

# FAQs



## G20 Leaders Summit Volunteer Program

### **Why is the G20 Taskforce engaging volunteers?**

Volunteers are essential in assisting in the delivery of the Leaders Summit. As a part of the G20 Taskforce, volunteers will help deliver services to assist in the smooth operation of the Leaders Summit.

Using volunteers also assists in engaging the Australian community to be a part of this large-scale event, increasing individual skills and giving the community the opportunity to showcase Brisbane and Australia to the world.

### **How old do I have to be to apply?**

All G20 volunteers will need to be 18 years of age on or before 15 July, 2014.

### **Why do I need to be accredited to be a G20 volunteer?**

It is vital that all G20 meetings run smoothly and delegates experience the best that Australia has to offer. The G20 Taskforce has an obligation to ensure the safety and security of delegates, media and workforce involved in the Leaders Summit. Accreditation assists security with maintaining the integrity of all G20 meetings and delegates.

### **Do I have to live in Queensland to be a volunteer?**

We welcome applications from any location in Australia. However, the volunteer program does not include the cost of accommodation or regional or interstate travel.



### **Why do I need to provide a referee report with my application?**

Referee reports are required to provide some further background information on applicants. These reports provide both Volunteering Queensland and the G20 Taskforce with the ability to make informed decisions on volunteers by gaining further insight into the work history and character of the volunteer.

### **I am retired and have no professional references, can I supply a character reference instead?**

Yes, professional references are only required if the volunteer is currently employed or has been employed within the last 12 months.



### **When can I expect to know the outcome of my application?**

All shortlisted applicants will be notified via mail from Volunteering Queensland by mid-July. To be considered for recruitment, shortlisted applicants must complete the accreditation process. Shortlisted volunteers are not guaranteed a volunteer position.

By mid-September, applicants will be informed of the outcome of their application. Successful applicants will receive a duty statement for the Summit position for which they have been appointed.

### **If I cannot commit to some of the shifts between 10 and 17 November, can I still be a G20 volunteer?**

Unfortunately, we require all volunteers to be able to commit to an average of six shifts and attend all rostered shifts between 10 and 17 November.

### **What can I expect from the training days?**

There will be three training sessions in the G20 Leaders Summit Volunteer Program:

**General induction** will provide a high level overview of the Leaders Summit including the 'day in the life' of a G20 volunteer. These sessions will focus on volunteer values, culture, behaviour and policies that are essential to fulfil the role of a volunteer.

**Role-specific training** will detail the responsibilities and operational requirements of the appointed volunteer role.

**Venue-specific training** will cover detailed information of the venue that volunteers will be assigned to during the Summit and conclude with a tour of the venue.

### **Who is the lead contact point for the recruitment process?**

Volunteering Queensland will be the lead contact point for the entire recruitment process.

### **Will I be required to wear a uniform?**

Yes. A uniform is required to be worn by all volunteers. The uniforms will be provided by the G20 Taskforce and volunteers will be fitted and sized for uniforms at orientation sessions.

### **Will food and beverages be provided while I am on shift?**

Yes. Volunteers will be provided with a meal and beverages whilst on shift.

### **WANT MORE INFORMATION?**

If you would like more information please call Volunteering Queensland on **(07) 3002 7600**, email **events@volunteeringqld.org.au** or visit **www.g20.org**.