

DCJ Volunteers FAQ Page

NSW Seniors Festival
Comedy Show

NSW Seniors Festival
Expo

Premier's Gala
Concert



2-15 March 2026



Live life in colour

NSW **Seniors Festival** 2026

What is the NSW Seniors Festival?

The NSW Seniors Festival is an established state-wide festival, which attracts an estimated 500,000 people at almost 50 DCJ-run and sponsored events across metro and regional areas. There are four key events hosted by DCJ, 35 funded by DCJ and more than 360 affiliated events run by councils, community organisations and not for profit groups.

The four key events are:

NSW Seniors Festival Comedy Show

Tuesday 3 March 2026 at Sydney Town Hall

NSW Seniors Festival Expo & Premier's Gala Concerts:

Wednesday 11 March, 2026 and Thursday 12 March, 2026

ICC Sydney Theatre (concert) and ICC Exhibition Centre Hall 3 (Expo)

The festival commenced in 1958 and in 2026 marks its 68th year. It is designed to engage people aged 60+, or 50+ for Aboriginal people and people with life-long disability.

The annual festival is the largest of its kind in the Southern Hemisphere and promotes social inclusion and connection, by encouraging older people to attend events and be involved in art, sport, music, entertainment, technology, travel, health, wellbeing and recreation.

The festival aligns with DCJ's 10-year Ageing Well in NSW strategy, meeting the priorities of focus area two, 'participating in inclusive communities' and focus area three, 'staying safe, active and healthy'.

When is the NSW Seniors Festival?

The NSW Seniors Festival will take place from Monday 2 to Sunday 15 March 2026. During this time there will be events hosted across NSW.

Are NSW Seniors Festival events free?

Yes, the NSW Seniors Festival Expo, NSW Seniors Festival Comedy shows and Premier's Gala Concerts are free. If you are visiting the expo, you can simply turn up on the day without a booking. If you plan to attend a comedy show or the Premier's Gala Concert you will need to register for a free ticket.

What are the Concert and Expo timings?

Wednesday 11 March	Start time	Finish time
Expo	9am	4pm
AM Concert	11am	12.45pm
PM Concert	2.45pm	4.30pm

Thursday 12 March	Start time	Finish time
Expo	9am	3pm
AM Concert	11am	12.45pm
PM Concert	2.45pm	4.30pm

Do I need to be a DCJ employee to volunteer?

Yes, you must be a DCJ employee to volunteer and seek approval from your manager prior to registering.

Are the events on a work day and in work hours?

Yes, all events are mid-week and in working hours. You will need to seek approval from your managers or direct report for this reason.

How long do I need to volunteer for?

For the Comedy Show, it's a short session from 9am – 12pm, however for the concerts and the expo, the minimum requirement is one full day which is approximately 8 hours (9am – 5pm). You will be provided lunch and afternoon tea when you volunteer at the concerts and the expo.

What is involved in this festival and being a volunteer, what is expected from me?

Most roles are customer-service orientated, which involves simple interactions with seniors: having a chat, providing directions and basically being a friendly face that offers help. Some days can be long and hot for attendees, so any time we can assist to make their experience more enjoyable, the better.

Other roles can include more operational components, where you really get in behind the scenes and action of running an event. You'll have the opportunity to choose what suits your personality best when you register your interest through the Smarty Grants application online. More information is below.

What role will I play on the day?

 **Customer Service Superstar** – I love a good chat! I enjoy meeting and greeting seniors, helping guests find their way, answering questions, and being that friendly face people can turn to.

Some examples of the roles and responsibilities include:

- ✓ Distributing programs across both the expo and the concert
- ✓ Registration desk at the expo
- ✓ Assisting exhibitors with distribution of their flyers
- ✓ Floor seating – assisting people to their seat on the ground floor of ICC Sydney Theatre
- ✓ Ticket Box Office – assisting people while they wait in the line, helping open their tickets on their phones, managing queues etc
- ✓ Floaters – walking internally and externally of the venues to see if any seniors need assistance with directions, finding the entrance, lifts, bathrooms, transport options or just having a good chat! For many people attending, this is a rare social outing, so chatting to a friendly volunteer really makes their day!
- ✓ Walker bays and cloak rooms – assisting with walker-frame storage
- ✓ Escorting groups to charter buses
- ✓ Work with our HSC student production team on the day who are on Work Placement for Events management & Entertainment Industries.

