

DISABILITY SERVICES TEAM

POSITION TITLE:

Disability Services Team

FESTIVAL AREA & CO-ORDINATOR:

Helen Ludellen

PLACE & TIME REQUIREMENTS:

Liaison work with the Festival staff prior to the Festival, be on site from the start of Set-up week and monitor Access issues during the Festival

NUMBER OF VOLUNTEERS IN TEAM:

The Access Team has approximately 5 members.

PURPOSE OF TASK (RELATIONSHIP TO THE FESTIVAL):

To assist in making the Festival more accessible to people with disabilities. The Access Team will set-up and maintain Disabled Parking, ensuring that car spaces are marked out and clearly signed prior to the festival, check all access ramps and ensuring that a Disability rest area is also set up with a day bed and linen, and checking that this is all functioning as anticipated over the course of the festival. Liaise with Festival staff about other Disabled services (day hire of wheelchairs), location of accessible toilets and showers, arrangements for campers with health requirements dictating access to power, and stage access for performers who may have disabilities, to be able to provide information to the public.

CONCISE DESCRIPTION OF DUTIES & RESPONSIBILITIES:

- Erect appropriate signage on site and in local area directing Disabled Drivers to the appropriate area
- Set-up Disability Parking area
- Monitor Disability Parking and ensure vehicles without Disabled Parking labels are not using that area
- Provide information as requested on access matters to Festival patrons
- Troubleshoot and problem solve on Disability Access issues as they arise
- Write up identified problems that cannot be sorted out, for inclusion in the feedback to the Festival.
- Identify any access shortfalls on site and arranging solutions.
- Assist in the dissemination of information relating to disability access.

SPECIAL SKILLS OR TRAINING REQUIRED:

An understanding of the challenges facing people with disabilities at the Festival

An understanding of potential solutions to access dilemmas

An ability to think laterally

Capacity to conciliate / assist people in difficult or stressful circumstances

SAFETY ISSUES:

- Safe handling of building tools (erecting signs)
- Working in traffic areas

ORIENTATION REQUIREMENTS:

Disability Access team members to attend the Volunteer Orientation and Training Day, and undertake generic Festival Customer Service Training, and Festival Induction, and then meet with the Coordinator to discuss the likely issues that the team will face.