RECRUIT NEW VOLUNTEERS?

- Word of mouth is 64% - most people who don't volunteer have simply never been asked!
  - Flyers on local noticeboards, information centers and shop windows
  - Connect with local clubs and other organisations
  - Social media call outs
  - Radio and newspaper
  - Morning coffee catch up – bring a friend
  - Bring a friend to your volunteer shift and show them the ropes
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# RETENTION OF VOLUNTEERS

What makes you want to stay with RSSS?

- Good communication, clear role descriptions, friendly environment, training and learning opportunities

What can we do to make it more appealing to stay?

- Ensure sufficient venue inductions and clear information and instructions about each role.  
Provide a list of FAQ's to assist us to guide patrons and competitors with their questions





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# RECOGNITION

NO COST	LOW COST	BUDGET
Say “Thank you”	Coffee catch ups	Guest speakers
Give feedback	Vouchers or small gifts	Uniforms
Volunteer Spotlight	Picnic	Social Outings
	Awards	

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# HOW CAN YOU HELP?

- Put up volunteer flyers on your local community noticeboards
- Put volunteer flyers in the windows of your local shops
- Talk to your neighbors and friends about your volunteering experience with RSSS
- During the Eisteddfod, print and distribute 'What's On' posters to your local shops and community noticeboards







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# 2025 VOLUNTEER OVERVIEW

- Volunteer Handbook
- Incentives, rewards and credit vouchers
- Child Safety Training
- Changes and updates for 2025
  - New partner venue BMI
  - New grand piano arriving June
  - Back at Her Maj for dance and cals
  - New customer service volunteer role
  - Chairperson training now provided
  - New office space from mid June





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# REGISTRATION BASICS - MYSTAGE

- Log in
- Home screen navigation – find the day / session / section
- Registration specifics – vocal, pianoforte, speech and drama, instrumental, choral, dance
- Registration specifics – calisthenics, debating
- Pre-registered vs Registered
- Collecting information
- Status updates





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# SQUARE SALES

- Log in
- Home screen navigation
- Find the Discipline
- Click on the items
- Charge and select payment method
- Send a receipt
- Correcting a mistake
- Refund a sale





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# YOUR QUESTIONS

- Mobile phone usage in the auditorium
  - This is going to be taken to the board to give us clear direction. At the moment, it's a grey area.
- How to respectfully ask patrons to comply with our rules
  - Always be kind and courteous. When in doubt, please find a RSSS staff member to assist
- What are the volunteer roles and other restrictions at Her Majesty's this year
  - Her Maj ushers will need to be used, but there will be new roles for RSSS volunteers (customer service roles, and supervising roles as groups move between Her Maj and BMI to cater to capacity restrictions at Her Maj)





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CUPPA TIME

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ARTFUEL TRAINING 2025



ROYAL SOUTH STREET SOCIETY  
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# ARTFUEL

- ArtFuel is a one-stop shop for the entire Eisteddfod. Caters to competitor entries, ticket sales, running the eisteddfod, managing volunteer database and event rosters
- RSSS Volunteers will ALL need to create a profile in ArtFuel. Based on your profile selections and availability, rosters for each event are created.
- Welcome Mark De Raad – Managing Director of I-Nex (creator of ArtFuel)
- Next step, further details will be sent out to guide you through the process





# ARTFUEL VOLUNTEER PROFILE



ROYAL  
SOUTH  
STREET  
SOCIETY

[Profile](#)[Tickets](#)[Volunteer](#)[Receipts](#)[Cart](#)[Logout](#)

## Edit profile

Update your details below. Don't forget to press Save!

## Volunteer profile

Update your details below. Don't forget to press Save!

Age bracket:

I am able to perform the following tasks:

- ☒ Writer - specific training provided
- ☒ Chairperson / MC - specific training provided
- ☒ Usher - on the job training provided
- ☒ Registration - on the job training provided
- ☒ Stage Manager - on the job training provided
- ☒ Gofer / Marshall - on the job training provided
- ☒ Curtain Operator - on the job training provided
- ☒ Adjudicator Assist - on the job training provided
- ☒ Prompter - on the job training provided
- ☒ Customer Service - meet and greet
- ☒ Ticket Sales - on the job training provided
- ☒ Set Up and Pack Up - lifting and carrying
- ☒ Office - specific training provided

I am available on the following dates and times:

### Friday 13 Jun 2025

☐ Morning ☐ Afternoon ☐ Evening

### Saturday 14 Jun 2025

☐ Morning ☐ Afternoon ☐ Evening

### Sunday 15 Jun 2025

☐ Morning ☐ Afternoon ☐ Evening

[Save](#)



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# THANK YOU FOR COMING!



**ROYAL SOUTH STREET SOCIETY**  
BALLARAT EISTEDDFOD

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- Calisthenics Solos – 15 and 16 June (Founders Theatre)
  - The Grand Unveiling – 04 July (BMI)
  - Vocal – 18 July to 02 August (BMI)
  - Pianoforte – 21 to 26 July (BMI)
  - Chopin – 26 and 27 July (BMI)
  - Herald Sun Aria – 04 and 05 August (BMI)
  - Debating – 04 to 08 August (Connors Hall)
- ...and much more to come