

# AFTERBURN REPORT 2023

A run down of what went down.





Photo courtesy of John Williams

## A Word From Our Regional Burning Man Representatives

by Shelley Watson & Pete Lumos Wyatt

Emerging from a couple of crazy years of lockdowns, it is clear the Burner spirit is as strong and vibrant as ever judging by the incredible Theme Camps and events hosted on the Paddock this year. It wasn't until we were there that we realised just how much we missed burning last year.

In mid-pandemic in mid-2021, New Zealand gained a new Regional Contact, long-time Kiwiburner Shelley Watson, to help share the workload with Lumos, keeping the Kiwiburn community informed of happenings in the Burning Man world, and connecting like-minded souls.

In 2022, although there was no Kiwiburn, we helped facilitate getting three key Kiwiburn volunteers into the Burning Man Mentorship Program where they shadowed teams in Black Rock City to learn how things are done there and bring that knowledge back to their volunteer teams in New Zealand.

With the world being largely online since March 2020, it was truly

wonderful to welcome back Burners travelling from overseas, especially since our last Kiwiburn in 2021 was when New Zealand's borders were all but closed. And they had it all, sunshine, rain and a skull-shaped Effigy.

A summer of severe weather events in the North Island brought rivers of rain, and the ensuing mud-pocalypse sure made it quite challenging in parts to get around the site late in the week, though amazingly the Effigy and Temple were able to burn despite being drenched. Kudos to all the volunteer teams who kept us safe and somewhat dry. And massive plaudits and accolades to Kiwiburn's leadership team who were also the Site Management team this year. They did an amazing job in the face of adversity at times, and probably never want to see a pile of wood chips ever again.

Throughout the year we attend regular online meetings, both formal and informal, with teams from Burning Man, Kiwiburn, and all our Australian counterparts. The annual Burners of New Zealand and

Australia (BONZA) summit, held in June, has been online rather than face to face since 2020, and will be again in 2023.

Every January we are each required to submit reports to Burning Man, which is part of the admin for Kiwiburn being an official Regional Event. And in 2024 we will be celebrating the 20th Kiwiburn! What does the future hold for the Burning Man Regional Network, now 25 years old? The 25 to Thrive project is endeavouring to discover what you all think of its future, so make sure to share your thoughts with the team.

It is great to see Burner events like Northland Burn emerging. Get involved in your community, share your skills and knowledge, volunteer to make sh\*t happen! And learn new skills while doing so. Kiwiburn does not happen without amazing volunteers, on site and year round. Reach out to us via email ([newzealand@burningman.org](mailto:newzealand@burningman.org)) if you have questions about Burning Man and the Regional Network - we look forward to seeing you soon.

## GOVERNANCE/EVENT DELIVERY

### WELCOME AND OVERVIEW

**Executive Committee (\$exCom) - Andy Justice (Money Daddy), Chairperson.**

Welcome everyone to the Kiwiburn 2023 Afterburn Report. Having had to cancel Kiwiburn 2022 due to Covid restrictions, we finally got to return home in January 2023 after nearly two years.

Kiwiburn 2023 may not have had the ogre of Covid restrictions threatening it but we did end up facing another force to be reckoned with - Mother Nature - who threw some wicked rain and mud at us. But we came through and the event was successful despite, or maybe also because of, the inclement weather. We were very fortunate

to be less impacted than many throughout New Zealand, and at the time we were knee deep in mud whilst dancing in the rain, our thoughts were with those across the country who were enduring far worse repercussions as a result of the storm and flooding.

#### KIWIBURN 2022

As mentioned KB22 had to be cancelled due to considerations for the potential impact on the local Hunterville community and local iwi, and that decision was only made after many, many hours of soul searching and communication with many parties affected. As it turned out subsequent restrictions imposed by the Government would have resulted in the event's cancellation anyway.

Without having had a KB22 Afterburn report due to the cancellation of the event, I would

just like to take this opportunity to record our thanks to the many volunteers who tried to make KB22 happen right up until the last minute (December 2021) and who then had to deal with the disappointment of cancelling the event and sorting the administration of refunds. Thanks goes out to the many in the community who had been working on Artworks and Theme Camps to only have to roll things over for a year. We also thank the general community for their support for ExCom and the volunteers when that sad decision had to be made and announced.

#### KIWIBURN 2024

But now we get to look forward to Kiwiburn 2024 with its added bonus of being Kiwiburn's 20th anniversary and its 10th anniversary of being on the current site in Hunterville. Here is to a great Birthday Bash in January, see you all on the Paddock !

## EXECUTIVE COMMITTEE (\$EXCOM)

**Chairperson - Andy Justice (Money Daddy)**

ExCom have operated for several years without a full complement of members. Consequently those on ExCom have had to take on double duties and also prioritise activities based upon the time and resources they had available to devote to Kiwiburn. I thank all the past and current members of ExCom for their dedication and passion to make Kiwiburn happen and enable it to come through the Covid years stronger than ever.

The priority for ExCom has always been to those activities that ensure an event will take place the following January. Whilst some of our community may have felt some aspects of Kiwiburn's administrative activities were lacking, the key outcome to focus on is that Kiwiburn events - apart from the Covid cancelled KB22 - have always happened despite ExCom and some key team roles not being filled. As noted in the 2021 Afterburn Report, Covid introduced more complexity

into people's lives and it has taken the world a couple of years to adjust to a new normal and for community members to recover from the impact Covid had - and still has - on personal resources such as money and time. So we understand the limits community members may have had over recent years and which precluded them from stepping into roles. Fortunately ExCom now has a full complement and we are well on the way to have all 2iC and Key Team lead roles filled as well - yay for succession planning, backup, and spreading the workload.

Note since the last Afterburn (2021) ExCom also restructured and more recently split the previous Arts Facilitator role/dept into two - Arts and Theme Camps - each of which has its own Facilitator to represent them on ExCom. Leading into Kiwiburn 2023 ExCom had a few roles unfilled, but as at September 2023 ExCom has a full complement comprising some old hands and some new blood.

ExCom's composition was / is:  
**KB23 as at Sep 2023 > for KB24**  
 Chair/Acting Treasurer: Andy > Andy  
 Secretary: Vacant > Rads  
 Arts Facilitator: Vacant > Cherie  
 Communications Facilitator: Julia > Julia  
 Crew Facilitator: Jax > Jax  
 Community Facilitators: Craig / Tāmāti > Tāmāti  
 Infrastructure Facilitator: Floyd > Floyd  
 Safety Facilitator: James > James/Mandy  
 Services Facilitator: Chloe > Chloe  
 Wellbeing Facilitator: Vacant > Ryan

Outside of ExCom, the Conduct Committee has had some changes and currently (September 2023) consists of Jeremy, Mirae, and Maggie - our thanks to them for helping keep our community true to our Principles and mindful of our Code of Conduct. So thank you to all the current Facilitators, their Team Leads, and Team members (and those who preceded them) for their service and time to put in the mahi to make KB23 happen as well as deal with the bonus of the mud and rain.

## Site Ops: Site Managers Lead - Jo Artemis

### INTRODUCTION

This year presented some new challenges, the most significant being the weather, and also was the first event with a new structure of ExCom taking over Event Management rather than having a dedicated Event Management team. During the event, Event Management is responsible for managing logistics, infrastructure and contact with the outside world, while Site Management is responsible for the people of Kiwiburn.

The deluges of rain and mud meant that Event Management were a lot busier during the event than they would normally be, whereas Site Management felt a bit quieter. There were not nearly as many incidents as in previous years, but there were some unprecedented things to manage, such as rumours that swept the Paddock about Kiwiburn needing to evacuate.

### CREW PERFORMANCE

Site Management were allocated a number of tickets to ensure that previous crew who needed them could come, and we are building up a good number of experienced Site Managers as well as welcoming some new people onto the team. Site Managers are carefully chosen for their relevant experience and a track record of being solid and reliable people, and as always everyone turned up for their shifts and the team worked well.

We ran two online training sessions prior to the event, the aim being to talk through the manual and our procedures. The sessions were also a chance for experienced Site Managers to talk through situations they dealt with in the past, since it is impossible to proceduralize every potential situation. That said, there are basic steps to take in managing crises that carry across a range of situations. We also held an in-person orientation onsite for people to meet each other, to see the Ops office and where things are kept, and to

go over radio protocol and other key information. People reported that the training was helpful and that they felt as prepared as they could be to take on such a role at such an event.

### RESOURCES

Site Managers had access to the Ops Office where incident report forms, the role manual and other documentation is kept, and it is a space that can be shut up to allow for handovers and confidential conversations.

Site Managers were also welcome to use the crew area while on shift, where they could go for refreshment, food, and a hot shower while on shift. As shifts are 12 hours long this is a big help. The new crew area is outside of the festival grounds which affords a bit of space and quiet while still being contactable by radio.

We had access to two e-bikes which we hired from Palmerston North, however due to the mud I don't think these were used a great deal.

### BUDGET ANALYSIS

The e-bikes cost \$30 each per day and we had them for a week. We also arranged for some snacks to be in the Ops Office.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

I am stepping down from my role of lead, and Lauren, who was my 2IC this year and was previously in the Event Management team, has agreed to take over. I know the team will be in very good hands.

## Sustainability Lead - Will M

### CREW PERFORMANCE

Due to the cancellation of KB22, it is best to review the last two years (2021-2022)

As we celebrate our 4th burn, most of 2021 focused on securing our foundation, our team, and our vision. We identified that the sustainability initiative at Kiwiburn thrived on behavioural changes, so having ideas presented by the

community for the community is key. To achieve this, we requested a 'Green Lead' from registered Theme camps and hosted regular interactive meetings to brainstorm ideas and projects.

From there, we settled on three core areas; Reduction (waste and emissions), Accountability (accurately measure our emissions and show where/how we are improving) and Carbon Balancing (addressing our emissions, both historic and unavoidable), and looked at what projects we could pursue. A larger team of volunteers were initially required to explore Reduction and Carbon Balancing opportunities, with a separate team to look at Accountability; reviewing the metrics required and how these were collected.

Infrastructure took on a couple of great initiatives around Water and People-waste. An extra worm farm to accommodate food waste was looked into, but maintenance throughout the year would have been problematic. So we looked at working alongside the Council to assist with composting, landfill and recycling, but limited communications with the council prevented this this year. The size of our event also restricted communications with KiwiRail and Intercity affecting large scale transport proposals. Smaller rail transport providers offered their services but the prohibitive cost will likely prevent participants from getting onboard.

Data collection was super-charged this year, collecting as much information, as accurately, comprehensively, and sustainably as possible, while ensuring privacy is respected. We will share the results with our community once it has been analysed. At first glance, the gate survey designed to capture transport data (which we estimate will account for 95% of our emissions) was successful with nearly 100% of those arriving from Wednesday completing the survey. We are expecting some incomplete information among the

sampling and may need to estimate to account for those with early entry. Camper surveys focused on mainly theme camps with some general campers, to provide an idea on other concerns around the composition of waste (organic, inorganic, greywater) and energy generating emissions.

Although emission reduction will always be our primary focus, we believe we're also responsible for the unavoidable emissions. As aspects of Carbon Balancing can carry a financial cost, it was important to host a consultation with our community about our approach, presenting various sequestration opportunities. We had a lot of positive response to localised and biorestorative tree planting efforts along with some mixed feelings about purchasing carbon credits. Over the last year, we connected parts of our community to existing tree planting projects which, when applying realistic assumptions, helped to achieve ~13% of our annual target. This year, we will try to decentralise and scale our tree-planting approach, but will revisit the idea of purchasing offsets if we continue to be shy of our target.

The team did a fantastic job exploring, now with reasonable systems and experience in place we can focus our direction. This should facilitate more achievements with fewer volunteers. On site volunteers 'sustainability sleuths' were on time, eager and a pleasure to spend the day with.

### BUDGET ANALYSIS

Our initial budget for the year was \$1,390. \$863 of the initial \$890 requested was spent to cover costs associated with the sustainability summit, setting the groundwork of our initiatives for KB23 and KB24. The remaining \$500 budgeted for data collection systems and tools was not used.

Looking forward, automating (or at least streamlining) our data collection needs priority, as it can take months to do so manually. This will likely require financial support.

Our ambitious target to be carbon positive may also require more assertive action.

Our team's goal is to drive sustainability efforts from our community, so this aspect has yet to require financial support.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Anticipating roadblocks can allow our team to focus on areas collectively, with the greatest impact such as Transport and Carbon Balancing ideas.

Scheduled and regular communications with the community to keep them informed, celebrate achievements, share sustainability tips, and advise them of local tree planting opportunities. This may increase community morale while encouraging sustainable behavioural adjustments

Teething issues led to a last minute adjustment on how we collected data. This has created lengthy delays in analysing the information, adding roughly 50 hours additional work. Having tested systems in place to speed this process is a priority.