 **Behind-the-Scenes Ninja** – I'm happiest working quietly in the background. Give me the jobs that keep everything running smoothly without the spotlight!

Some examples of the roles and responsibilities include:

- ✓ Admin tasks
- ✓ Documenting – taking records on the day for example, medical incidents
- ✓ Monitoring the live stream

 **Runner Extraordinaire** – Need something done quickly? I'm your person! I love getting my steps up and being outdoors.

Some examples of the roles and responsibilities include:

- ✓ Jobs between venues – ICC Sydney Theatre and Expo halls
- ✓ Assist with wheelchair hire, escorting patrons via wheelchair
- ✓ Working with Events Staff

 **Operational Helper** – I'm hands-on, I love pitching in, and I'm all about setup, pack down, and rolling up my sleeves to get things done.

Some examples of the roles and responsibilities include:

- ✓ Assisting exhibitors to set up (bump-in) and pack down (bump-out)
- ✓ Delivery of programs across the venue
- ✓ Assisting TMS with wheelchairs and signage distribution around the venue
- ✓ Washing dishes for the Lite n Easy Kitchen at Expo

 **Detail Detective** – Nothing gets past me! I've got an eye for detail and I enjoy the smaller, finer tasks that make the event shine.

Some examples of the roles and responsibilities include:

- ✓ Assistance with ticketing
- ✓ Auditing and reporting – private coaches

 **Central Station Guide** – I know Central Station, Chinatown and Darling Harbour like the back of my hand and I'm happy to guide seniors to and from the venue with confidence.

Some examples of the roles and responsibilities include:

- ✓ Based at Grand Concourse at Central Station – distributing free bottles of water, directing people to light rail, coaches and walking route to ICC Sydney.
- ✓ Positioned along the route with signage directing patrons to the event (Chinatown, Haymarket, Darling Harbour)

 **Leadership Legend** – I'm confident, organised and calm under pressure. I can coordinate volunteers, support staff, help solve problems on the spot and keep the day running smoothly with a smile.

Some examples of the roles and responsibilities include:

- ✓ Supporting the Events Team and managing small groups of DCJ volunteers and students
- ✓ Working with some of our suppliers and ground operators on the day
- ✓ Attending medical incidents in support of an Events Team staff member and 1300 Medics

Can other members of my family also volunteer, especially retired senior citizens?

No unfortunately not, only DCJ staff are permitted to volunteer.

I am a DCJ employee but live regionally, am I able to volunteer?

Yes, you are able to volunteer, however transport or accommodation expenses are not covered.

Is there any particular skillset we need to have to volunteer?

No, you just need to be reliable! If you agree to volunteer for a full day, please ensure you stay for the full day.

Do we get tickets if we volunteer?

No, DCJ volunteers are not allocated tickets, however, you are welcome to apply for free tickets through the general-public booking period via Ticketek, which will be open from late January 2026.

