

MYSTERY CREEK

2018

FESTIVAL



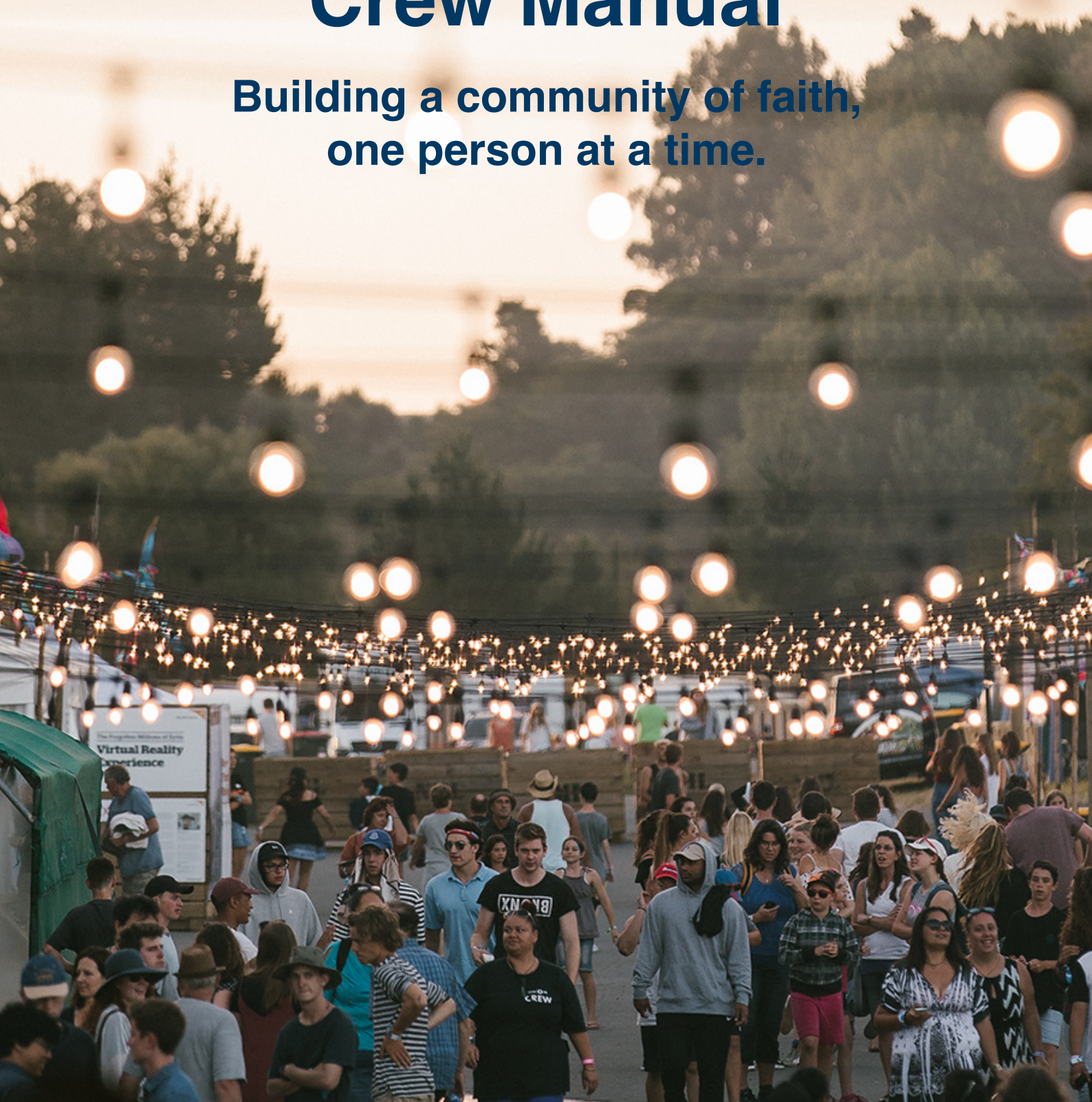
ONE

26TH - 29TH JAN

.CO.NZ

Crew Manual

**Building a community of faith,
one person at a time.**





1 General Overview of Festival One 2018

Hi everyone!