Try to decentralise and scale our tree-planting approach, and revisit the idea of purchasing offsets if we continue to be shy of our target.

## Resource Consent Leads - Angela & Mr Cool

There was no significant activity required from the Resource Consent team this year as all the work had been done in preparation for KB22 which was cancelled. The resource consent conditions established for KB22 that remain in place have sufficient flexibility in the Consent conditions for KB23 and KB24 to go ahead as planned. There will be renewed activity from this team late in 2023 and then throughout 2024 as we review requirements for KB24 and beyond.



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# ADMINISTRATION

## Admin Team - Rads (on behalf of Geveta)

Due to unforeseen circumstances, for much of 2022 the ExCom Secretary role remained unfulfilled. Our Admin Team Lead, Geveta, stepped in wherever possible to provide essential support, mitigating some of the challenges. However, the transition was not seamless, resulting in the loss of significant institutional knowledge and intellectual property during this period.

I was appointed Secretary in mid-April this year, after Kiwiburn 2023 and have been chipping away at rebuilding an IT and Admin team. Our admin team lead for Kiwiburn 2023 also resigned in August this year. Geveta has contributed hugely to the Kiwiburn community over the years as a member of ExCom and in various other roles as a Kiwiburn volunteer. Geveta went above and beyond in her various roles over the years and we are incredibly grateful for the fantastic support she has provided to Kiwiburn over the years.

## IT Services Lead - Brad

It was a big year for the IT Team, and indeed a big two years since our last Afterburn Report in 2021. In 2021 the IT Team didn't exist, IT functions were still handled under the Website/Communications department, and we'd identified the need for more hands on deck to continue the growth of the IT functions and Event Management System that we had started developing.

Well, I'm proud to say we've come an immense distance since then! IT is now a fully-fledged team, having amicably (and sadly) divorced the Communications Department around April 2021 - we now live in the Admin Department, with the Secretary as our Department Lead on ExCom.

The everyday maintenance of the website has been left to the Web Team (though IT still assists with the technical operation) and our functions have developed thusly:

- Development and maintenance of the new Event Management System (EMS) in AirTable
- Development and maintenance of the front-end Portal for the EMS in Bubble
- Administration of IT Tools including Google Workspace and Slack
- Miscellaneous IT support and advice throughout the wider Kiwiburn organisation.

## IT Team Crew

The first job upon establishing the new IT Team (in April 2021) was recruitment and we swiftly recruited half a dozen outstanding humans including a 2iC, a Postmaster (for email management), and some wonderful new team members. As is normal with volunteers, we've since had a bit of turnover and we finished the 2023 event with a team of six people regularly helping out. I would like to extend thanks to the members of the IT Team who helped deliver the 2023 event so brilliantly: Matt, Rory, Katie, Trevor, Tim, and Jojo, and also to the other members of the team who have been with us at various stages since our inception: Keri, David, James, and Anjali. Special thanks also to the Secretaries who have worked with us: Geveta, Briar and Rads.

## Event Management System

Our biggest task, by a long shot, has been the development and maintenance of the new Event Management System in AirTable. This was one of the driving forces to establish the IT Team, and you may have read about our experiences trying to get this project off the ground in previous Afterburn reports. I'm glad to say that the system is well and truly up and running, with huge success.

The choice of AirTable as our development platform has proven to be a good one, with the platform meeting our needs beautifully and the continual development of new features already offering many opportunities for us to improve the system, despite it only being two years old. Many thousands of hours of development time have gone into building this system, and I appreciate the gusto with which the wider Kiwiburn crew have taken to learning a new tool (and in many cases being pushed outside their comfort zones to take this on) despite the bugs and last minute developments that come with creating and launching such a big piece of software.

It hasn't been without its difficulties, of course. One of the challenges of working in such a large organisation is that every team or department has their own processes and priorities, and the IT Team has worked hard to factor these into account, juggling how best to make these priorities work together in a single system. We achieved this by splitting the EMS into separate databases, which operate independently but sync portions of data between themselves. This allows each team to retain control of their own data while ensuring that this data can be effectively shared with the other teams. This approach allows us to control data privacy and access permissions, and while it has increased the development time and administration needs of the system, the benefits of better access control and increased customisability for each team and department has well and truly paid off.

Another challenge has been the timely provision or confirmation of requirements from different teams within Kiwiburn, and sometimes the IT Team has not been made aware of requirements until the eleventh hour, which has been difficult for allowing us to plan and develop effective solutions, only giving us time to develop the bare minimum. In other cases, the availability of the IT Team members and the sheer number of tasks on our plate has

held development up, with the same end result. Therefore, while I'm very proud of how far the EMS has come in such a short space of time (when initially planning the system, I thought it would be a three or four years process to get to where we've arrived within two), I still believe our current EMS can be described as MVP, or minimum viable product, and the number of improvements we will make over the coming years will make this great tool so much better. Now that we have a solid base to build off of, and a better understanding of each team's requirements, the IT Team will be able to work on continuing developments - building on top of what we already have - and I can't wait to see where it is in five years' time.

The launch of our EMS has been such a success that word has spread far and wide among the international Burn community, and we have been contacted by no fewer than six international burns to learn more about what we're doing and for advice on building their own, with many of them also choosing AirTable as a platform. It's amazing to see how the things we do here in little old New Zealand can have a wider impact on the community at large, and I hope that these other events can get the same success from their developments that we have!

In our priorities for the EMS over the next year or two, I would like to take advantage of some of AirTable's new features to improve the usability and user experience while continuing to work with individual teams and departments to improve their areas, moving us closer towards our goal of making administration and information sharing easier across the Kiwiburn organisation as a whole.

## THE PORTAL

Another large development for the IT Team has been the Portal, which is the front-end to our EMS that Kiwiburn participants can log in to to manage their applications and interactions with the organisation, as

well as their personal information. Specifically, this is where people can apply for and edit their applications for: Theme Camps, Art Registrations, Art Grants, Volunteer roles, and Events and Workshops, along with managing their Burner Profile and entering the Kiwiburn ticket lottery.

The Portal has been through two iterations over the last two events - for the cancelled 2022 event, we built it in Stacker, which is a low-code platform made as a front-end to AirTable databases. This was great to work with and quick to develop in, but had a few drawbacks: it couldn't take new user registrations, and the data had a 15 minute sync delay with AirTable which caused a few issues. These issues, combined with the need for increased customisation, encouraged us to look for a new solution for the 2023 event.

Bubble emerged as the frontrunner for 2023, and the IT Team (and Matt in particular) worked diligently to make this new Portal happen in a very short space of time. Bringing Burner Profiles in-house was another large development which has given us much better information throughout our entire EMS (as the Burner Profiles are linked throughout the database), but also posed its own challenges in integrating this with our third-party ticketing provider, Quicket.

For future Portal developments and priorities, we have several areas to work on. Firstly, we aim to improve the ticketing process through the Portal, including bringing more functionality in-house. Secondly, we want to enhance the Portal's user experience. This includes incorporating more information from other teams, improved text, descriptions, and layouts. Our goal is to make things more obvious and user-friendly for the wider Kiwiburn community; with over 5,000 people using the Portal this year, we need to ensure that it is at the top of its game.

## SLACK

The improvements from the IT

Team keep coming! Shortly after our inception in April 2021, we helped implement Slack as a new internal communications platform across the Kiwiburn organisation. Previously, all internal communication occurred via shared email accounts, which led to a lot of difficulties. Busy inboxes being checked by many different people resulted in lost email chains and emails going unread, alongside the regular email issues of siloed information and difficulties keeping topics together.

Slack is a messaging platform where messages are grouped by topic, also offering direct messages and private channels. With their platform being the market leader, and available for free for Not-For-Profit organisations (up to 250 users), the choice was a no-brainer. We implemented this tool and brought teams and departments across one by one, and it couldn't have gone more smoothly. The tool is almost universally loved and preferred over emails, and it immediately improved the information sharing, communication, and general vibe among the wider Kiwiburn crew - with volunteers now actively engaging with and communicating with each other, as opposed to the very transactional communication that previously occurred via email. Personally, I can say that I now feel much closer to the wider crew than I ever did by email, and that improvement in community alone has been so valuable, before we even consider the increases in productivity and communication between teams.

Going forward, the main consideration with Slack is the administration of keeping our users up to date as volunteers join and leave the organisation. Onboarding is mostly automated and doesn't require too much admin, however we need to improve our processes when volunteers leave, to make sure that their accounts are properly tidied up and permissions adjusted, and for this I recommend a new volunteer role dedicated to user management.

## GOOGLE WORKSPACE

The last of the large tools that we work with is Google, and this has been going well, though there are areas for improvement here too. We still use shared Google accounts and email inboxes, which can pose issues with user management and logging in (the 2-Factor Authentication is a pain in the neck, requiring a lot of IT Team hours to help volunteers log into their accounts). We have a plan to improve this by issuing individual Google accounts to Kiwiburn team members, so that each person manages their own account and there are no shared logins, however moving to this system will require a lot of administration, so time needs to be put aside to plan and implement this effectively.

## IT TEAM WORKING BEE

The IT Team has been really helped by our working bee, which is a chance for the team to come together in the same location over a weekend and collaborate and learn from each other while completing a large amount of development in a short space of time. We had one planned for late 2021 which was scuppered by a lockdown, but we managed to pull it off in 2022, and the weekend was a huge success - allowing us to get through a huge amount of development backlog. I recommend that the working bees continue going forward, possibly even increasing to multiple times a year.

## BUDGET

The IT Team's budget has grown as our needs have expanded, and our expenses came in at \$7,040 (excluding GST) for the 2023 Financial year. This is mostly made up of AirTable fees, as AirTable has a per-editing-user cost. We get a 50% NFP discount, and actively alter user permissions throughout the year to minimise our spend, however it still takes up a large chunk of our budget. Unfortunately this is unavoidable, but is very worthwhile considering the value that we get from AirTable. Our other main tools, Slack and Google, both offer us their systems for free as a NFP, and Bubble also gives us a discount.

Going forward, I don't see any large changes to the IT budget on the horizon.

## FINAL THOUGHTS

This will be my final Afterburn report as the IT Team Lead (and also my first, having previously been known as "Webmaster") as I am stepping down from the role after six years - though good luck getting rid of me altogether because Kiwiburn is great, after all. The IT Team has also had a couple of long-standing members leave to pursue other projects, so the team is currently in need of a wee refresh. This is underway, helped along by the wonderful new Secretary Rads and Matt, our hard-working 2iC. My hope is that the team can grow to 13 or 14 people, to cover the huge range of tasks we now need to manage on an annual basis, while also allowing capacity for new developments and redundancy to avoid people being overworked. This change in personnel will offer some challenges for the team I'm sure, but I have faith in the remaining team members along with the wider Kiwiburn Organisation that the IT is in good hands, and I can't wait to see all the amazing places it goes over the next few years.

## RECOMMENDATIONS

- Potentially issuing individual Google accounts to Kiwiburn team members, so that each person manages their own account and there are no shared logins, however moving to this system will require a lot of administration, so time needs to be put aside to plan and implement this effectively.
- With Slack, administration of keeping our users up to date as volunteers join and leave the organisation is needed. Onboarding is mostly automated and doesn't require too much admin, however we need to improve our processes when volunteers leave, to make sure that their accounts are properly tidied up and permissions adjusted, and for this I recommend a new volunteer role

dedicated to user management.

- Improve the ticketing process through the Portal, including bringing more functionality in-house.
- Enhance the Portal's user experience. This includes incorporating more information from other teams, improved text, descriptions, and layouts. Our goal is to make things more obvious and user-friendly for the wider Kiwiburn community,
- Continue the IT working bees, possibly even increasing to multiple times a year.



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# FINANCE

## Acting Treasurer - Andy Justice (Money Daddy)

*Please note all financial figures referred to in this report are expressed as GST exclusive amounts as Kiwiburn is GST registered.*

### A) KIWIBURN INC - FINANCIAL STATEMENTS

#### i) Financial Performance - Summary

KB23 was once again an unusual year - this time not due to Covid but instead the rather dire weather conditions that impacted Kiwiburn midway through the event.. The weather conditions lead to additional costs being incurred to make roadways accessible for vehicles to move on and off site, provide access for sanitation vehicles to service the toilets, and also the subsequent restoration of the site back to a condition that the landowner could return the paddock to their farming operation. All Kiwiburn's onsite crews were thankful to the attendees that listened to the advice to remain on site and minimise traffic movements until the MPW crew and others had made the site safe for Exodus. This reduced not only the workload but also the cost of repairs - we thank all attendees for their patience and consideration during the rather wet and muddy times.