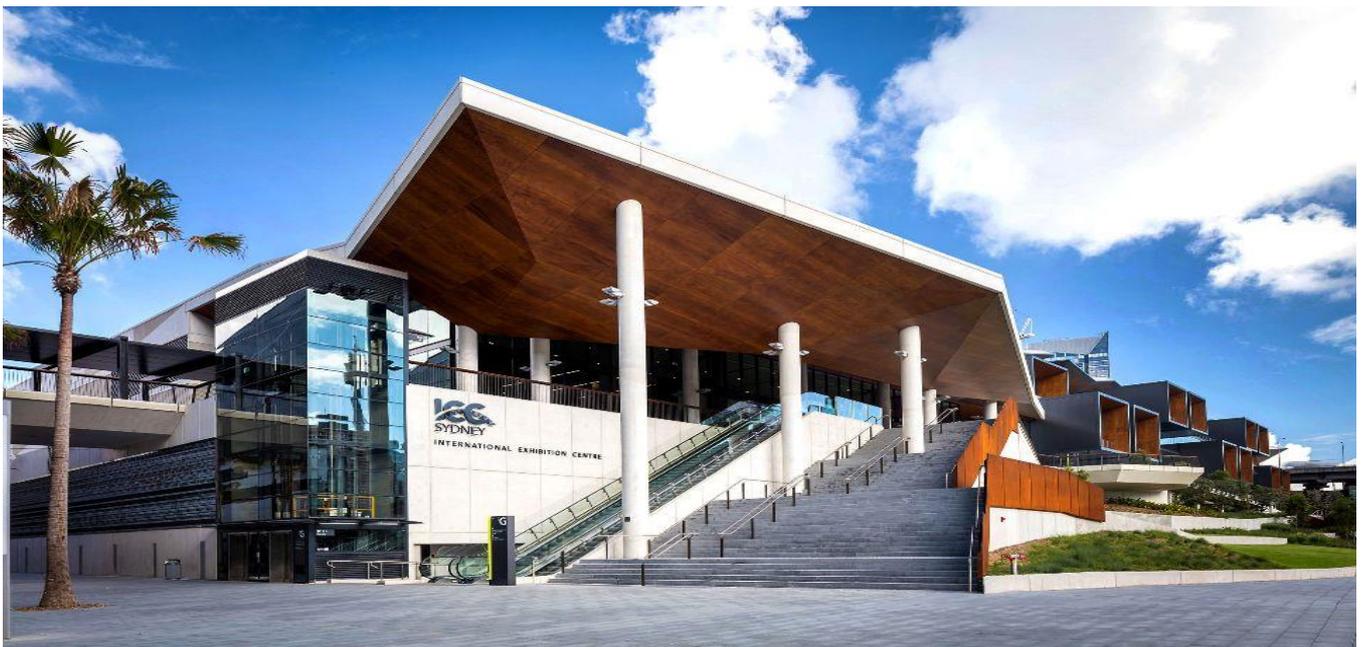
Can anyone regardless of their paygrade apply?

Yes, of course.

How do I get to the ICC Sydney Theatre and ICC Exhibition Centre?

To get to the International Convention Centre (ICC) Sydney, you can use public transport like the Light Rail (to Exhibition stop) or the train (10-minute walk from Central and Town Hall stations), ferry to Darling Harbour, or bus routes. Driving is also an option, with parking available, or you can take a taxi to Iron Wharf Place or Zollner Circuit. The ICC Sydney is located at 14 Darling Drive, Sydney NSW 2000.

Parking is at your own expense, details here; <https://iccsydney.com.au/visitors/getting-here/>



Can I watch the concert on the day I volunteer and visit the expo?

Comedy Shows: All volunteers will be able to watch the show, as many of the responsibilities involve assisting people in and out of the venue.

Premier's Gala Concert: There are two concerts each day, so we encourage all volunteers to try and watch during your breaks – it is definitely worth seeing!

Expo: The Expo is on all day, so it is fairly easy to make time during your volunteering responsibilities to visit the expo and see all the interesting stalls and exhibits.

Are the event venues accessible?

Yes, all our venues are accessible to visitors.

When registering for free ticket/s to the Premier's Gala Concerts and Comedy Shows, there is an option to book an accessible seat, which is at ground level.

Premier's Gala Concerts

Seniors can book an accessible seat for the Premier's Gala concerts when arranging their free tickets. Visit our website for more information: <https://dcjnsw.info/PremiersGalaConcert>

Comedy Shows

Seniors can book an accessible seat for the NSW Seniors Comedy Shows when arranging their free tickets. Visit our website for more information: <https://dcjnsw.info/SeniorsComedyShow>

Expo

The expo is an accessible event. No seats can be booked for this event.

