

## Volunteer Role Statement

### Info Hub/Visitor Information

#### YOUR ROLE

Share your love of Toowoomba and help welcome visitors to our region. You will be a vital team member working with Toowoomba Regional Council staff to assist visitors and locals alike discover all there is to Toowoomba Carnival of Flowers.

#### LOCATION

Info Hubs will be located at Laurel Bank Park, Picnic Point and Queens Park Botanic Garden from Thursday 17 – Sunday 27 September 2020.

#### SHIFT TIME

Shifts are approximately four hours in duration, operating on the below timetable. Please refer to your individual roster for confirmation of your shift time and location.

- 8.15am-12.30pm
- 12.15pm-4.30pm

#### UNIFORM

You're in for a busy day! Please ensure you are wearing comfortable, appropriate clothing and footwear, and your uniform as provided.

- Carnival t-shirt (provided)
- Enclosed comfortable shoes (runners)
- Comfortable shorts/long pants
- Apply sunscreen (provided)

#### PARKING

Street parking at the following locations is free of charge:

<b>Laurel Bank Park</b>	Parking area on Laurel Lane (behind the park)
<b>Picnic Point</b>	Heller Street carpark (entrance off Rowbotham Street)
<b>Queens Park Botanic Garden</b>	U-shape car park on Lindsay Street, or use the TAFE car park

#### ON THE DAY

Please arrive promptly; your start time overlaps with the previous shift to allow for a brief induction. Make sure you allow enough time to get from your car parking location to the Info Hub on time.

Meet the Info Hub Leader at the Info Hub in your allocated park. Our Info Hubs are easy to spot – each is a large shipping container decked out in the Carnival branding. Your Info Hub Leader will conduct a brief site induction at the beginning of each shift.

#### Your role at the Info Hub will include:

- Imparting your local knowledge to enhance each visitor's experience at Carnival and in the Toowoomba Region. This may include:
  - Providing Carnival specific information and general visitor information
  - Identifying opportunities for visitor experiences (ask the question "What are you doing today?")
  - Providing directions to amenities and local facilities or points of interest
  - Providing programs and maps
- Sale of merchandise