Whilst ensuring all services and facilities were available for a successful event, our various Facilitators and Team Leads did an amazing job of managing expenditure. As a consequence the year ended with a Surplus of \$48,200 versus a budget deficit of \$8,000. \$30,500 of the \$48,200 surplus was tax exempt income (comprising Membership fees and Incorporated Society allowance) leaving a taxable Surplus of \$21,600. As a result of the cancelled event in 2022 Kiwiburn had tax losses of \$24,900 carried forward and so \$21,600 of those were used to offset and reduce this year's taxable Surplus to \$0.

From a cashflow perspective, Kiwiburn Inc's cash reserves - comprising cash at bank and bonds

with suppliers - increased slightly from \$213,000 to \$216,500

Listed below are some key aspects of the revenue and expense sections of the Financial Statements.

*The full Financial Statements are attached as an appendix. Note in the Financial Statements the comparisons of Actual results for 2023 to Prior Year have been done against 2021 not 2022 as 2022 was a non-event year so 2022's financials have little relevance to 2023 expenditure.*

#### ii) Financial Performance - 2023 Actual results versus 2021

##### Revenue

Revenues in 2023 were \$393,000 which was a 14% increase of \$50,000 on 2021's revenues of \$342,000. This increase was the result of the ticket price being set at \$220 versus \$195 in 2021.

Ice sales generated a loss this year as a result of less sales due to the inclement weather, increased cost of purchasing the ice, plus the significant increase in the cost of sourcing and transporting to site a 20' refrigerated container for only a month's hire.

##### Expenses

There are a few items of note as below.

The Event Delivery team has \$10,200 shown against it which looks like a large increase in cost versus the \$500 in 2021, but this is simply as a result in a change in accounting practice whereby the coding of expense items previously attributed to Ticketing and others (such as Wristbands, Stickers, and Event Guides) has been moved under Event Delivery. You can see Ticketing's costs in KB21 show as \$4,700 but as \$0 for KB23 as the cost of wristbands, etc now sit under Event Delivery.

MPW/Working Bee costs may appear high but this includes the one-off \$15,000 cost of the mulch and additional service contractors needed to deal with the swamp that KB23 became. There were also additional working parties during

the year and this included some significant costs associated with relocating the containers to the new MPW yard (\$6,500) as well as repairs and maintenance to the containers themselves, along with other earthworks and replanting occurring on site.

Under Overheads, Site Costs for KB23 (\$63,500) are much higher than KB21 (\$40,000) due to both the planned increase in lease cost and also the cost of restoring the paddock after the rain and mulching which resulted in the paddocks having to be completely ploughed and resown.

Note MPW had a very busy year as there were also several significant capital asset projects that were built such as the new water tank and reticulation system, and toilets - both composting and portaloos style, and compost bins. These do not directly impact the expense schedule as those costs get capitalised into the value of the new asset, but they do result in an increase in annual depreciation (from \$4,700 in 2021 to \$7,200 in 2023) that is shown at the end of the expense section.

Insurance costs reduced this year due to Kiwiburn being underwritten by a new insurer - hopefully we will get a similar deal for KB24 as it halved our insurance costs. Legal costs of \$3,800 have been incurred due to the Kiwiburn having to seek advice over Privacy Act matters and confirm the robustness of the modus operandi of our community's Conduct Committee.

Resource Consent Fees relate to a small amendment we had made to our existing 10 year resource consent.

Community Donations this year have been made to Know Your Stuff in recognition of their ongoing support for the Kiwiburn event and also to the local iwi - Ngāti Hauiti. Kiwiburn also supports the local Marton Fire Service through the donation of \$4,000 reflecting our appreciation for the entire team and appliances being on site for the two main burns.

The prior year adjustments of \$8,000 reduction in costs is a reversal of insurance costs originally invoiced and taken into the 2022 year that eventually got negotiated down due to the KB22 event not physically taking place.

#### **Taxation**

The gross surplus generated by KB23 was \$48,200 versus a budgeted deficit of \$8,000. Once adjustments are made for timing differences and revenue exemptions available to incorporated societies, Kiwiburn had a taxable surplus of \$21,600. As Kiwiburn had tax losses carried forward from KB22 that exceeded this year's surplus we offset a matching amount of those 2022 tax losses to reduce this year's surplus to \$0 and hence there is no income tax to pay.

#### **iii) Financial Position (aka Balance Sheet)**

As mentioned in the summary section (i) above, Kiwiburn's cash reserves have increased slightly from \$213,000 to \$216,500 comprising cash at bank and deposits/bonds with suppliers.

Fixed assets have increased significantly with \$44,600 spent on capital expenditure during 2023 comprising:

- \$21,000 spent on the mains water system (tanks, reticulation, and UV treatment)
- \$7,000 spent on composting toilet blocks
- \$7,000 spent on 2nd hand Portaloo style toilets
- \$4,000 on a star tent for Sanctuary
- \$2,000 on a new generator
- \$1,800 on cabling for the refrigerated containers (replaces hire costs each year)

Accounts Payable and Accrued Creditors are a bit higher at Balance Date this year versus prior years due to the nature of some of the KB23 "Mudburn" clear up costs being invoiced later in March and after balance date.

Overall, Kiwiburn's Financial Position

remains strong with in excess of \$216,000 in cash reserves.

#### **B) KIWIBURN ARTS AND CULTURE INC**

Kiwiburn's associated entity and registered charity Kiwiburn Arts and Culture Inc (KAC Inc) has remained effectively on hold pending both the settling down of the world to some form of post-Covid "normality" and also having all vacancies in the various Arts roles within Kiwiburn Inc filled (Facilitators, Team Leads, key teams, etc) so there can be full engagement and planning for that entity's activities going forward.

As a consequence there was only one activity during 2023 being the offering of a grant of \$1,500 to the Tinkledrum art project (artist Bibi Blienkendaal) that went to Burning Man in August/September 2022. This grant was a matching grant for funds raised by the Kiwiburn community for that project.

Subsequent to the KB23 event we have managed to fill the Arts roles vacancies and post KB24 the planning phase for KAC Inc's activities will begin including consultation with the Community.

#### **KAC Inc Finances**

As of March 31st 2023 Kiwiburn Arts & Culture Society has cash reserves of \$23,500 in its bank account, separate to Kiwiburn Inc's, comprising the original \$25,000 donation made by Kiwiburn Inc in March 2021 less the \$1,500 art grant to Tinkledrum.

#### **C) TEAM ROLES**

Since 2017 I have filled the role of Treasurer, and latterly since 2019, both the role of Treasurer and Chair, simply because no other community member was willing/able to devote the time to fill the role of Treasurer. Fortunately we now have members who have taken on that responsibility and have initially moved into 2iC and Finance team roles with the intention to take on the full role of Treasurer after having shadowed the KB24 event. I thank them for taking on this role and associated responsibilities.

We will also have a new purchasing/finance role operating on site throughout the build period and the event. That person will be based at the Site Office and work closely with MPW, build crews, and all the volunteer teams as they appear on the site.

#### **D) RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

##### **i) Develop long term plan**

ExCom will this year be consulting with Kiwiburn's members to develop a 3, 5, &10 year strategy including a financial plan to ensure the long term viability of the event and investment in assets. This may cover the possible expansion of Kiwiburn activities to be year round as well as the potential for collaboration with other organisations and events that have similar objectives and principles to Kiwiburn. This would be utilising both Kiwiburn Inc and Kiwiburn Arts & Culture Inc.

##### **ii) Develop Finance services**

Working with Kiwiburn's departments, teams, and artists continue to review and improve procedures and reporting.

Establish a Financial Oversight Committee to monitor and manage Kiwiburn Inc's financial operations and also, being a member of Kiwiburn Arts & Culture Society, monitor the financial operations of the Kiwiburn Arts & Culture Society.



# ARTS

## ARTery - Cody

### CREW PERFORMANCE

The ARTery has three main functions – support, celebration and education of all things Kiwiburn Art. Cody took on responsibility for the ARTery, with the pre-site preparation being completed solo.

On-site there was a radical change to the ARTery using a 20ft container. We supported artists being on-site during the setup on Tuesday and Wednesday although this was very, very limited due to not being familiar with the Kiwiburn Arts Committee (KAC) processes and not knowing information about the art placements. Big thanks to Centre Camp and Jaz for dealing with ARTist placement, and art location movements. Accessibility was enhanced with a ramp to allow wheelchair access to the ARTery. Again, big thanks to Xanthe.

The concept was to function as an art gallery, with the artwork taking prominence, rather than the ARTery space attempting to dominate. The theme within was extending the ARTery across time and space. Images of artwork from prior Kiwiburns and images of prior effigies and temples from Kiwiburn were projected. These represented the movement back in time. The current artwork was represented as a description on a display with joystick navigation for the viewers to leave an audio feedback recording to the artist. There were 144 audio recordings from burners to artists captured for KB23 art. The feedback recordings will be sent to the artists within the next few weeks. The future was supported by a set of wooden illuminated A3 panels showcasing posters for each of the 10 principles. A third projector displayed a curated set of images of international artworks, extending the ARTery across space to other burns globally.

We held several successful events during the festival: Artwankers tour Wednesday (3 participants), second main night time art tour (TBC participants), ARTery opening

night and art crew appreciation (50+ participants).

### RESOURCES

ARTery was a small team, with Cody supported by a few on-site volunteers and friends. It took considerable effort and preparation to construct, and organise the projectors, electronics, and audio feedback hardware. 60m curtains were sewn prior to the event and hung on the walls. Phew! Due to time constraints the full complement of pre-tested audio interactive gadgets, and shelf of shit talking Aliens was not turned on, due to burnout and rain. The raised floor of the container performed much much better in the rain that a tent would have. Electronics would not have survived the heavy rain in a tent. Excellent support was provided to Cody for the on-site setup. Big thanks to Xanthe and MPW crew and lead, and massive shout out to IT Matt.

The budget was not rigorously pre-planned. Cody just wanted to get the core space completed in KB23, with more interactivity and smarts added in future years.

Having volunteer tickets and the KB volunteer list provided useful access to some assistance on-site. Going forward, the intention is to build a crew who are dedicated and committed, in preference to volunteers who are on the list so to speak. That said, all of the volunteers provided valuable support and performed their tasks.

The lack of a lead for ARTs overall did lead to a lack of cohesiveness. Hopefully for KB24 there will be a lead across all the ARTs groups. Mel did a great job covering. Appreciation for Andy very carefully and clearly checking in with ARTery needs.

### BUDGET ANALYSIS

ARTery had an overall budget of \$2,500. ARTery came in \$35 under budget with spend mostly on fit-out items. There was some movement of funding between line items within the ARTery KB23 budget. The rental / hire cost was substantially lower

than anticipated. The fit-out was higher than budgeted. The food and beverage for the events were within budget. Due to time constraints on the paddock and unresolvable cable compatibility issues (HDMI to DPI) only 3 of the 5 projectors were ultimately used in KB23. The two unused purchased (\$560) HD projectors are included in KB23's actual costs, but the full benefit of them will not be realised until KB24. ARTery received volunteer swag patches this year. Nice. Again this year our generator was managed by MPW, this is awesome - thanks MPW!

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR:

- Try to drive the interaction within the ARTery. The KB23 infrastructure was in place, but more interaction was supported with recorded prompts etc.
- The ARTery KB23 managed to complete the new space in the container and complete the projection of art from international, previous Kiwiburns. Continue using this space in 2024 with the following recommendations for the space:
  - Complete the ARTERY illuminated LED sign. The KB23 ARTery vertical firework poles were pretty, but a sign would be more important for KB24.
  - Paint the ceiling white.
  - Improve the external aesthetics of the ARTery by applying some tension fabric sunshade.
  - Turn on the interactive electronics to provide voice feedback inside the ARTery.
  - Consider options to drive ART engagement onto the paddock via 1) Actually putting out the interactive shit-talking Alien AI soft toys. 2) Art hunt gadgets to encourage people to try to hunt for a piece of art within a time challenge.
  - Pre-test audio interactive gadgets, and shelf of shit-talking Aliens.
  - Artwanker tours - discussion

on when to have second-night tours. We planned and were present for a tour immediately after the wine and cheese meet and greet event. Only 3 people turned up, likely because it was raining. Also, Wednesday was too early, with much art not being ready. Daytime tours seem more redundant for illuminated art pieces. The Thursday night ART wankers tour was well attended and enjoyed.

- Will work to increase the volunteer team supporting Cody. Currently talking with a possible 2iC for the wine and cheese event.
- Build a crew who are dedicated and committed, in preference to volunteers who are on the list.
- Hopefully for KB24 there will be a lead across all the ARTs groups.

