



First Release

Student Volunteer Handbook

SV SIGGRAPH
ASIA 2019
BRISBANE

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First Release
(This is it.)

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Section 1

Pre-conference



Visa



All visitors to Australia must have a **valid visa** to travel to and enter Australia. To explore visa options and get information on visas appropriate for you, follow the link below and answer a few short questions:

[Australian Department of Home Affairs – Visa Finder](#)

While tourist visa is normally handled in a matter of weeks, **allow up to 6 weeks** in case unforeseen circumstances arise, such as the need for documentation of financing. We can provide official invitation letters to all participants.

Brisbane Airports

There are two airports in the greater Brisbane area, **Brisbane Airport (BNE)** and **Gold Coast Airport (OOL)**. In most cases, Brisbane Airport is the preferred option as has more services and is closer to the city centre. However, at times Gold Coast Airport can have better rates.



Brisbane Airport is the primary international airport serving South East Queensland. The airport services 31 airlines flying to 50 domestic and 29 international destinations.



Gold Coast Airport is an international airport at the southern end of Gold Coast and about 90 km south of the center of Brisbane, within South East Queensland agglomeration.

Traffic

Australians drive on the **left side** of the road and the majority of vehicles have the steering wheel on their right side. If you are planning on driving, be **very careful**, accidents with tourists driving on the wrong side happen all the time.



Also, remember to look the correct way when **crossing roads**. To be safe, check **both sides**!

Public Transport

It is highly recommended to purchase an electronic “**Go Card**” (pictured below), as it makes getting around Brisbane much easier than individual paper tickets. You can buy them with your chosen amount of credit at **train stations** (including BNE airport), **convenience stores** or **kiosks**.



<https://translink.com.au/tickets-and-fares/go-card>

Also, if you arrive at BNE airport, you can pre-purchase your **Airtrain** tickets online and use the promo code “**SA19**” to receive a discount.

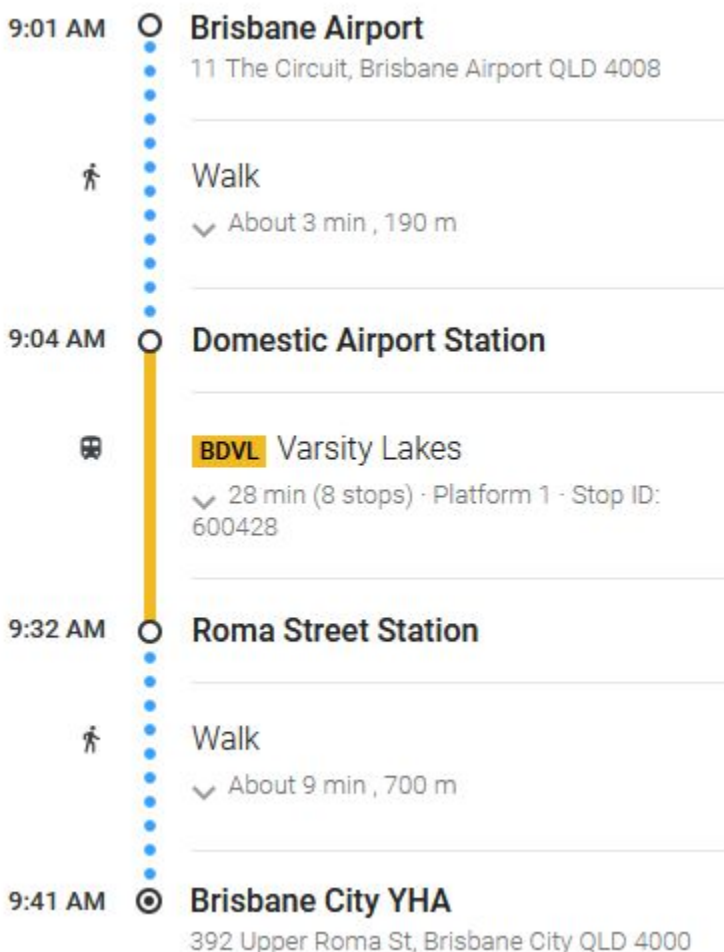


<https://www.airtrain.com.au>

Finally, when travelling in groups, there are also several **taxi services** and popular **ride sharing options** available, such as Uber.

