

Thank you for contacting us to show your interest in becoming a volunteer with Lifeline South Coast.

### **About Lifeline South Coast**

Lifeline Volunteer Telephone Crisis Supporters are available 24 hours a day, every day of the year on **13 11 14**. Lifeline South Coast Volunteer Crisis Supporters help people in the Illawarra and South Coast region by taking over 23,500 telephone calls each year.

The Lifeline South Coast Crisis Support service is primarily funded by sales of recycled clothing and books in The Lifeline Shops. The money raised at our Big Book Fairs supplements this.

Because Lifeline South Coast is a local service, the funds raised in The Lifeline Shops and at Lifeline's Big Book Fairs stay here in the Illawarra and South Coast communities and are used to help local people talk about their problems and find ways to solve them.

### **About Lifeline's Big Book Fair**

Lifeline's Big Book Fair is the major fundraising event for Lifeline South Coast. The next Big Book Fair is being held at the **Illawarra Sports Stadium, Berkeley** on **Friday 18, Saturday 19 and Sunday 20 October 2019**.

Lifeline South Coast has a team of dedicated book volunteers who have been sorting, pricing and storing books for the past year in the lead up to the Big Book Fair. These people will become the team leaders at the Fair, but they will need around 100 people to help them over the course of the event.

**Some of the positions that are available are as follows:**

#### **Set-up and Pack-up Volunteers:**

Assist with the set up of tables and display of books on Tuesday 15, Wednesday 16, and Thursday 17 October 2019. The site needs to be cleared and excess books packed up on Monday 21 Oct 2019.

#### **Event Volunteers:**

There are a number of roles available for volunteers during the actual event – Friday 18, Saturday 19 and Sunday 20 October 2019:

- **Customer service/information volunteers** to assist visitors find what they are looking for, keep the floor clear and safe, and general housekeeping and re-stocking of tables
- **Cash register operators and assistants**. These roles will mainly be filled with existing volunteers who are already trained in cash handling and EFTpos transactions, however experienced applicants will also be considered.
- **The tally tables** need to be staffed with volunteers who are good with numbers so that purchases can be tallied before the customer gets to the cash registers. Speed and accuracy is important to keep customers moving as quickly as possible when they are ready to purchase.
- We will also need volunteers to do **customer exit surveys** so that our next Fair will be even bigger and better.

## **Volunteer Book Sorters:**

Lifeline also needs extra people who are interested in becoming permanent members of our book team. Most of our volunteers work between four and fifteen hours per week in our book-sorting area at the Lifeline building at 19 Auburn Street Wollongong. The kind of tasks that would be typical for these roles are as follows:

- Housekeeping of work areas
- Sort books by category and/or author
- Accurately price books for sale in Shops and at Lifeline's Big Book Fair
- Research the value of items through the Internet and other sources
- Assist in the preparations for Lifeline's Big Book Fair

*An understanding of which books are potentially valuable/collectable would be an asset in the book-sorting role. The Lifeline Book Fairs are major fundraisers and these positions play an important role in preparing for the event. Applicants must be willing to participate in our internal training programs.*

**Please fill out the application form and return to the administration office.**



## APPLICATION for VOLUNTEER WORK

Please return completed application form to: [admin@lsc.org.au](mailto:admin@lsc.org.au)  
Mail to: Lifeline South Coast, PO Box 404 Wollongong 2500

**TITLE:** MISS  MRS  MS  MR  OTHER  .....

**NAME:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

Why are you interested in volunteering at Lifeline’s Big Book Fair? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What previous experience have you had that will help you to undertake volunteer work at the Book Fair? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you currently, or have you previously been a volunteer with Lifeline South Coast? If so, in what capacity? \_\_\_\_\_  
\_\_\_\_\_

How did you hear about Lifeline’s Big Book Fair? \_\_\_\_\_  
\_\_\_\_\_

Do you have any health problems, which might have a bearing on the type of work you could undertake? If so, please provide details? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you taking any medication which may affect your ability to drive or operate machinery? \_\_\_\_\_  
\_\_\_\_\_

Yes, I'd love to work at the book fair:

To set up the event:      Tues 15 Oct       Wed 16 Oct       Thurs 17 Oct

At the Book fair:      Fri 18 Oct       Sat 19 Oct       Sun 20 Oct

I would like to discuss working shorter shifts during these days

To pack up the venue:      Mon 21 Oct

I would like to work on: Front door / bags       Exit interviews       Restocking tables

Tally tables       Cash registers       Donation point

**IN CASE OF EMERGENCY:**

Please list two people who may be contacted in the case of an emergency.  
What is their relationship to you? (Mother, husband, daughter, friend etc.)

1. **NAME:** \_\_\_\_\_ **RELATIONSHIP:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **MOBILE:** \_\_\_\_\_

2. **NAME:** \_\_\_\_\_ **RELATIONSHIP:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_ **MOBILE:** \_\_\_\_\_