Welcome to the fourth Festival One. How time flies! It's been interesting dealing with international agents and artists and to hear them telling us about the reputation that Festival One has overseas - a great festival, with a great vibe, that is a pleasure to be part of. That the people are really nice and extremely welcoming. These are awesome things to be known for. Well done all of us. And a massive thanks to our Heavenly Father, whose presence, via The Spirit, is really why our guests are feeling this way. We just play our part in the greater scheme of things. Without Him we can't do much at all.

To those of you who were part of Festival One 2017, a huge thank you for all your help. What a wonderful Festival! I get to hear so many stories. Here's just one. A group came up to me on the last night - Sunday. It was late. They were walking through the market. Turned out they were a family group, two sisters and their respective families. They live in different cities but use Festival as an excuse to get the two families together. They are part of different denominations, and the family group ranged in age from the two aunties, down to young ones. One of the aunts leaned over and whispered, through tears, about how grateful she was to be able to bring her family together, across all age groups and different faith traditions, and to all stand together, side by side, worshipping the same God. So... thank you to all of you for helping so wonderfully to make this possible. (Psalm 133:1-2)

If you are new to the Festival One family, welcome, welcome, three times welcome. You are joining a spectacular bunch of people. Come and be part of the team. Join your prayers, your worship, your passion with ours, and let's do our part in making Festival One 2018 the best we know how.

Our underlying theme for Festival One 2018 is "being.doing". Last Festival we looked at being made in the image of God. This Festival we answer the question - "If I'm made in the image of God, how on earth am I supposed to live my life?" Are we just human doings? Or are we meant to simply 'be'? Church history is littered with examples of both extremes - people who are so busy doing that they find little time for reflection and relationship with God, and at the other end those who retreat from people and life in general to simply 'be' with God. As someone once said 'so heavenly minded that they are no earthly use! This Festival we explore how both being and doing are equally important and that we can't have one without the other.

This is a good topic for us to reflect on as crew! We are already a group of people who value those who get stuck in, who love to help, love to volunteer, love to look after people. And we do this because we are following the example of Jesus Christ, who showed what it is like to both 'be' love and 'do' the ultimate act of love by giving His life for us. What a great theme to have in mind as we prepare and run Festival One 2018. What a privilege we have.

Can't wait to see you all. And from the bottom of my heart, and behalf of the whole management team, thank you.

Graham Burt
Executive Director



2 Our Kaupapa: Vision, Mission & Values

VISION

The curation of a Festival for Aotearoa that encourages participation, community, and steady growth of faith and biblical understanding of God.

MISSION

A multi-faceted annual celebration of Christian community, music and the arts, providing a platform for contribution, engagement, and service through intentional community, learning, and celebration spaces.

VALUES

Community

We value the celebration of diverse community. Celebrating each other's similarities and differences, and creating spaces for everyone to find belonging is a priority. We aim to show this by cultivating an environment of contribution and participation, rather than just entertainment. We also seek to resolve all conflict in a healthy way, to grow relationships, and honour our commitment to community.

Significance

We value the significance of today's voices making way for those of the future generations. Engagement with emerging generations by communicating in their language and sowing in to emerging leaders through encouragement of participation and value of contribution is a key focus.

Leadership

We value holistic Christ-centred leadership which seeks to serve others, and demonstrate true love that involves sacrifice and freedom from guilt and condemnation.

Respect

We value the upholding of the mana (dignity) of each person, regardless of ability, gender, ethnicity, socio-economic background or beliefs.

Honour

We value God's creation which incorporates people and the environment. Therefore, we choose to honour this through making choices to think and speak well of others at all times, and to care genuinely for His creation.

Personal Responsibility

We value the privilege of freedom of choice; choice in action, thought, and opinion. As a demonstration of this value, we choose to take personal responsibility for ourselves at all times, and graciously hold others accountable for their responsibilities.

3 Servant Leadership Community

We are all here to serve. Service is a privilege and natural outworking of a life of aroha. Very few of this community are paid staff. Anyone who accepts the invitation to serve is committing to uphold the vision and mission of Festival One. This can be seen by taking the greatest care for the people and the environment around them, exhibited by:

- speaking kindly about others, and to others

- helping someone in need (whether financially or by practical hand)
- making decisions that do not generate any personal financial gain or reward
- choosing to resolve conflict in a healthy way
- honest interactions that uphold the mana (dignity) of all involved
- taking personal responsibility for actions and choices without laying blame elsewhere, making excuses, or justifying unwise choices
- cleaning up after ourselves and attending to something we see, rather than complaining or leaving it
- celebrating successes - personal, and of others
- expressing genuine joy to counter grumpy faces and attitudes
- carrying an attitude of gratitude and appreciation of each other, and for our environment

3.1 MANAGEMENT TEAM

The management team has operational oversight of the Festival, and are directly supported by the Executive Director. Members of this team hold specific responsibilities related to specialised skills or knowledge.