Brisbane Airports

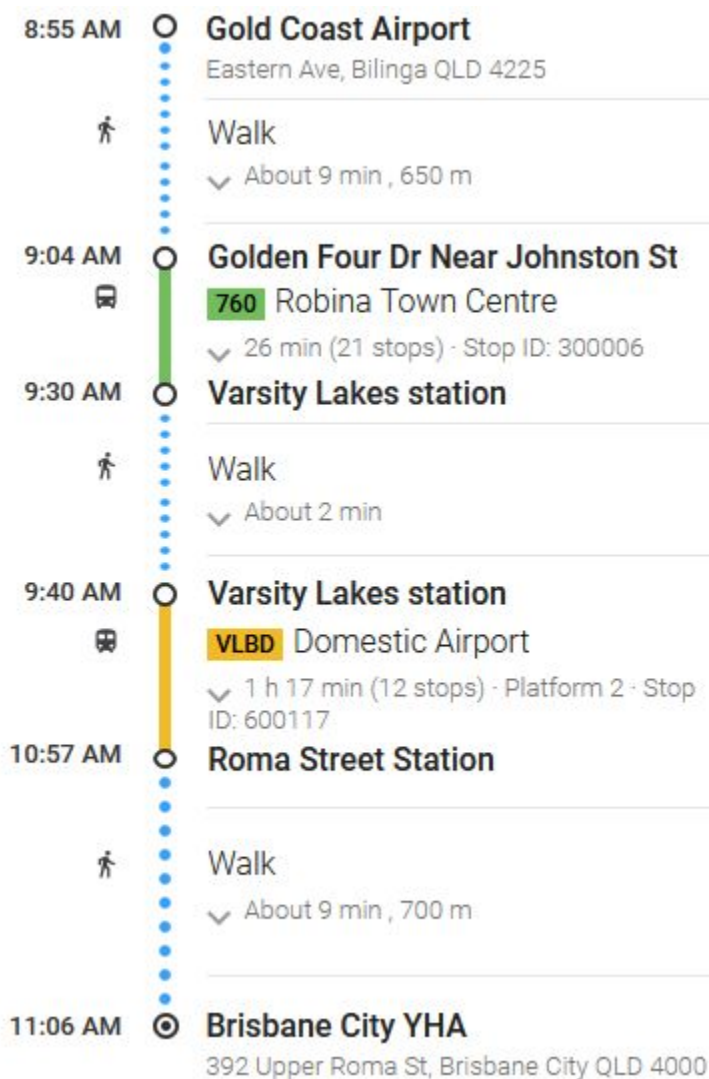
The quickest transfer from **Brisbane Airport (BNE)** to SV accommodation is via Airtrain.



<https://goo.gl/maps/DQLLA5mK mz6GT XSN6>

Brisbane Airports

The quickest transfer from **Gold Coast Airport (OOL)** to SV accommodation is via bus/train.



<https://goo.gl/maps/iNjbHck4rncYeeKo9>



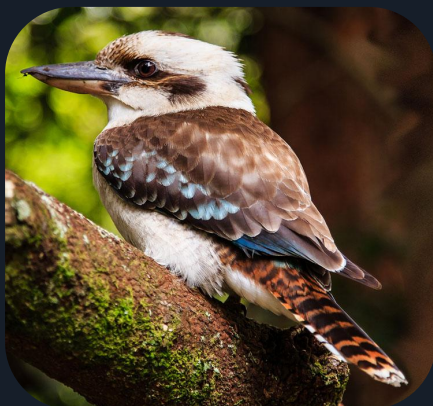
Did you know?



Australian nature has a reputation for being dangerous, however the population centres are typically very safe.