## The Hub: Centre Camp Lead - Julian

*Written by Rads on behalf of Julian*

Centre Camp held a total of 21 events during Kiwiburn 2023 ranging from everything from soulmate matching to consent discussions and optimizing solar power for home and paddock use. As before, we had a few event requests on site and the availability of a whiteboard made it easy to add those events to the few spare timeslots we had.

While Julian was sadly unable to attend Kiwiburn 2023 due to personal circumstances, his successor Alastair and the other Hub team members were able to set up the day before gates opened in plenty of time for the space to be used by the Sustainability team for a quick training session. Centre Camp improved on Kiwiburn 2021's great set up with audiovisual support as well as a sheltered space. This meant burners who signed up to use the community space were able to take advantage of things like stage lights, speakers and a microphone. They were also supported by techie/ stage manager whenever one was available and on shift, as well as a runner to make sure their events ran smoothly.

The Hub: Depot Offsite Lead - Susie & Depot Onsite Co-Leads - K-Bar & Pickle Tits

### CREW PERFORMANCE

We had another year of fantastic volunteers for the Depot crew this year. Out of 141 applicants via the Team Hub, we chose 32 people. Most were returning, with a few new faces. Our biggest achievement as a crew was our Koha Ice initiative, where Kiwiburn participants were offered the option to buy a bag of ice for another random anonymous Kiwiburner. We ended up selling over 50 bags of koha ice, and as a result were able to give bags of ice away for free on the final Monday of the event.

The Depot Manual was fully updated and sent out to all volunteers prior to the event, along with copies of the roster. Training was also undertaken onsite in the quarter-hour before shifts started. We had hardcopies of the manual available onsite and shifties could always ask their shift manager or the onsite lead if they had a problem.

### RESOURCES

The team was great. What let us down and made our jobs harder (besides the frankly terrible weather) was the equipment, mainly the big freezer. Our freezer was a single-phase older model which kept breaking down and was not fit for purpose for the tasks we needed it to perform, despite the best efforts of MPW and the Infrastructure Facilitator. The initial generator that we used could not handle the initial startup power surge, so a new one had to be brought in. Unfortunately, the new generator was extremely loud even with a box around it, which disturbed the Sanctuary and Know Your Stuff volunteers, who were camped nearby. On Wednesday night, one participant decided to turn off the generator and thus turned off the power not only to the freezer, but also the UV water filters, KYS equipment, and power to the Sanctuary. The ice in the freezer started melting at that point, and since the freezer was only single-phase, it continued to melt for

the rest of the event.

As onsite lead, I had plenty of support. Susie, our offsite lead, was given the role in mid-2022 after our former Glorious Leader, Kora, stepped down for family reasons, and she hit the ground running. I also got huge amounts of support from Matt, the IT 2iC, the Infrastructure Facilitator Floyd, MPW lead Xanthe, Chairperson/Treasurer Andy Moneydaddy, the team at Site Office ably led by Audrey, and Will, who did both Town Planning and was Floyd's 2iC. Many thanks to all of you. I could not have done my job half as well without your help. And a special shoutout goes to Jasmin Wilkins, who not only turned up early to help set up the Depot, but also stayed behind afterwards to help with packdown and inventory.

It has become clear, however, that the Depot needs a better freezer. Moneydaddy has promised us a three-phase model similar to the one used by the crew kitchen for next year, but we'll see.

We added two new things for participants this year. One, as mentioned above, was our Koha Ice initiative, which was a huge success. The second thing was in association with Camp Raglan: a scheme to recycle used ice bags in order to turn them into fence posts. This met with moderate success, but was hampered mainly by participants not returning their used bags until the very last minute after Camp Raglan had packed up and left. In future, we'll make sure participants know that they need to return their bags by Monday morning at the latest.

### BUDGET ANALYSIS

- Initial budget: \$400, plus \$200 float (returned at the end of the event)
- Money provided: \$200 for food and non-food consumables; \$200 for float
- Money spent: \$199.96.

The bulk of the money (\$160.56) went to groceries for the Depot team. We went slightly over-budget

due to inflation, but managed to take the overflow from the \$50 non-food consumables. We also had a \$3 bank fee for an in-branch transaction (picking up the float).

We sold a total of 1905 bags of ice over the course of this year's event, which was well down on previous years. This was due in part to the weather and in part to the freezer not working as well as it should have. Our busiest day was Thursday, when we sold 625 bags. This was a sharp contrast to Monday, where we sold just four.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Lost property continues to be an issue. Centre Camp was unable to take clothing & non-valuables as previously arranged, and our backup option fell through as well. There is an urgent need for a dedicated Lost Property service camp for upcoming events, partially funded through an innovation grant. K-Bar put together a proposal to remedy this, which was put to the community in mid-2023.

We're also in need of a high-quality, three-phase freezer that preferably runs on mains power, rather than depending on generators. In the future, we'd love to be able to run on a combination of solar power and mains power. We're in it for the long haul, and we're always looking ahead for the next challenge.

### Burnable Arts: Engineers - Jasmin

#### CREW PERFORMANCE

- Supported the Temple and Effigy teams through the year
- Participated in engagement with the Haast Eagle crew

#### RESOURCES

It was a bit of a challenge this year with the changes in Art Facilitator, followed by the no Art Facilitator! We managed to get through, I think collaboration / comms were negatively impacted

I think I had enough support in general for the role - the wider

team were helpful and we all pulled together

Since last year, greater involvement with KAC makes it easier to align with Arts generally.

#### BUDGET ANALYSIS

I didn't spend any money on my activities - Temple and Effigy both appeared to adhere to the budget reasonably well, I think we'll need \*more money\* for 2024 - costs of construction keep going up, and well engineered accessibility \*costs\*

#### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Here are some vague suggestions:

- More funding specifically for accessibility components
- Ability if necessary to fund engineering assessments / drawings
- Recognition of the supporting volunteers - engineers, drawings etc, they are amazing
- Build up a catalogue of people who will support Leads
- Aim for a team leadership - design lead, build lead, and admin lead in each team
- Have specific process for any artist wanting to do a large art build on Paddock / burn any art
- Explore constraints and options for any 'extra' burns, either on Sat, Sun, or another night ...
- Complete a tonne of documentation to support the role and standard things that happen
- Get the theme announced during KB so we can get Effigy & Temple proposals underway asap

### Burnable Arts: Effigy and Temple Leads - Jo Artemis and Tora Mckenzie (Torart)

#### CREW PERFORMANCE

We supported the Temple and Effigy teams through the year and participated in engagement with the Haast Eagle crew.

#### RESOURCES

It was a bit of a challenge this year with the changes in Art Facilitator, followed by no Art Facilitator! We managed to get through, but I think collaboration/comms were negatively impacted. I think I had enough support in general for the role - the wider team was helpful and we all pulled together. Since last year, greater involvement with KAC has made it easier to align with Arts generally.

#### BUDGET ANALYSIS

I didn't spend any money on my activities - Temple and Effigy both appeared to adhere to the budget reasonably well, I think we'll need \*more money\* for 2024 - costs of construction keep going up, and well engineered accessibility \*costs\*

#### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- More funding specifically for accessibility components
- Ability if necessary to fund engineering assessments / drawings
- Recognition of the supporting volunteers - engineers, drawings etc, they are amazing
- Build up a catalogue of people who will support Leads
- Aim for a team leadership - design lead, build lead, and admin lead in each team
- Have specific process for any artist wanting to do a large art build on Paddock / burn any art
- Explore constraints and options for any 'extra' burns, either on Sat, Sun, or another night
- Complete a tonne of documentation to support the role and standard things that happen
- Get next year's theme announced during KB so we can get Effigy & Temple proposals underway asap

### Theme Camps Lead - Bex

#### CREW PERFORMANCE

This year, Theme Camp numbers were at an all-time-high of 90 camps on the Paddock! That's 90 H&S plans, 90 leads, 90 spots on the Town Map and 90 venues for 3+ events in the event guide!

#### RESOURCES

TC management was really satisfying. TC's give such a creative, huge contribution to the community and it was rewarding helping that come to life. I do feel that the quantity of Theme Camps now warrants an extended team, to be able to give each camp the time, focus, training, and guidance that they deserve.

In comparison to last year (which didn't go ahead), there were two TCC's and an Arts Facilitator. We also had only 74 Theme Camps registered.

Extra resources placing Theme Camps in EE days/gate open day would be really valuable.

#### BUDGET ANALYSIS

Nothing spent this year. Possibly a small SWAG spend next year with a bigger team.

#### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Here are some vague suggestions:

- At least two humans to sit under the TCC role, to be able to better spread the workload & projects. Team will focus on Education & Engagement with the community by the way of Facebook, webinars, email & the like.
- Facilitator & TCC to focus on bringing other departments around Kiwiburn in to work together with the TC Leads. Especially to strengthen Theme Camps' understanding & relationship with Sustainability, Accessibility, Culture, MOOP & Safety teams.
- Completely revamp the registration process/questions to be much more thorough & helpful for helping/placing/allocating

Theme Camps.

- Review event submission criteria due to feedback from Theme Camps this year.
- Consider the implications of TC numbers growth without land or capacity growth. Consider limiting number of official Theme Camps and how that can be done fairly & reasonably.
- Recommend bringing forward and spreading out ALL timelines to avoid everything being so last minute. Last year TC Registration opened mid-Sep - aim for beginning of August.
- Clear, approved processes & criteria for ticketing allocations, Early Entry allocations.
- A consistent & ongoing schedule of team catch ups to improve communication, bonding & success throughout the TC team.
- Biggest shortcoming of the TCC role was the lack of access to communication or info. A lot of this was due to not collecting the right data upon registration ie, preferred contact method, lead info (like H&S leads, Sustainability leads), asking more details about reserve ticket requirements & asking whether they needed extra support (logistically, timeframes, electronically, etc). A lot of issues came down to either inexperience on my side or the Theme Camp's, or a lack of education from KB Org to the Theme Camps to explain decisions and processes. Clarity, more manpower, education & better timeframes next year will all contribute to a much better experience all round.

### Sound Team - Anthony & TK

#### CREW PERFORMANCE

This year the Sound Team was able to achieve our main goal of keeping the event within the desired noise levels as dictated by the resource consent policy. Some breaches of the Sound Policy occurred, but having the 5dB leeway between policies proved helpful in mitigating excessive noise. Working with

Ben from Marshall Day Audio we determined an approximate level of 95dBa @ 5m from sound camp sound systems provided a baseline level of sound appropriate for the top paddock camps.

Volunteers were given a training session which covered the tasks of measuring sound levels, use of radio comms for communication and reporting, how to engage with DJ's and camp sound leads in order to regulate levels, and how to escalate issues when breaches of sound policy were imminent.

Shift lengths were set in 2 - 4 hour blocks depending on the day and time. There were no issues raised regarding shift lengths, though handovers proved difficult at times, such as when a volunteer was missing.

Crew communication and efficiency was varied, with some volunteers showing high levels of professionalism and diligence, including taking on additional shifts to help with the workload. We had issues with one crew member showing up for a shift intoxicated and using the radio comms inappropriately.

Some issues with repeated breaches of sound levels from one mid-paddock theme camp (Swing Fling) were responsible for some complaints at the boundary. They will need strict enforcement of sound levels at future events, or relocation to top paddock where higher sound levels can be accommodated. We would recommend going forward setting a lower limit of sound levels for mid paddock camps in future, as noise leak across the river is prominent.

#### RESOURCES

Due to an upgrade in remote measurement hardware we discovered that the new systems were unable to connect to the available 2G network, and so we were unable to check boundary sound levels from the event site. Being unable to remotely measure sound levels from the boundary caused difficulty when assessing



appropriate levels for camps, as there was a large delay in knowing the precise times when breaches in the sound policy were imminent, and which camps were responsible for contributing to higher boundary levels and complaints from nearby houses. This increased our risk of breaching resource consent requirements, and could cause problems in future if not addressed.

There was a point where the sound team were asked to move off a dedicated comms channel to the general ops channel. This caused some problems with escalation, as Sound Lead and 2iC were alternating on-call night shifts and were unable to distinguish sound-related comms from ranger updates and communication with the site managers. Either keeping a

## COMMUNICATIONS

### Communications Facilitator - Julia (Flying Squirrel) and Communications 2iC - Jo

#### JULIA (FLYING SQUIRREL)

Due to the cancellation of KB22, the air appeared to have gone out of the community and we struggled to get engagement and feedback from burners. I even let the odd conspiracy theory post run just to see if it would stir some emotion!

There were no theme and poster competitions, so there were also fewer reasons to interact with the community. Our Comms summit did ignite our team though and the addition of Tracey and Dario on the Electric Fencepost (EFP) team and Captain a bit later really made a difference.