Currently, the specific areas in the organisation are:

- Site
- Market & Creative Design
- People
- Production
- Programming
- Sponsors & Donors
- Design & Social
- Zones

The management team are committed to serving each other and all those on crew. The managers have a commitment to integrity in all areas of life, working cooperatively, with transparency, and in the spirit of respect and honour, as demonstrated in the Gospel.

3.2 CREW MEMBERS

Volunteers are the heart of our Festival crew. All crew members are directly supported by their area heads, and by a member of the management team. All crew are committed to serving each other, including those in other areas.

Though crew members may have specific responsibilities related to specialised skills or knowledge, they also carry the vision and mission of the Festival by serving the community as needed. The spirit of Festival One is demonstrated by all crew members working alongside others who need help. This will see some of us experience the odd stretch outside of our comfort zone, however, this is an area of growth and opportunity to demonstrate community engagement with those in need.

3.3 SERVANT LEADERSHIP & TEAM QUALITIES

One Team, One Heart

Servant leadership prioritises the needs of others first, and helps people to develop and perform as highly as possible. The servant leader is a servant first who desires to serve and see those whom they serve grow as persons.



The board serves the management team who in turn, as a unified body, serve the crew members. We commit to helping each other as needed, and work together as one team sharing of all our resources with willingness.

Our desire to serve the community is a natural outworking of aroha and commitment to the kaupapa of Festival One. Serving prioritises the needs of others first. As part of the crew, we choose to:

- work alongside all crew members, providing support as required, with the support of my team manager
- think the best of each other at all times, and therefore, openly receiving and providing constructive, helpful feedback to achieve common goals in the outworking of the kaupapa

Opinions and feedback provide growth opportunities (even in personal character), so we commit to accept the differences in others without holding onto any offence. Personal insults are unacceptable.

- taking personal responsibility for my choices and not reassigning blame to protect my reputation or to vent my disappointment or frustration
- celebrating with each other our successes, and accepting our failures as opportunities to learn, grow and move forward from
- serving with a cheerful attitude of respect and honour for people and the environment

Qualities and characteristics of crew members:

- integrity: honesty in actions both in private and public
- kindness, even when dealing with someone unkind
- willingness to go the extra mile to meet team goals
- appropriate skills
- healthy boundaries: making sure to balance rest with service to keep self and others safe
- team player
- being on time, all the time

The management team are committed to the development, motivation, and up-skilling of volunteers who generously give of their time and resources. We believe that when volunteers are given support, encouragement and relationship-based servant leadership, they grow. To demonstrate this, we aim to provide job descriptions for all key volunteer positions, training, ongoing on-the-job support, and to take care not to overwork or under utilise our volunteers.

3.4 RESPONDING WITH HONOUR & RESPECT


Conflict Resolution

Festival One is guided by Jesus' teaching on Kingdom living as outlined in Matthew 18:15-17, when dealing with disagreements.

When involved in a disagreement

It may not be appropriate to seek resolution immediately, but it is always appropriate to acknowledge the situation and agree to finding a resolution when emotions have settled, and each of you can consider your thoughts in a reasonable manner.

1. Deal with the person whom you have conflict with directly. It is not helpful for team morale if you tell others about it when it has not been resolved. However, you might find it helpful to speak to someone wise for some input, or to help you calm down before addressing it. If the two of you are unable to resolve the situation, then you may wish to involve another trusted leader (or someone known to both of you) to facilitate a resolution.
2. The person facilitating will seek to keep the resolution process safe for both of you involved, but you are also responsible for your choices and actions.

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3. Resolution may be that you agree to disagree, but find a way of working together to meet the goals of the Festival.
 4. Where resolution has not been achieved, then either the Executive Director, or member of the board will be available to facilitate the process for resolution.