Brushtail Possum



Kookaburra



Flying Fox



Water Dragon

If you are lucky, you may encounter these Aussie critters during your stay in Brisbane.



SV Housing

Brisbane City YHA



Address

392 Upper Roma St, Brisbane City QLD 4000

Check-in/out:

The accommodation will be available from the afternoon of **November 16th** until the morning of **November 21st**. The check-in time (2pm) is after SV orientation (noon), so before you may store bags at the reception or in the SV office.

Contact:

Phone: +61 7 3236 1004



SV Housing

Our local expert, has kindly scouted out the venue and compiled the following tips for your stay at the hostel (Yay, thanks Meredith!):

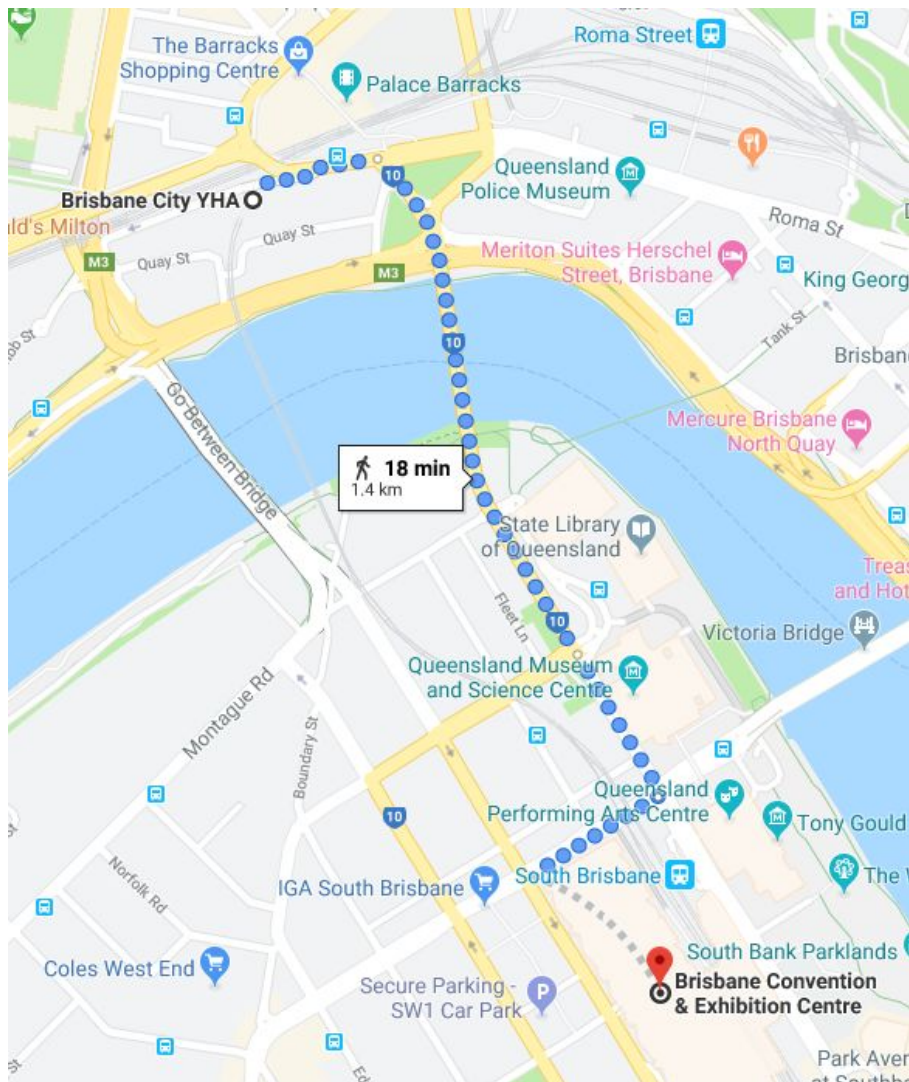


- Towels are not provided, bring your own!
- Power units are *inside* the lockers, it is a good idea to bring external batteries to charge your phones
- Light sleepers need noise canceling headphones or earplugs as usual
- Alcohol is banned in the rooms, people wishing to drink have to do it at the bar
- The pool was closed so i don't know how that is but it looked to have hammocks which look fun