Stay up to date at <https://dcjnsw.info/SeniorsFestivalExpo>

For more information at the ICC Sydney, visit their website here; <https://iccsydney.com.au/about/venue-information/accessibility-and-inclusion-for-visitors/>

Do I need to have my First Aid Certificate or Working with Children Check to volunteer?

No, these are not required. Our Events team have these certifications, and we have both First Aid (1300 Medics) and NSW Ambulance staff and vehicles on site for the duration of the events on all days.

What other groups of people will I be interacting with on the day?

There are several different people you will be interacting with during these events. Some of these may include:

- ✓ DCJ Events team
- ✓ DCJ Social Media team
- ✓ General public – Mainly seniors with their friends, carers and family members.
- ✓ TMS – our exclusive traffic and transport contractor, which manages our chartered DCJ coaches bringing people to the event, and escorting them home (13 coaches per day – approx. 520 people per day)
- ✓ ICC venue staff – these include their customer service team (ushers) and security staff
- ✓ NSW Seniors Expo exhibitors
- ✓ Student Production Team

DCJ hosts a Student Production Team work-placement program, comprised of about 80 students from Years 11 and 12, who are studying both VET Hospitality and VET Entertainment as part of their Higher School Certificate. We provide them with 30 hours of work placement towards their HSC, whereby they gain firsthand experience on a large event by assisting us with various roles and responsibilities at the Premier's Gala Concert and NSW Seniors Expo.

DCJ staff will be volunteering alongside these students, and we welcome you to encourage and support one another over the event time. The students have all really enjoyed their time and embraced this unique opportunity and enjoy learning from others around them.

What do I need to wear and bring on the day?

We'd like you to be comfortable but you're also representing the NSW Government so please maintain professionalism by wearing:

- Smart casual attire. Plain black top with some kind of sleeve (no tank tops or singlets).
- Black pants, skirt or dress.
- Enclosed shoes – no sandals. Closed-in shoes must be worn as part of our risk management process.

You will be issued a 'Volunteer Lanyard' and name tag on the day. You must always wear your lanyard, as this allows you to access the DCJ volunteer breakout/staff rooms which are located backstage at both the theatre and exhibition hall.

Please bring a water bottle and a hat with you in case you are positioned outside. You will be provided with lunch, afternoon tea and sunscreen.

Do I receive breaks on the day?

Yes, you will be offered opportunities in the morning and afternoon for a 15-minute break to have a snack, use the bathrooms and then an hour for lunch, where you will have more opportunities to explore the concerts and the expo.

Your lunch break will be at a rostered time, but morning tea and afternoon tea breaks can be arranged among DCJ staff. You will have access to a volunteer breakout lunchroom for your breaks. Each staff room is located backstage:

Concert – located on the ground floor backstage in the ICC Sydney Theatre

Expo – located at the back of Hall 3

What are the next steps and how do I register?

If you are interested to know more, you are welcome to attend our Online Information Session via MS Teams on Tuesday 25th November between 2:30pm – 3pm.

Volunteer registration will be available from Wednesday 26th November through the Smarty Grants link. This will be distributed via email and available on our DCJ intranet home page.

Registration will close early February, where you will receive an email if you are successful in being a volunteer for the NSW Seniors Festival 2026. Following this, an online briefing session will be held 2 weeks prior to the event where you will be notified specific details for the event and your role.

Am I automatically confirmed as a volunteer once I register?

As we have had more numbers of expressions of interest than roles available for 2026, not all registrations will be confirmed. You will receive an email if you are successful in a role for NSW Seniors Festival 2026 and the event, day, time and role you are confirmed for. For those that have missed out this year, we will email you to notify you and place you on a waiting list in case we receive cancellations, and to keep you informed on the 2027 Volunteer expression of interest.

If you're no longer able to volunteer, please notify us ASAP by emailing events@dcj.nsw.gov.au where we can have DCJ staff member replace your role.