Social media continues to be a sluggish beast, and we need to be more proactive at posting and interacting on Facebook and Instagram. We still need more help with this and will get more people. If we can get social media humming like the EFP, I'd be happy.

Design encountered challenges primarily with the Event guide, which

dedicated comms channel for the duration of the event, or ensuring enough volunteers to cover night shifts would be required going forward.

Procedures for handling problems in shift handover should be formalised for next event, to minimise issues in case of delay or missing volunteers.

Lack of a direct report from the vacant Art Facilitator role did not help.

#### BUDGET ANALYSIS

Budget was \$3,900 for Acoustic Engineer Consultancy and equipment hire, actual spend was \$3,500. Next event's budget to be reviewed for any increase required for additional phones and microphones for sound level monitoring.

turned into a huge document that had to be printed as A4 in order to still be stapled (and not cost a squazillion to be bound as effectively an A5 book). Arguably the issue is too many events, though we'll be looking at other additions to a printed version next year alongside a printed version.

Photography is also still a challenge as the lead in the area needs more support and is largely absent during the year. During the event, we had 3-4 official photographers working, but not all submitted their work afterwards. There was an attempt to get Theme Camps to sign up for official photos to be taken, and quite a few enrolled, but we've struggled to get these pictures to the Theme Camp lead as it requires some administration, follow up and attention. More work needs to be done in order to clarify consent, publicise the pictures that were taken, simplify the process for tagging pictures, filing them and re-distributing them.

Finally, the website is still undergoing some refurb work, which is bitterly needed and will continue, but it is slow going. I am extremely proud of my team, who are really

#### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- Ensure boundary sound level monitoring is available remotely - this is necessary for RMA compliance.
- More volunteers
- Stricter measurement and regulation of lower and mid paddock camps with large sound-systems
- Dedicated radio comms channel for the event duration
- Improve shift handover procedures
- Phones available for use measuring localised sound levels

gelling together and are largely reliable, tight knit and committed! They make the job even remotely possible!

#### JO

During the year, we found the first part of the year sluggish and the energy hard to get up. Both from the community and organiser side.

We recruited two new EFP writers (Dario and Tracey) and they have been great to work with and have on board. The dynamic of the writing team is excellent with multiple writers.

We had a summit which was a great success in October - we used the notes from the summit as check in for our monthly meets for a few months after this and it worked great. Unfortunately we lost the energy after the Burn.

I have limited comment in terms of my responsibilities and work during the Burn - the only real experience was the incident of trying to log into my account to access the theme camp photography survey. It requires two personal devices and the internet to do that which is really hard at the Burn when you are not

likely to have your laptop with you. So that's something we could do better.

I felt that Julia was very busy and connected into daily interactions with Burn events, but none of that spilled over to me as 2iC - should it? Could it? I could help and would enjoy being useful.

Note that sharing photos is still not well developed - Tim uploaded photos but permissions and a central storage space were complicated and it took a long time to sort out.

The rest are my thoughts about the Burn event - not really relevant to my role and can delete!

For me personally it was a hard Burn with the damp claustrophobia of incessant rain. The number of spaces to be was small and it felt like I was rotating from one to the next like a sneaker in a washing machine.

#### Web Design - Krissy

The main focus with the website at the moment is the website redesign, which will consist of a restructure to make it easier to navigate as well as an upgrade to the design style to make it more accessible.

A lot of work was done on the new colour scheme to make sure it meets global accessibility standards. The current focus is a new navigation structure, the only fail here being that I wasted a lot of time creating an optimised navigation structure for viewing on computer screens and then realised the majority of users access the website via mobile phone and that this should be the focus. This is now progressing nicely. In the meantime the content creation team has kept the website ticking along, making changes and keeping information up to date wherever required.

A major update can be seen on the ticketing page which has had an overhaul and will act as a guideline for how other pages on the website will be structured when the new design is launched.

#### EFP Writers - Tracey Barthow (Shroomie) and Dario Nustrini

##### TRACEY

Dario and I (Tracey) were both new to the EFP (and year-round volunteering in general) in mid-2022, with our main focus on learning the ropes so we could write the EFP unassisted. With the help and guidance of both Julia and Jo, we managed to crank out the pre-Burn EFP each week like a well-oiled, grammatically correct typing machine, ensuring the masses received their news and nonsense. It wasn't long before Julia and Jo were able to (mostly) step back from the EFP and focus on their Lead and 2iC roles.

Post-Burn, the EFP duo has grown to a team of three with the addition of the fantastic Captain Owen, who has made some excellent contributions to both the EFP and the Kiwiburn Blog. During the quieter post-Burn months, the EFP goes out every second week, allowing the team to focus more on quality articles and blogs before the pre-Burn madness begins again.

##### DARIO

This was my first burn of any kind, so I didn't have much to compare it to. However, being a part of the EFP for most of 2022 made me feel really informed about the various moving parts and helped me orientate myself once I was on the Paddock. I LOVED the first day. I went to events, met some great new people and walked around generally being nosey. The rain provided a challenge after that, mostly in the increased admin and the cancellation of many things. My biggest takeaway was just being blown away by the passion and commitment of the people who run the theme camps, they were wonderful.

#### Graphic Design - Kayleigh

This year's burn took the designs from what was going to be the 2022 burn and relayed them into 2023 - fitting for a theme of Time Travel. The artist, Cole Holyoake, assisted

where needed, worked with me to create the sticker, volunteer patch and social media banners.

Our previous sticker supplier based in Wellington is no longer in operation and other local suppliers were too expensive, resulting in us sourcing the stickers from overseas; a known 'burner' company called Sticker Mule. Due to sourcing a new supplier and having the cost approved, the stickers did not arrive at the Paddock in time to be distributed to the first arriving participants, but were able to be handed out to later arrivals. It was communicated through word of mouth that they could be collected from the Depot for those who had missed out.

This year, Krissy slightly adjusted the Kiwiburn logo font, colour, and use to align with a more accessible colour contrast which was used throughout newly created documents and the event guide. The event guide doubled in size, making an A5 booklet unusable and instead required an A4 booklet which was overwhelming, hard to carry around on the Paddock and less accessible for vision impaired readers (previous years we could blow the A5 up to A4 to create an accessible version).

Work on the Event guide was delayed until the last minute due to the increase in theme camps and late submissions. Editing the guide due to spelling and grammatical errors, and incorrect original data entries was a tiresome and frustrating process.

Last minute changes were required for the map to change the toilets from a gendered icon to a toilet icon for inclusivity purposes as well as fixing spelling mistakes of artworks and Theme Camps. Both adult and under 18 wristbands were designed and produced again this year. Due to uncertainties around COVID-19, the patches and stickers had the dates removed in case the event was postponed again.

## Photography Lead - Tim PIX

Photography for Kiwiburn 23 was the tussle between incredible shots and consent.

With lots of artwork and plenty of entertaining characters, there was no problem with subject matter. We had three photographers who took really different approaches which was great because it meant we got lots of different shots, and

overall quality was outstanding. The highlight was being asked to take photos for the official wedding that occurred on the Paddock!

With many photographs of people, we did manage to get consent when they were taken. However, caution has stopped us using many of the shots, this is something that would be good to solve somehow. I imagine some amazing system which recognises people's faces, connects them to their profile and

ask them for their consent for each photo... If we can't find someone, then they're not recognizable... I don't know what it is but photos of the event with just about no people in them always feel a bit cold.

The weather made things much more challenging, the worst weather was at night mostly, but taking photos in the pouring rain is actually no fun. Overall it was a successful event and we got many hundreds of great shots.

| SOCIAL MEDIA STATS           | 2023 YTD | 2022  | 2021  | 2020  |
|------------------------------|----------|-------|-------|-------|
| Facebook Page Reach          | 15208    | 21025 | 13855 | 11508 |
| Instragam Reach              | 4795     | 4267  |       |       |
| Facebook Page Total Likes    | 14688    |       |       |       |
| Instagram Total Followers    | 4130     |       | 3378  |       |
| Facebook Page Visits         | 5645     | 5168  |       |       |
| Instragam Profile Views      | 4490     | 2178  |       |       |
| Facebook New Follows         | 480      | 587   |       |       |
| Instagram New Follows        | 500      | 343   |       |       |
| Facebook Group Total Members | 10356    | 8700  | 7701  |       |

## Country Spread - Top 5:

- New Zeland: 58.7%
- United States: 8.8%
- France: 2.4%
- Australia: 11.8%
- United Kingdom: 3.1%



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## COMMUNITY

### Community Facilitators - Craig Gainsborough (Patterpaws) & Tāmāti Taptiklis

The Community Department was established shortly after KB21, to focus on improving inclusivity for various minority groups in the KB community. The department has a Cultural Safety team, an Accessibility team, a Rainbow team and the Consent team. KB23 was the first event for most of these teams, and as such it was the first chance to see the implementation of their efforts to improve inclusivity, and to gather more information about where the gaps are.

The facilitator role has been shared between Craig Gainsborough and Tāmāti Taptiklis as Co-Facilitators. Craig stepped down from this role in April 2023 and in May 2023 ExCom voted to reduce the role to a single facilitator for consistency with other departments and begin recruiting a 2iC.

The Rainbow team (aka Theo) did great work producing an inclusivity guide for LBGTQI+ people. Unfortunately, this team has disbanded and we need to recruit new humans.

The Consent team lead roles, which are Rose Archer and Sandani Wijetunge, were established to backstop the work done by Consent Club, which are independent of Kiwiburn. In the capacity of Consent Club, the team worked hard on consent breach harm prevention.

We are also currently recruiting a data analyst team to review the community survey.

### Consent Leads - Rose & Sandani

#### SUMMARY

The consent team, with Consent Club, provided a consent safe space, looked after by a team of 30 community-vetted consent guardians. Consent guardians received disclosures from people who had experienced consent

breeches, advocated for them when appropriate and roamed during night shifts. Consent posters were provided to theme camps and put up around the paddock. We ran open consent hui and workshops throughout the festival.

#### INCIDENTS AND CONSENT CULTURE ON PADDOCK

This year we noticed that there is a greater emphasis than ever on consent at the festival, including many theme camps offering workshops and instituting their own consent strategies. However, incidences of consent breaches continue to occur, including but not limited to first-time attendees of Kiwiburn. Some of the breaches that occurred were very basic 101-level consent issues, which highlights the need for continued education and culture building.

#### TRAININGS

Consent guardian training consisted of two online training and one on-site training. We also supported Black Sheep Rangers training by doing bystander intervention training. Four additional consent workshops were offered by the consent team during the festival.

#### RECOMMENDATIONS / IMPROVEMENTS

More consent messaging and education through social media and the mailing list in the lead-up to the burn.

The Consent club has operated somewhat in a vacuum and we would like to have more integration of the Consent team and overall strategy into theme camps, sanctuary and Rangers. This will be done by working with the sanctuary and BSR team leads. We will also run workshops for theme camps on how to develop and improve their consent strategy.

For the previous two years consent has been funded by the team that brought them to Kiwiburn. This year we will apply for funding to ensure that we have all the infrastructure that we need.

### Cultural Safety Leads - Clyde & Dani (Dad)

We went to the burn with curiosity for what cultural safety means and the current paddock experience in terms of culture. We had constructive conversations, and received feedback from other people's conversations on the topic.

Practical support provided included having these conversations with attendees. People were open to these conversations, which often intersected with accessibility and LGBTQ+. Inclusion and safety were either already important or they were curious about why we thought they were. We also provided support for BIPOC o te Patiki - transporting equipment, set up, and morale. We connected with burners who work in other festivals' cultural inclusivity teams. We gave advice to greeters about appropriate Te Reo pronunciation. We advised the greeter team that they could acknowledge that Kiwiburn is hosted on the ancestral lands of Ngāti Hauiti during their greeter presentation. They could acknowledge that the land is Raupatu (confiscated), as the land was taken mostly in the process of the Native land courts in the late 1800s.

#### RECOMMENDATIONS / IMPROVEMENTS

Potentially a third person to round out the diversity of the team. Post-burn conflict resolution was more complex than anticipated.

Through our conversations on the paddock, we learnt that cultural safety touches upon most crew teams of the burn. We would like to talk with other crews.

# CONDUCT COMMITTEE

## Conduct Committee Leads - Dave (D'Rogue)

### CREW PERFORMANCE

The Conduct Committee (CC) is currently a team of three. We are looking to recruit new members as we recently had a few members resign. All individuals who have volunteered on the CC have been dedicated and extremely valuable team members.

The past year, while we have not seen an increase in the number of complaints received, the complexity of some matters has presented some difficult and time/resource consuming challenges.