Daily Commute

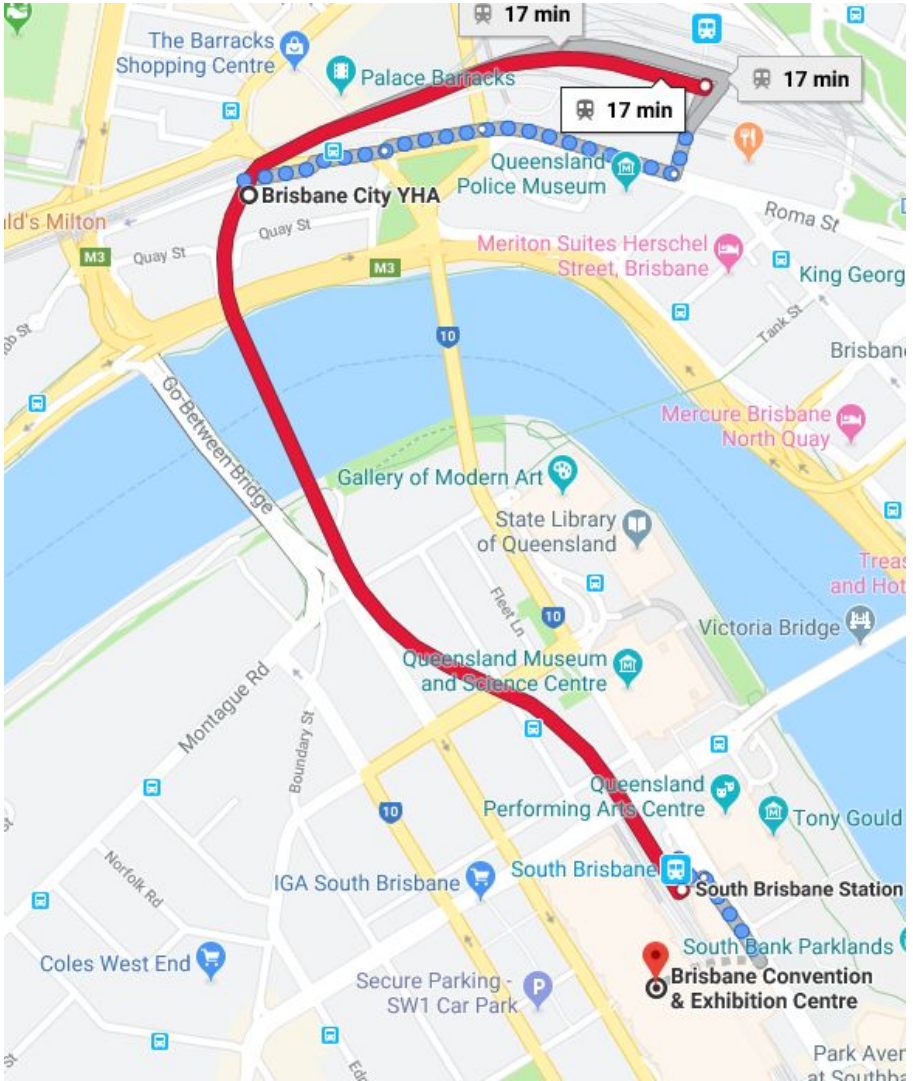
The easiest commute from **Brisbane City YHA** to the **convention centre (BCEC)** is by foot.



<https://goo.gl/maps/gEhswxnJxSrre9Sb8>

Daily Commute

It is also possible to catch a train (FGBN/SHCL) from **Roma Street** to **South Brisbane** station.



<https://goo.gl/maps/gEhswxnJxSrre9Sb8>



Did you know?



If you go into the wild and encounter animals, use common sense and keep a safe distance. Leave them alone, and they will do the same.



