

Outreach Event Guide

(Off-campus demonstrations)

Introduction

The Outreach Event guideline is a 'best practice' guide on how to efficiently run an Outreach Event. This guide describes the general preparation and description of the roles required for an Outreach Event

Preparation

In order to ensure an efficient Outreach Event, the following list of items must be prepared prior to the event by the Outreach Event team:

Admin:

- Prepare PPM presentation to suit the needs of audience
- Prepare plastic products for visitors take away, as it leaves a longer lasting impression of PPM
- Ensure everyone's Working With Childrens Check (WWCC) is valid for engaging visitors under 18
- Ensure Precious Plastic Uniform is clean, neat and presentable
 - The Precious Plastic Uniform consists of Precious Plastic T-shirt, long pants and closed toed shoes. Long hair must be tied back
 - No ripped clothing or potential offensive logos will be accepted as the uniform
 - If weather is cold and you wish to wear additional clothing, please wear a long sleeve shirt under the Precious Plastic T-shirt

Machine:

- Prepare the Integration Unit to make sure its clean and presentable
- Ensure PPE is clean, safe to use and satisfies the required amount of audience

Trailer:

- Ensure trailer, pallet jack and required equipment is in working order and safe to use
- Ensure trailer is clean, neat and presentable
- Ensure all equipment is clean, neat and presentable before loading into trailer

Logistics

Logistics will vary depending on the event, please adjust the framework below, liaise with event organiser and relevment management to formulate a detailed logistics plan.

The general framework consists of:

- Collect passes for Event Outreach team prior to the event
- Deliver the Integration Unit during Bump in time window
- Set up the Integration Unit
- Ensure media consent sign is displayed when setting up
- Deliver the demonstration to audience
- Pack up the Integration Unit
- Storing the Integration Unit appropriately, and in a secure area for Outreach Events lasting more than a single day
- Take out the Integration Unit during Bump out time window

Roles of the Outreach Event Team

Organiser (Management):

- Role description:
 - Main person communicating between external event organiser and PPM team
- Key Responsibilities:
 - Organising availability of PPM team for Outreach Event via the PPM Engagement Signup sheet
 - Sending confirmation emails to external parties to confirm attendance, and event details
 - Prepare event details for PPM team to prepare for Outreach Event
 - Sending a follow up email to external event organisers and attendees after the event for feedback and thank them for having PPM team
 - Sending a follow up email to answer any questions that couldn't be answered during the Outreach Event

Demonstrator (Training Required):

- Role Description:
 - Main person to deliver presentation on Precious Plastic Monash and the Integration Unit during the demonstration
- Key Responsibilities:
 - Have a good understanding of the presentation content and confident in ability to deliver them to visitors.
 - Delivering presentation content during Outreach Event
 - Prepared to answer questions visitors may have about the machines.
 - Note down and questions visitors may have for future FAQ reference
 - Follow up any questions that couldn't be answered and inform the organiser to communicate it back to visitor
 - Clean the machines and event space after demonstration

Machine Guru (Unit Induction Required):

- Role Description:
 - Main person to ensure all machines and equipment are in a safe and operating condition
- Key Responsibilities:
 - Ensure the machines are clean and in good working condition prior to outreach event
 - Please notify the Outreach Event team if a machine will not be operational during demonstration time
 - Have a good understanding of the machines and confident in ability to use them
 - Prior to the event, ensure that all team members have a reasonable idea of how to use the machines - this allows them to assist where necessary and answer questions they receive
 - Delegate support crew for machine operation during demonstration
 - Ensure there are sufficient materials for visitors to use during demonstration
 - Ensure machines are set up and preheated prior to demonstration
 - Prepare the event space to a clean and tidy standard prior to the event demonstration
 - Understand common causes of failure in machines and be able to prevent them or be able to fix issues which may arise - ensure the 'mobile toolkit' is taken to all events
 - Clean the machines and event space after demonstration
 - For events running consecutive days, list any materials which need to be replenished for the following day and inform the next team during handover

Support crew:

- Role Description:
 - Team members to support the Demonstrator and Machine Guru where required
- Key Responsibilities:
 - Assist the Demonstrator and Workshop Facilitator to ensure the smooth running of the event demonstration
 - Ensure visitors are respecting the event space, machines and equipment and notify the organiser if visitor fails to do so
 - Ensure visitors are having a safe, fun and engaging experience
 - Note down and questions visitors may have for future FAQ reference
 - Follow up any questions that couldn't be answered and inform the organiser to communicate it back to visitor
 - Clean the machines and event space after demonstration