The CC also intend to engage more with the Cultural Safety leads to uphold radical inclusivity and support each other, particularly where cultural safety issues have been identified.

### RESOURCES

The CC endeavours to meet at least once per month to discuss new cases, ongoing cases, difficult matters, and review of processes/

policies. Our communication was initially solely by group email, however, we have switched to video meetings or brief catch ups on private messenger chats to avoid privacy breaches.

The difficulty of complaints we've recently has highlighted the need to reassess our purpose, policies, and processes.

Our most difficult cases continue to be situations of relationship breakdowns.

Theme Camp and volunteer leads continue to be of valuable help to the CC in resolving complaints, particularly when we need to communicate boundaries to members of the community, or remind them of Kiwiburn's Guiding Principles etc.

### BUDGET ANALYSIS

The CC have an annual provision of \$300 to cover any professional supervision/counselling should any team member feel the need for it after dealing with a difficult situation, but no requests have been

made this year.

A highly complex complaint resulted in the need to spend on legal advice and was ultimately handled by the Chair.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Since our team is small at the moment, we are keen to recruit new members. Due to the nature of our mahi, our volunteers can experience burnout and emotional fatigue.

We are excited to make the jump from Google Drive to Airtable to better streamline our processes, protect data, and record/save files more consistently.

One of our priorities is also to review our policies and re-communicate our purpose, to make clear when the CC is able to assist. We also intend to review our ability to accept anonymous complaints, as this cannot be fully guaranteed if a request is made under current New Zealand privacy law.

# CREW

## Crew Facilitator - Jax (Marla Singer)

### CREW PERFORMANCE

This year was a transitional year for the Crew Department, with the previous Crew Facilitator (Holly Bennett) stepping down and a new Facilitator (Jax Bown) appointed at the end of September 2022. Holly stayed on as Crew Facilitator 2iC in a consultative capacity to support this transition.

Since mid-2021 there have been several changes in the Crew Department, with some volunteers changing roles and some no longer having the capacity to continue in roles, leaving roles vacant so the focus turned to the delivery of the event itself. With the cancellation of KB22, this meant that for many of the team, KB23 was the first event in either their current or any volunteer role.

Overall the team did a great job of delivering their responsibilities for Kiwiburn, especially in this context. Each team has highlighted their achievements in the following sections and I'd like to thank them all for their efforts and engagement. Ka pai team!

The Crew changes have highlighted a need to improve our process documentation and induction into roles. While there have been good in-person handovers and some crew remaining available to answer questions, we need to improve the documentation available for each team to refer to in carrying out their responsibilities. Having more accessible information will also help other departments to understand and follow processes, reducing the reactive workload on Crew teams.

### RESOURCES

Support in the role:

- Starting the Facilitator role in October meant that event planning was already underway, so my priorities were 1) getting to know my teams and their needs and focusing on event delivery and 2) getting up and running as a member of ExCom.

- Vacancies in some key positions made this more challenging e.g., an incoming Crew Facilitator 2iC, additional resource in the volunteer and swag teams.

- Being onsite during the build was a great experience - essential in both:

- a Facilitator capacity to support the Crew teams operating onsite (Kitchen and Crew Support), and to understand and support last-minute challenges with volunteer availability and/or specific skills requirements.

- a wider ExCom capacity to understand the dynamics and requirements of the build process, transition into event delivery and then to pack down, and what is required of Kiwiburn org to support these happening effectively.

### IT RESOURCES

Airtable has significantly improved things for the Crew team - invaluable for the Volunteer team, and increasingly used by the Crew Assistants. For KB24 we will be seeking to improve its use and/or functionality for Kitchen, Swag and Training.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Recruiting into key positions, including:

- Crew Facilitator 2iC
- Volunteer admin support
- Crew processes
- Swag Lead
- Kitchen 2iC
- Reviewing, updating and making our crew processes accessible.
- Documenting key information for each team to support induction, training and reference guides.
- Improved communication and engagement channels for the Crew Department, including better use of Slack channels and regular department online hui.
- With the rest of ExCom, documenting and making

available a timeline of activities to support teams in their planning and awareness of key dates and activities across Kiwiburn.

- Working with other Facilitators and Team Leads to capture requirements for both year-round and onsite skills and capacity needs so that we can be more targeted in seeking out and matching volunteers with team needs.

## Crew Assistance - Robin and Geoff

### CREW PERFORMANCE

As a brand new department for Kiwiburn, we started as a team of five with a manager (a bit before the 2021 event was cancelled), lost two volunteers, and built back up to a team of four.

### ACHIEVEMENTS INCLUDE

- We divided the list of volunteers and made efforts to keep up with onboarding and offboarding, reaching out to our assigned volunteers via Slack, email and social media to let them know we were here for support and that we were in the process of figuring out all the ways we could be of value to year-rounders - within the limitations of our time and proximity.
- We designed and printed an offboarding thank you card and recognized some challenges in keeping up with that process via airtable.
- We had supportive phone calls, designed "thank you" videos on behalf of team leaders, and addressed various issues ranging from helping volunteers find protocols for their concerns to just offering an ear for people with mixed challenges in their roles.
- We made efforts to meet weekly or monthly, relative to the ramping up of burn planning activities.
- We had an actual Burn (haha) and some fun in-person crew support events.



We hosted two “Get to know your crew support care bears” events on the paddock this year, providing a menu of pampering and a social space to be appreciated.

We helped some other departments take care of their admin on the paddock.

We put in a good effort to keep conceptualising the value of our team, and what we can do better/ experiment with. Our roles are a recent concept, and even though our team was identified as a needed role, our work is very iterative. We are an essential concierge service, hoping to do good by people but not yet having a real metric of success, other than positive feedback.

#### **RESOURCES AND TRAINING** Support required:

- Hard to answer because we are still a bit unclear on overall expectations of the role going forward.
- If we had a more clear understanding of what Kiwiburn considers successful execution of our role. But if the measure of our efficacy is based on our various, ongoing efforts to help people in large or small measure, the process is working as we are needed :)
- We used to have Ben (past Crew Facilitator 2iC) managing our meetings and helping us streamline tasks, but we don't have a designated leader in the group at the moment coming to all of our meetings and managing this - Ben had a unique skill set for such a role.
- Team members no longer attending this year and discovering a need for more support based on Kiwiburn's assessment of what we need to do.

#### **CREW TRAINING**

We didn't really have training or a previous shape of our role. We were coached through setting up an email and using Airtable to manage the assigning of volunteers and tracking

of onboarding and offboarding. We were given a general idea of a job description and tasked with figuring out what worked and what we needed.

The technical assistance was helpful for Airtable and Slack questions

Because our role is new and we have no previous example of what a successful crew support person does, we really didn't have any training when it comes to how to do our role.

#### **BUDGET ANALYSIS**

This year we spent \$72.47 on offboarding thank you cards.

#### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

- We'd like to see an increase in off-year crew socials that we organise. We brainstormed possible swag (i.e 5-year and 10-year service badges), meet-ups, and other crew celebrations. However, it is unclear if there is a budget for that as spending values change.
- Being appointed a manager in the organisation in a more hands-on role (coming to many or all of our meetings) to help us better understand what is expected of us.
- An evolving style of outreach based on all communications platforms.
- We want to do more promo of our services on the Slack Channel.
- Being able to organise swag (i.e 5-year and 10-year service badges), meet-ups, and other crew celebrations.
- Finding a clear path to approval and budget on thank you gifts and possible socials well in advance, rather than chasing it down one idea at a time.
- Re-assessing the “why” of our team with the org to set goals for the new year and know we are on the right track!

### **Crew support - Jax (Marla Singer) and Onsite Crew Support - Tāmāti Taptiklis & Dragonfly**

#### **CREW PERFORMANCE**

This year's onsite Crew Support team did an excellent job in supporting the onsite teams during the build. Many onsite volunteers and Team Leads commented that this year's support was the best yet. The team coordinated well with the Kitchen crew to provide nourishment, nutrition and care throughout the build period. Offerings included:

- a calm, quiet, healing space to facilitate crew downtime, private chats, and nourishing events.
- morning and afternoon snack runs with lovingly prepared treats, much-needed fuel, hydration, mini massages and spray downs. Day after day and week after week the team kept upping their game, adding variety and responding to requests. Snack runs became a key time to ensure teams took a quick break and to check in on morale and energy levels.
- daily morning meditation practice.
- holding space for 121 conversations and proactive check-ins with crew members to support mental well-being.
- haircuts, styling and personal grooming for those not able to leave the site to help them feel refreshed and glamorous before the Burn.
- laundry runs and town runs for personal items/special requests.
- hosting the Crew Appreciation Party, providing alternative entertainment including party games and a talent show, and coordinating with the Kitchen crew who provided on theme tasty treats.
- providing sound systems for the Kitchen area and end of build party.

#### **RESOURCES AND TRAINING**

The team was four strong, each bringing different strengths and capabilities to the team. This enabled a well-rounded support offering where the team could provide authentic support meaningful both to them individually and to the onsite teams.

All but one of the team were new to the role, and aside from the JD and briefing from the Facilitator there was limited guidance, processes or past experience available. It fell to the team to establish tasks and routines, which came together well by the second week on site and will be captured for KB24.

Team members arrived onsite at staggered start dates due to availability. Crew numbers are lower in the first week of build, however having the full team onsite at the same time would ease the getting established phase, especially when volunteers are new to the role.

A structured roster would allow teams to take planned time off, and to maintain the energy they provided to other crew by getting more rest and time for self-care. This will be important for future years.

#### **BUDGET ANALYSIS**

Crew Support has an allocated budget of \$500, essentially for consumables. This was largely spent on laundry runs (\$50 per run), prizes, props and catering for the crew appreciation party, sunscreen and water spray bottles to keep crew members cool and sun safe.

#### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

Rostered shifts to assist team members to manage time off and avoid overloading while maintaining service.

Capturing the Crew Support daily activities, rhythm and flows and learnings from KB23 to allow future teams to better plan and prepare.

Earlier sourcing of volunteers to ensure full coverage throughout the build period and support capacity planning.

Being realistic about the time commitment required for the Crew Support role

Structured physical wellbeing sessions i.e. post shift/pre dinner stretching, yoga, massage.

Recognition of the transition from build to event to pack down – these different stages of the Burn have different feels and needs, we recommend treating this with ceremony to allow teams to move through and into each stage with acknowledgement.

Petty cash available for laundry runs and other incidentals to avoid crew members using their own funds and needing to claim it back.

### **Kitchen Lead - Jungle Monkey**

#### **CREW PERFORMANCE**

This year the Kitchen crew fed ~100 people between 6th Jan - 7th Feb, and catered the community BBQ. Crew training included information sent via email, plus a full induction onsite before starting.

My team was stellar. They followed instructions well, worked proactively, and morale was great (thanks to the EPIC sound system). Very few issues and all were minor. We aimed to be inclusive with all dietary requirements, and feedback was incredibly positive.

Unfortunately due to a number of uncontrollable circumstances, four volunteers were delayed by over a week and two were unable to make it. So I had a volunteer shortage early in the build and needed emergency volunteers. I struggled to get volunteers to help with pack-down (most crew left the site earlier than intended, within two days). I'm grateful for the help from Crew Support and the volunteers from MOOP who stayed on.

#### **RESOURCES**

My Facilitator and IT were supportive in finding emergency volunteers. In-person support was good once ExCom and Crew Support were onsite. It made a difference having

facilitators onsite at a reasonable time. I also had one volunteer designated to help me with admin.

#### **IMPROVEMENTS SINCE LAST YEAR** Oven hire was hugely successful.

The full container chiller was great for its size but potentially overcomplicated in terms of power supply. Size could easily be reduced.

The new crew area was a fantastic move. The position provides access to the kitchen container as dry storage, a good location for greywater improvements, and room for infrastructure. It also provides a safe space away from work sites and is hidden from event participants.

#### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

- Increased supplier database e.g. local milk, to reduce waste.
- Cooking equipment - deep fryer, induction hob etc (see '24 budget proposal).
- Volunteer portals open earlier
- Early Entry process improvement - automation or earlier data collection. Details were inaccurate this year (numbers higher and earlier than expected), and dietary information was only received onsite.
- Communications between ExCom and Team Leads. See final section.
- One volunteer helping with admin, and Crew Support snack prep.
- Pre-organise an art or personal car to be available for half a day for Gate prior to the event. The kitchen needs a ute for our final town run.
- Improved training - Induction docs & kitchen resources are in development.
- Purchase / hired sound system for kitchen - this had a huge impact on paddock-wide morale.
- The shower used a lot of kitchen gas, I recommend having its own larger gas bottle.
- Moving the crew part-way through

the build was inefficient. Each move took half a day, split the crew, uprooted people's personal safe spaces, and moved sleeping spaces far from work/eating areas, wasting time and energy.