Koala



Kangaroo



Dingo



Platypus

If you want to get up close with the wildlife, do it under professional supervision, for example at [Lone Pine Koala Sanctuary](#).



Money Exchange

In Australia, **credit/debit cards** are widely accepted, there is rarely a need to pay with cash. However, it is still advisable to carry a small amount of cash, for instance in order to pay for public transport.



If you have a Visa/MasterCard, you can get money from ATMs (international transaction fees may apply, check with your bank).



Currency exchange services are available at Brisbane Airport, but they typically do not provide the most favourable exchange rates.



SIM Cards

The most important thing to remember is that there are only three mobile phone networks in Australia:

- Optus
- Telstra
- Vodafone

All three offer **4G services** and most visitors from Europe and Asia will be able to use an Australian SIM card in any **unlocked phone**.

There are also countless smaller mobile phone plan providers called Mobile Virtual Network Operators (MVNOs). They operate on one of the above three mobile networks, but because they are smaller they frequently offer cheaper plans by forgoing added extras.

Prepaid SIM card packages are sold at major supermarket chains like Coles or Woolworths:

coles prepaid

[Coles Plans](#)

woolworths  **Mobile**

[Woolworths Plans](#)



Electricity

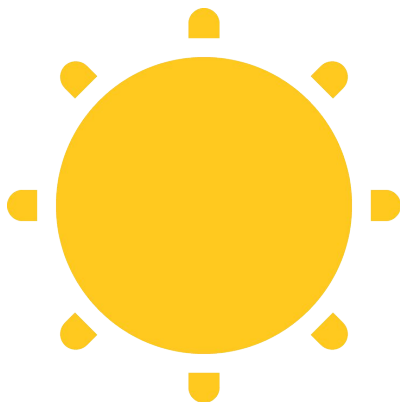
In Australia the power plugs and sockets are of type I. The standard voltage is 230 V and the standard frequency is 50 Hz.

In Australia, the power plugs and sockets are of **type I** (pictured below).



Climate

BRISBANE



SUNNY

20°C to 30°C
(68°F to 86°F)

In late November, in Brisbane it is officially the end of **Spring**/beginning of **Summer** season. The Australian sun is intense, *wear sunscreen!*

Summer months, high temperatures mean packing light clothing, bathing costume (swimming gear), shorts, t-shirts, rain jacket for the rain (occasional summer storms).





Did you know?



Queensland beaches are among the best in the world and you should visit at least one during your stay.



Always swim between the flags (indicating a safe area with weak currents, shark nets, and lifeguards on duty.)

Slip

Slop

Slap

Seek

Slide



The sun is very intense, so stay hydrated and remember to follow the simple rules above.



Section 2

On-Site



Daily Routine

1) Check your shift assignments regularly, there may be last minute changes.

2) Check in for your shifts:

- Arrive in the SV office at least 15 minutes before your shift starts.
- Identify and check with your team leader.
- Wait for the team leader to take you to your venue.

3) During your shifts:

- The team leader will explain your shift duties.
- If anything is unclear, do not hesitate to ask questions.
- Do not leave your post unless your team leader tells you otherwise.

4) After your shift:

Wait for the team leader to release you from your shift. Once released enjoy the conference!



“

**Do not lose
your badge!**

It will

NOT be

Replaced!

”



SV Glossary

SV Number

Number assigned to SV when they applied to the program; this number may also appear on your conference badge. Memorize this number; it is used throughout the week.

Handbook

This guide containing the procedures of the SV Program, such as SV responsibilities, venue and program descriptions, and other useful information.

Locator

Booklet that provides a map of the convention center. Also includes all the information about SIGGRAPH such as conference schedules, locations, badge access, etc.

Program

A certain part of the conference. It is what SVs are assigned to for shifts (examples: CAF, Registration, E-Tech). Conference programs take place at different venues.



SV Glossary

SIGGRAPH

Special Interest **G**roup on Computer **G**raphics and Interactive Techniques.

SV

Student **V**olunteer, Students who volunteer at the conference. SVs are easily recognizable by their SV uniform.