You might also find it helpful to discuss the experience afterwards with someone wise, so that you do not continue to hold any offence, and can continue to contribute happily to the Festival.

Observing a disagreement

Where you have observed a disagreement between team members, it doesn't help team morale if you tell others about it. However, address it with the people involved in private, and reflect the situation as you have observed it (not as you feel about it). Encourage a healthy resolution in line with our approach. It is appropriate for you to offer perspectives that may not necessarily be your own, but are other possibilities that may not have been considered.

RESPONDING TO COMMUNITY COMPLAINTS & COMPLIMENTS

On the Festival weekend

All complaints and compliments received over the weekend are best recorded and acknowledged at a central point so that any necessary follow up can take place. The information desk at HQ in The Market is available for this purpose. The information leader is to ensure that these comments are addressed by the appropriate person.

If a member of the public requires an immediate response to their complaint, and the information crew are unable to resolve it, then it is appropriate to escalate the issue to the People manager.

Outside of the Festival weekend

The Executive Director will handle any major feedback to the organisation outside of the Festival weekend. This will ensure consistency and ownership of the feedback process.

We commit to responding to all such matters within 1 week of receiving the correspondence. Ensure timely correspondence if a delay is likely.

4 The Community

4.1 FESTIVAL GUESTS: THE PUBLIC

The core of the community that we are serving is made up of public attendees who purchase tickets. They are our guests of honour, and as such, our objective is to achieve the following: From arrival to departure, those who attend feel cared for and safe. They are supported to form communities, and explore other communities that might be new to them. They have the opportunity to form new friendships with people of different denominations, different ages, and different cultures. There is the opportunity to grow in their Christian faith by a deepening understanding of the faith that they profess, and becoming more confident in it. There is a growing willingness to serve, both through opportunities offered at the Festival, and for that servant heart to continue on into the communities they come from. Those who don't yet know Jesus do not feel threatened or coerced, but rather find an environment of good will and grace, where their journey and questions are welcomed and respected. Come journey with us!



4.2 PUBLISHED GUIDELINES FOR THE COMMUNITY

Creating community is at the very core of Festival One, so we need you to help us keep the community safe. We value celebration, which means fun that everyone can be a part of, no matter what your background.

We would love you to:

- Put others first, be kind, and spark the community spirit.
- Live life outside the bubble! Converse and collaborate with others.
- Wear your wristband at all times.
- Drive safely to, from, and during Festival.
- Dress respectfully, being considerate of others.
- Respect the need for sleep, especially in the quiet zones between 12am and 7am. We don't want anyone burning out!
- Support our environmental efforts and leave your site clean and clear of rubbish.
- Conserve water.
- Feel free to use cookers and BBQs (gas only!), or even throw your meat on our amazing Argentinian BBQs! Our fire grill crew would be thrilled to cook it for you.
- Make sure your motor home, house-bus, or any other vehicle on-site is legally legit.
- Listen carefully to the advice of the Festival stewards – they have your best interest in mind!
- Parents, please be responsible of your children – especially those under the age of eight.
- Make dad-jokes wherever possible.

... And also:

- Please don't bring any alcohol, party pills, or other illegal substances, as your removal from site will be swift. We are a drug and alcohol-free Festival.
- Everyone loves a party, but, if it endangers others, it ain't cool.
- We are building a community, so unless you want squatters inside your tent, we suggest you don't bring one larger than 30 square metres.
- Sharing a tent with someone of the opposite gender if you're not married is a no-no. This is a family-friendly event.
- If you want to stay together, organise a 'group' beforehand. Saving tent space for your 20 or more mates is also a no-no. Email groups@festival.one to enquire!
- Don't record any audio or video material of the artists. This is intellectual theft and the artist's livelihood, so please respect their work.
- All of your non-human friends have to stay at home. Sorry, no pets.
- Unless it's been sanctioned, handing out promotional or other advertising material is not allowed.
- Swimming pools, fireworks, laser pointers, amplified sound after 12am, bikes, scooters, or any other motorised vehicles might seem like a good idea, but they're also dangerous and strictly prohibited.
- Speaking of things on wheels, please bring your skateboards! But please keep the skating in the skate park only!
- This is a Festival with music, so by all means whip out your sweet gat and we can all join in on the singing. Busking, however, is not allowed. Unless you accept warm fuzzies and a strong sense of community as payment.

Thank you, thank you.