- Consider increasing ExCom's presence by one more member from the very beginning of the build. One facilitator onsite causes overwork, high stress, and potential burnout.
- More volunteers: One volunteer to help with crew support snacks and onsite admin. Potentially a couple of extra available for packdown.

#### RECOMMENDATIONS FOR IMPROVED CHANNELS OF COMMUNICATION ACROSS KIWIBURN ORG

- Be clearer with expectations for volunteers receiving Direct Distribution Tickets and its purpose, i.e. contribution in exchange for ticket allocation, depending on full or reduced price.
- Improve transparency between ExCom and Team Leads. There is a lot of important information shared and decisions which Leads need to be able to contribute to. It is difficult to ensure adequate information sharing between ExCom and Leads, via Facilitators. Meeting minutes should be sent to all Leads, especially in the run-up to the event, and ExCom meeting invites for Leads should be far more regular. Communication is vital to us in discussing and participating in the vision of the Burn and Burn community, as on-the-ground Leads. Regular discussion builds trust between members in leadership positions, reduces ExCom's exclusivity, and works to reduce the 'in the dark' feeling with decisions being 'handed down from above'.
- Organisation-wide summits should be made a yearly requirement to jumpstart working towards the next event, reducing workload build-up, providing

a space for people to ask for help, collaborating, suggesting improvements (with enough time to address these), and reducing burnout nearer the event.

- This year I made a point of speaking to the onsite crew a few days pre-event about the challenges of transitioning from a crew-only paddock to the influx of festival attendees, which is often an unacknowledged challenge. This was well received, and I think it would be helpful to make this a yearly tradition to ease unrest which can occur between crew and attendees.

#### Volunteer Co-Leads - Laura & Toastie Trina

##### CREW PERFORMANCE

The following changes were made to volunteer roles in 2023:

- Volunteer Lead became Year-round Volunteer Coordinator
- Volunteer 2iC became Onsite Volunteer Coordinator

These role titles are a more accurate reflection of the role requirements. Both roles have a very different focus and while we offer support to one another, there isn't much of a crossover between the two roles.

##### OVERVIEW - YEAR-ROUND VOLUNTEER COORDINATOR:

This was my first event in the role and the first event where Airtable (our new volunteer management system (VMS)) was fully integrated. From my experience in the role last year and based on feedback from previous role holders, the introduction of Airtable has immensely reduced the workload for this role and streamlined everything. I found the role to be more focused on ensuring the VMS remained up to date throughout the year. A core part of the role was providing timely responses to requests for new volunteer role advertisements from team leads and listing these on the website, as well as ensuring onboarding/welcome emails are sent out to new team members.

##### OVERVIEW - ONSITE VOLUNTEER

##### COORDINATOR:

This was also my first event in this role, I joined the team at a critical time when the Team leads were all working hard to fill their onsite volunteer roles. It was a challenging time to join the team, getting up to speed with the structures of Kiwiburn, communication channels, roles and requirements whilst trying to support the Leads with their recruitment was challenging. However, the transition into this role was made a lot easier with the support of Airtable.

A number of the Leads this year were experienced in their roles and were able to manage the onsite volunteer application process and the assigning of shifts process with minimal support. Airtable provided a great overview across where things were at with each of the teams and helped us understand who needed additional support to fill their onsite volunteer roles and ensure their shifts were confirmed and filled.

##### RESOURCES AND TRAINING

Support needed:

- Volunteer administrator (project-based). This year in the role has been all about learning. Lots of great ideas, but not enough spoons to execute or be as proactive in the role as I would like to be. This is where some additional support could come in handy.

IT resources:

- Airtable was fantastic in terms of being able to search for specific skill sets and experience and we were able to provide links to Airtable with a list of volunteers and their contact details for the Leads to reach out to.
- A new feature that came with the introduction of Airtable that worked really well was the ability to filter and search through what we categorise as 'not yet successful' applicants, who were unsuccessful in other roles they applied for. Filtering for certain skills and interests provided on their applications, we were able

to provide a shortlist of people to 'shoulder tap' for roles that were struggling to get filled.

##### RECOMMENDATIONS/ IMPROVEMENTS FOR NEXT YEAR

- Communicating the onboarding/offboarding process to new Team Leads and ensuring this is followed. We still have a lot of Team Leads not following the process when creating new roles and hiring people outside of our usual process. This causes issues for the year-round role as we are unable to keep accurate records or ensure these new volunteers are onboarded correctly. Suggestions to overcome this: training for all new team leads? Process documents that are easy to access, have to read and sign off upon starting?
- Ensuring all applicants receive a timely response. The recruitment itself is done by the team leads or the facilitators so it is up to them to respond to all applicants (successful and unsuccessful). This doesn't always happen and/or volunteers are not copied into correspondence, so we are unable to update records accordingly, or are continuously following up to find out where things are at and who has/hasn't received a response. This is the most time-consuming part of my role and an area I find hard to be proactive in due to time constraints. Often applicants can be left without ever receiving a response to their application. Suggestions to overcome this: Volunteer admin support person? Re-training on processes and thinking about what we want our volunteer experience to look like.
- Timely declines of onsite volunteer applications. There were challenges experienced with Leads not declining their onsite volunteer applications, meaning the largest volume of emails and traffic coming through was onsite volunteers following up on their application status. A lot of time was spent following up with Leads, asking them to

respond to their applications and update Airtable. This is an area we need to improve on so our onsite volunteers have a good experience, even if they are not selected. We need to ensure we continue to get onsite volunteers coming through year on year.

- Understanding timelines and important dates that we are all working towards. It would be great to understand the key dates that we are all working towards so that we can help our Leads and other roles meet critical timeframes. Trying to understand the ticketing timeframes, processes and requirements for onsite volunteers was challenging and therefore providing support to the Leads in this space was hard.
- Operating rhythm and communication channels. It's great having Slack to communicate, ask questions and share information. It was challenging trying to get information, as there are multiple communication channels and a wealth of information in Slack that is hard to keep up with. Having opportunities to connect more across teams when needed, to have conversations and talk about important dates and issues could be something to consider, especially leading up to the event.



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# INFRASTRUCTURE

## Infrastructure Facilitator - Floyd Driver

### IMPLEMENTING A COVID POLICY FOR BUILD CREW

When I arrived on-site the new H&S Facilitator and Excom were still wrangling with the documentation to suppress a possible covid outbreak at the event and the build was only partially on the radar. I immediately implemented a policy of anyone new coming onto site be tested at the toilet before interacting with the rest of the crew. Some members from different build teams came in saying they had already tested on the way according to their team leads but I asked them to do so again in front of us so I could be sure. We also asked everyone to be very aware of any symptoms in themselves and their fellow crew – especially those a few days new to site and any members doing town runs. I asked everyone to not leave site if possible and instead the people doing town runs would take cash or cards for their personal requirements. In some cases I covered these personal costs myself and recovered the funds at a later date.

When Taking Flight started visiting the site I asked them about their covid risk management which was similar to our own. I asked them to distance from outside risk factors.

In the 2nd week of build we tried to manage the shopping lists through the site office but they were already quite overworked so we reverted back to the MPW members making the town runs organising the lists.

I feel this approach worked very well in keeping our build crew healthy for the build period. We relaxed the quarantine measures on the night of the community BBQ. Having to stay on site did take a toll on the ability for crew to take time out and relax.

This process would have benefitted from having an induction registrar early on. Site Office ended up doing this eventually but would be best done from day 1.

### IMPLEMENTATION OF A COVID POLICY FOR THE EVENT

During the build Site Management 2iC helped put policy together for KB23 including being influential over the Health and Safety policy. As part of this policy they insisted we could not be responsible for individuals who tested positive for covid being forced into the local community when perhaps the people they relied on to get to Hunterville were still participating in the event. The answer was to create an isolation space where medics could keep an eye on quarantined individuals. The paddock to the north east side of the crew area was suggested and the land owner had it mowed while Infrastructure teams ensured a water supply and moved 2 toilets into the space. This was thankfully not required. I think this is due to having a very conscientious community.

### SITE OFFICE

Management was amazing but overworked. Too much public interface. Depot needs to be part of that management hub dealing with inquiry and liaising with the Event Delivery team.

### HIRE EQUIPMENT Marquees

The hirepool delivery was late. Pieces were missing. Took us another day to figure out half the marquees were missing. Even when they had been delivered there were still pieces missing. Hirepool prioritised bigger events such as Rhythm and Vines and a subsequent event in the South Island over ours. It would be more cost and energy efficient to purchase our own marquees in the long term. This will mean better storage conditions than we presently have.

### RTs

It was awesome having the radios on site early. We didn't use them in the 1st week but by the second week there were so many people on-site that they became necessary.

### Utes

The Utes were essential for many of the teams other than MPW. Crew

Support ended up using volunteer's vehicles many times and could've also used a road worthy vehicle. Burnable arts teams, Gate, Medics, Sanitation, Security, IT, and others were fortunate enough to benefit from these vehicles onsite. They are essential. The hire company charged us for a ding to the kitchen ute bumper which we did not dispute. No photos were taken when this ute was picked up. In future all hire equipment must be recorded at both ends of the hire by the team hiring. The 2015 flat-deck ute stopped working during the pack-down and had to be retrieved off site by the hire company. They have put forward damage claims and this is still in dispute. The Infrastructure team is weighing up whether to hire or purchase in the future. There are many considerations including the possibility of using ATVs onsite and only having roadworthy vehicles for town runs.

### Getting Around

As the event lead I was sometimes in hot demand and had difficulty being everywhere at once. Luckily an ATV had been lent to the Town Planning lead for Surveying and I was able to purloin this to save my feet and a lot of time. The ATV had to be returned on the Monday as it was used in a local business so I used a site-managers electric bike for exodus. I believe there should be 2 ATVs for Crew Support, Surveying, MPW, IT and Gate during the build and for Event Delivery, Sanitation, Gate during the event.

### Digger

The 1st week of build was a big push to get the last of the pipes in the ground into the Crew yard so we could commission the new water supply. The digger was initially hired for 4 days but ended up being with us for more due to myself and William being the only operators and both being super busy. We used the opportunity to give some MPW crew operation training but while awesome for levelling up our vollies this ended up slowing the projects down quite a bit. The digger was also used to clean up the trenching beside the water tanks at the top of

the hill, clean up the effigy trench, place gravel on the crew yard roads with permission of the land owner, create a placement for IBC holding tanks behind the composting toilets on paddock, clean-up the tailings of the ditching that had been done since the working bee by the landowners contractors, ramp the egress through center paddock gate from Temple, create steps in the crew yard.

### Landfill

A skip was ordered in the days preceding the burn. It was delivered to the gate paddock and left on opening day. When asked to move the skip to where we actually needed the company told me it would be an extra \$150. I asked the treasurer to deal with this. The skip was moved on the last day of the burn to the crew yard. This needs to be ordered and delivered well before the event to avoid confusion. Several runs to the local dump which was mostly recycling were also managed by MPW.

### TOILETS

- Building composting units, lack of personal - told tickets that were allocated to toilet build had people attached who did not turn up, moving composting.
- Moving portaloos, used portaloos issues (pee gap, toilet roll holders, broken floors, broken vents, Accessibility). Closing when not used, Build of the worm farm.
- Truck being offsite too much = effluent tank. Sucker truck stuck = tractor
- Full portaloos being closed by Sanitation
- Portaloos – final servicing done by a local effluent contractor.

### WATER

- We started treating water with hydrogen chloride tablets and each treatment was recorded.
- Plumbing was done by me till Bob arrived, but we also had help from MPW and William
- Put kitchen grey water back to

MPW.

- Shower times should be limited.
- UV units shipping delays resulted in having to, buy bulk water to fill a tank.
- Testing.

### TRAFFIC MANAGEMENT

- As early as the 12th of January there were concerns raised about traffic movement on paddock. Build crew were asked to be super cautious around vehicles and to drive slowly.
- Speed Limits on road and paddock –
- The amount of foot traffic using the farm road was definitely impacted by the rainbow bridge being out. This had to be completely closed due to instability of ground and aggressive German wasps. The traffic on this road also impacted the Medics chosen spot in terms of dust and noise.
- Art cars vs emergency vehicles
- 28/1 no traffic on paddock. Bulk mulch ordered.
- 29/1 1pm ED meeting and traffic plan approved.
- No Parking vollies for exodus. Lovely note from Parking Leads.