TL

Team **L**eaders, they are like managers, but also serve as your guides, mentors and primary points of contact during the conference; they are there to help you. TLs are easily recognizable by their TL t-shirt.

SVSC

Student **V**olunteer **S**ub-**C**ommittee, a group of people who oversee and lead the Student Volunteer Program at the conference; they manage SV Program operations both before the conference and onsite and coordinate the Team Leaders.



SV Glossary

SIGGRAPH Student Services (S3)

A committee separate from the SV Program that provides online services, professional student mentoring programs, career counseling resources and support for the Student Volunteer Program.

SV Orientation

A mandatory presentation on 16 November 2019 explaining the SV Program and what you need to do throughout the week.

SV Special Session

Special panels led by industry professionals set up throughout the week exclusively for SVs. Past discussions included companies such as Walt Disney, DreamWorks, and Sony Pictures Imageworks, among others.

SV Raffle

Special prize raffle at the end of the conference held in the SV Office to award outstanding performances by SVs.





Did you know?



Although Australians claim to speak English, you may encounter unfamiliar expressions.

Australian

English

Arvo

Afternoon

Brekkie

Breakfast

Barbie

Barbeque

G'day

Hello (*Universal Greeting*)

Mate

You (*Universal Address*)

Serv-o

Service / Gas Station

Bottle-o

Liquor Store

Stubby

Small Beer

Thongs

Flip-Flops

I reckon

Affirmative / in my opinion

Your Shout!

You buy the next round!

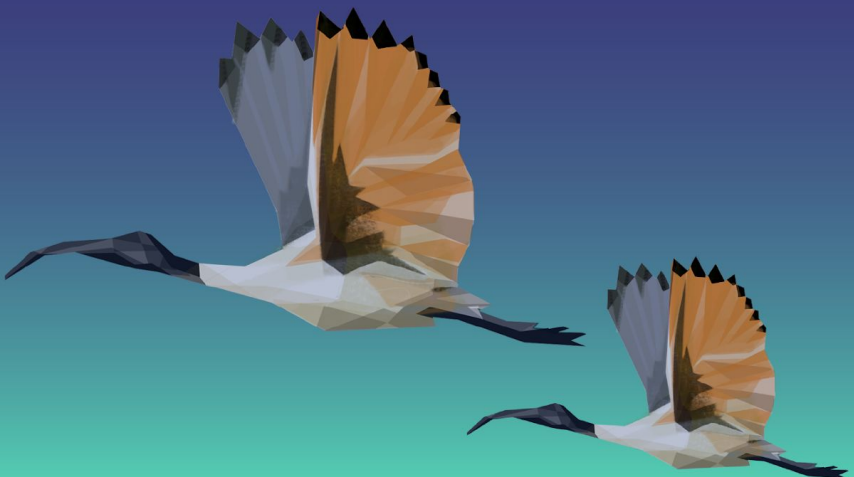
... and many more. Ask a local SV to teach you!



“

**Do not wear
your uniform
outside of
duty!**

”



Attendee Scenarios



Scenario 1: Attendees taking photos or recording

Do **NOT** touch the attendee or their camera. Walk up to the attendee and state “Excuse me,” and inform them of the Photography / Recording policy which is:

“Photography/Recording is not allowed at the conference unless you have a Press Pass.”

If they continue, ask them again to stop. If they still continue, do not in any circumstances attempt to take their camera or become confrontational. Contact a TL, a venue chair, or security.



Attendee Scenarios



Scenario 2: Belligerent attendee

Do **NOT** become upset or be confrontational with the attendee — this only escalates the problem. Talk in a calm voice and listen to their problem. Try to figure out what is troubling them and find a logical solution. Direct the attendee to another location that may be able to assist them.

If they continue to be a problem, contact your team leader who will notify security to handle the situation. Do **NOT** put yourself, other SVs or attendees in harm's way. Safety is our top priority.



Attendee Scenarios



Scenario 3: Attendee loses something (wallet, sunglasses, etc.)

Ask the attendee where they think they misplaced the item. Help them look for the item, if possible.

If you cannot help the attendee to find their item, or if the attendee cannot remember where they lost it, direct them to the “Lost and Found.”



Attendee Scenarios



Scenario 4: Attendee doesn't have the right credentials

The only people who can enter all venues who do not have the standard SIGGRAPH badge are venue chairs/directors. They have a small metallic card-sized badge indicating their special status. In this special case, the person has final say in how the conference runs — let them pass and do not argue with them.

Otherwise, explain why they cannot enter and direct them to a location that can assist. For example, inform them that they can purchase the correct badge at registration. If that does not work, inform a TL or venue chair/manager.



Attendee Scenarios



Scenario 5: Attendee “knows the presenter” in the session (spouse, friend, etc.), but doesn’t have the required credentials

Again, the only way someone can enter a session without required credentials is to be escorted in by someone with the special metal badge (e.g., a Committee Chair). This can be any Committee Chair, not just the venue chair.

Explain to the attendee why they cannot enter (the conference cannot function if attendees do not pay registration) and that “knowing the presenter” is not a pass into the session. Direct the attendee to another location that may be able to assist them.





Did you know?



Need some sugar to keep you going? Don't worry, Australia has got you covered!



Tim Tam



Lamington



Pavlova



Banana Bread

Make sure to ask a local SV to teach you the proper technique for slamming Tim Tams.



Attendee Scenarios



Scenario 6: Attendees complain that a room is too hot or cold

Contact your TL or (when possible without neglecting your SV duties) alert nearby Conference Management staff about the situation and provide the room number.

Please remember that one or two people complaining does not require you to contact Conference Management; it should be a substantial number before proceeding.



Attendee Scenarios



Scenario 7: At registration, attendee says, “I’ve lost the group I’m with... is there a way to find them?”

As a first step, you can ask the attendee if any of the other members of their group have phone or email access. SIGGRAPH provides free Wifi to all areas of the Convention Center and attendees can access this service readily. In special cases, direct the attendee to conference management to borrow a phone.

Attendee Scenarios



Scenario 8: Attendee doesn't speak English and needs help

Do **NOT** speak louder – they still won't understand you! Try to find someone in the nearby area that may speak the attendee's language (there may be another SV who speaks that language fluently).

Also, direct them to the International Resources Booth by pointing to it on the Locator map or walking the attendee to the booth. In some situations, making contact with the TL in charge of International Resources may also be helpful. They might be able to send an SV to your location.



Attendee Scenarios



Scenario 9: Attendee has lost their badge and is distressed that they cannot get into any venues

Attendees cannot enter a venue without credentials. As a first step, send them to the “Special Assistance” booth in Registration. Although some lost badges may be sent to Conference Management, most are sent back to Registration, and someone may be able to help them locate a misplaced badge.

Never say

“I don’t know”

Respond by saying,

**“I will find out
the answer for
you”**

**And ask your TL, or venue
chair, or information desk.**



If you don't know...



If you don't know an answer to an attendee's question do one of the following:

1. Ask your **Team Leader** (if they are present, do not leave your post unattended)
2. Ask your **Venue Chair** (if they are present and not busy with the conference)
3. Refer to the **Locator**, which has a plethora of information
4. Direct the attendee to the **Information Booth**

Take note of commonly asked questions and let the next SV taking over your shift know, they will appreciate it!





Did you know?



Hungry after a long day's work at the conference? Try these classic Aussie snacks. Pro-Tip: Grab some snags or veggies from the closest supermarket/butcher, and throw them on the free public BBQ spots in South Bank.



Snag Sanga



Meat Pie



VEGEMITE FOR BEGINNERS



VEGEMITE FOR REGULAR CONSUMERS



VEGEMITE FOR THOSE WHO WANT TO DIE

Vegemite



The End?



Congratulations, you have made it to the end...

...for now!

Stay tuned for the **second release** of this handbook with the latest on-site information as we get closer to the event.

Coming soon!