### REEFER AND CHILLER

- Due to insurance issues the reefer and chiller arrived on-site really late. This caused storage issues for kitchen who borrowed a smaller chiller in the mean-time. The walk in chiller also had the wrong plug on it so Kiwiburn had to buy a 3 phase plug to replace the attached one.
- The Depot ice arrived without warning and MPW had to scramble to pack the ice into the reefer. This should be co-ordinated with the new build co-ordinator and MPW leads.
- The next day it was discovered that the reefer was not running. After much analysis by the on-

site electrician it was determined that the hard start was too much for the generator they had determined should be enough. None of the hire places had a bigger generator available so we decided to buy a cheap generator to account for the reefer's hard starts. This generator was noisy, so was housed in a box. A few times during the 1st few days of the event the generator had been found turned off in the early morning. As it also powered the water filtration this was deemed a hazardous action by an event participant. On the 27th a sign was left on the generator which seemed to discourage the potentially hazardous action of turning the loud generator off.

### CREW CAMPING

One of the reasons ExCom made the decision to not allow crew camping beside the yard was the risk of having people walking across the road but we had masses from the lower paddock walking on road anyway due to the Rainbow bridge being out. Take crew cars to parking and have crew area town planning. Dog tags, signage.

### EVENT DELIVERY

I brought this as an issue to Excom several times in the year prior, as Event Management had been disbanded and the draft documentation to replace their role was never ratified. Being on-site since the start of the build I realised how much co-ordination so many volunteers took and that the organisation needed someone who understood logistical implications of over-arching decisions being made during the event. I put myself forward to fulfill the role of Event Lead.

### WORK CULTURE

I didn't feel facilitators fully stepped into the event delivery role. Most didn't know what it entailed as it isn't part of the JD. Model full of surprises. One person drops and it falls on the others. Infrastructure had too many new projects – back to business as usual. No art facilitator.

## EARLY ENTRY TICKETS

Last minute, full of surprises. A lot of time spent trying to find EEs for Taking Flight.

## CREW MORALE, CAMARADERIE AND PASSION

Crew feeling like they had to keep going. We recommend the development of a volunteer policy that helps mitigate burnout.

## STATE OF THE PADDOCK

Drainage work had been carried out on the paddock between the working bee and the build by the land owner. Some of this was discussed and agreed upon such as the culvert that Town Planning requested. A new drain on the south western corner was a surprise and had to be roped off and bridged for the town planning map to work.

Days before we arrived the paddock had been harvested for silage hay. The heavy farm vehicles had rutted the paddock badly but we didn't really understand how badly until the Thursday before the event. The ground had been pliable during the harvest but had now dried and so the ruts were solid. I tried addressing it with the landowner who didn't consider it an issue but agreed I could fill the worst ruts with mulch including a large hole at the Temple gate which the bulls had made. As theme camps came on-site in the days prior to event, the full extent of the damage became obvious to me and I ordered mulch from a previous supplier. I also arranged for a roller to be bought onsite to be pulled behind the farm tractor.

The state of the paddock when handed to Kiwiburn at the beginning of January needs to be agreed upon between the landowner and the Event Delivery team.

## Leave No Trace Lead - Snuf and 2iC - Kymin Kaos

### CREW PERFORMANCE

KB23 was my fourth year as Leave No Trace team lead. There was the same old anxiety in the lead-up to the event about LNT MOOP crew volunteer numbers (having only 7

confirmed) but everyone turned up and additional volunteers found us on Exodus day to form a core crew of 10 and in the end, we got the job done in less than 2 and a half days. Many additional burners joined us just to help out on Monday before leaving to join the Exodus queue and this was a massive help. By midday Wednesday the last of the LNT volunteers had all left site, having completed our line sweeps of all three Paddocks as well as Gate, Greeters, Forest and River. While out and about on our mission we were also able to assist MPW with some mostly minor pack-down tasks removing signage, boundary marker tapes etc. Couldn't have done it without all the LNT MOOP crew volunteers and especially LNT 2ic Kymin Kaos. Having Kymin Kaos again in 2ic role for a second year was great as she knew all the processes. This proved to be especially valuable on Exodus Day when I ended up being late to my shift because of delays helping pack down camp – Kymin knew what we needed to do to get a good start underway with the MOOP sweeping mission and as such no time was lost. Thanks Kymin!

KB23 saw us for the third year continue with our established system of marking individual MOOP hotspots with marker flags and then recording these MOOP locations with handheld GPS. We only recorded 28 MOOP hotspots this year, down (just one) from 29 recorded after KB21 and 51 after KB20. Overall there wasn't a great deal of MOOP left behind after KB23. This can be seen both as a positive reflection of the Kiwiburn community's adherence to Leaving No Trace, as well as the fact that the inclement weather saw sizeable parts of the site closed off to participants early on in the event (specifically Forest and River). Effigy, Temple, Art, and Theme Camp areas were all mostly well cleaned up and left MOOP-free. Note: for the purposes of KB23 A.K.A. "Swampburn" all the bark chip that was brought in to remedy the boggy access roads etc. was not considered MOOP and was left on site.

## BUDGET AND RESOURCES

Leave No Trace volunteers this year again received embroidered Leave No Trace trucker caps as swag. This was LNT gift swag that was left over from KB21, as such the costs of which did not come out of any official Kiwiburn budgets. Leave No Trace has enough resources (MOOP sticks and MOOP marker flags) stored away ready for the next event.

## RECOMMENDATIONS/ IMPROVEMENTS FOR NEXT YEAR

- Leave No Trace needs a greater comms presence in the lead-up to the next event – both to help with volunteer numbers as well as to remind the community about the importance of leaving No Trace (especially with respect to compost/food scraps MOOP – which proved to be the ugliest nastiest and often hardest to access fly infested vermin attracting MOOP that we had to deal with this year). Leave No Trace would also benefit from having a greater presence on-site during the event. A Leave No Trace/MOOP-themed relay race game was planned to take place at KB23, but unfortunately, this event had to be cancelled due to the weather.
- Team Leave No Trace desperately needs something of a proper identity/brand/logo – we don't have one and I'm pretty sure we have never ever really had one in the history of Kiwiburn. Hopefully, the community can help us with this – and someone out there with the right design skills can help turn this into an LNT volunteer patch that we can get made up for KB24 swag.

## MPW Lead - Xanthe Naylor

### USUAL MPW TASKS

- Set up and kit out service buildings, build shade structures
- Provide equipment for other teams
- Set up and maintain crew area (marquees, kitchen, crew hang out areas)
- Deal with waste (Rubbish, Recycling Toilets, Compost)
- Landscape areas on the farm (forest clear up, various digging on the farm, clean up problematic areas)
- Built a whole new Medics building
- Help the burn teams during the event (providing equipment, set up perimeter, lend vehicle)
- Getting fuel for all the services and filling and maintaining all service generators.
- Set up the power grid for services area and crew area, maintain power grid during event
- Signage around site (including making signs)
- Help services when they arrive, give them equipment, deliver their stored equipment, set up shade for them
- Maintain the containers
- Pack out
- Pack in all the ice for depot
- Water management
- Deal with portaloos during times when no sanitation crew are around (mostly evenings)
- Set up various other small shade structures

### NEW MPW TASKS

- Build crew compost toilet, and maintain during build
- Fix the broken purchased portaloos, deliver the loos to their destination and fill with water
- Help with water installation, digger watch, rolling out piping,

on occasion driving the digger

- Build a composting area, built 3 new worm farm bins, maintaining the worm farms
- Build participant composting toilets (was not fully completed by MPW, big thanks to everyone who helped)
- Town runs for other crews during the build
- Lend vehicle to medics for use
- Massive mulching missions during event
- Signage in the forest
- Help to manage closing of forest during event
- Deal with dodgy ice container and restarting of the generator
- Attend meetings throughout the event
- Move the whole yard to the new site

### TRAINING

The builders we had on the crew trained people in certain tools, drop saws, skill saws etc. and how to use them safely and with proper safety equipment. We also conducted our own training on how to fill the generators & maintain them. These are fairly simple training all of which we conducted ourselves. The training was sufficient.

### IN WHICH AREAS DID YOUR CREW EXCEL, AND IN WHICH COULD THEY IMPROVE?

Team Morale, I think the crew did an amazing job of supporting each other through the long hot/rainy days and also maintaining a hub/lounge in which the other crews could come to relax and have fun. This was hugely important for the crew as we were really pushed this year and had a lot of new people on the team and after 3 weeks on the paddock working every day it's really important to keep morale up.

I think we could have improved on pack-out efficiency, there were a couple of fairly unproductive days, energy was low and we stayed up late a few more nights than was productive.

We did run out of time for the composting toilet build job, but I think we did our best to achieve what we did.

I think we could improve on how we run the event shifts, potentially having more volunteers and having only 1 person from the build crew running a small team of new volunteers.

### HOW WELL DID SHIFT LENGTHS/HANDOVERS WORK?

I often felt responsible for overseeing all the shifts during the event, and with all the mulching I often was picking up the regular MPW jobs throughout the event and doing them myself. I was on call for my team most of the time and also attended the event meetings. I think we could improve in this area, especially if we expect there to be more dramatic weather events. But the team did an excellent job with the tasks they were given

### HOW WAS YOUR EXPERIENCE AS A MANAGER THIS YEAR?

It was overall good. It helped a lot that I had an incredible and epic crew. I have a huge amount of experience doing Kiwiburn builds and I know how much work it can be, I think I did well at maintaining my energy over the whole process. Of course, there were stressful times, and times when I could have been more diplomatic, but overall I think I did well. It was difficult being the only person who really knew where anything was in any of the containers, or really how MPW runs at all. I think there was some oversight from Infrastructure on the amount of work they could give MPW for new projects as being new to running a build at Kiwiburn and not fully knowing how much work is already involved without adding extra tasks. I had good support throughout the year and good comms with my lead, but during the event as I didn't have a 2iC I felt very responsible for making sure everything happened correctly, found it difficult to take time off, and found it difficult to step away during the event. Small things that were frustrating were having

management come to me late in the night trying to talk shop or give me tasks for the next day. I think respecting time off in the evenings is important. Things that would slip by for me was when someone would give me an MPW task but just tell me in passing or not give me any form of written note about it, sometimes there are many tasks being juggled and it's hard for me to remember everything. Also juggling vehicles was difficult, most of our work is made way more efficient if we have a vehicle and losing vehicles to other teams or to town runs constantly was frustrating.

### **DID YOU HAVE ADEQUATE SUPPORT TO PERFORM YOUR ROLE? WHAT DO YOU THINK WOULD MAKE YOUR ROLE FUNCTION MORE SMOOTHLY?**

Having a 2iC (which I have now). With the infrastructure lead pretty much taking on an event management role throughout the build I was left to delegate and lead much more of the new infrastructure tasks. I thought we would have more support and guidance on these tasks, and I often felt I was having to chase to get guidance and support on these tasks. I also felt that a lot of these new tasks were not properly evaluated for how much time and people power they would suck up. I felt it was hard for me to voice my opinion about some of these matters and sometimes felt I was not listened to. The builders were voicing a lot of concerns about the composting toilet build and it was also hard for them to be listened to on the matter. I think when new tasks are brought forth for consideration a calculation of time and people power should be included.

### **BUDGET ANALYSIS**

This is a bit of a problem for me, I had almost no comms about my budget. I had submitted a draft budget from the previous year (the cancelled event) and had no comms about what had been confirmed and what had been denied. During the event, I had no idea what we were spending. It's sometimes hard to

judge what is the MPW budget, what is the general Kiwiburn budget and what is the Infrastructure budget. I was told mid-build that several items on my budget that I had listed were denied but not in any official context more like some hearsay. I was sometimes told I could spend money on swag and then it would never happen, crew appreciation budgets were just hearsay and I was never quite sure what was correct. I have still yet to see an official budget for MPW. I was of course appreciative of not having to deal with the admin of going over MPW receipts and sorting all that, but some form of communication about what is on my budget, what I can spend on the team and what is being spent under my budget would be appreciated. I also brought this up from the working bee in November, when a large piece of equipment was brought without my involvement, this also happened again with the purchase of a cheap shitty generator (although I understand the circumstance in which it was bought).

### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

Careful consideration of new tasks, and balancing workload and time off. This will reduce burnout]

Breaking up of these new roles and responsibilities that MPW now has into smaller teams, such as during build sanitation & composting, maintenance of water and plumbing. Or expanding the MPW team and maybe assigning some more managers to delegate and run some of these tasks

### **PURCHASE OF RESOURCES**

Container roofs, permanent workshop roof in the yard, mains power grid

### **CHANGE OF PROCEDURES**

More detailed description of how Infrastructure management can help during the build and what to expect from their involvement with MPW and Infrastructure tasks

More volunteers during the event, opening up MPW shifts to be available for participants and

potentially just having core MPW crew as managers

Improved event management/event delivery system. I watched a few key people from Ex-Comm burn themselves out this year and I wish to see that improved upon.

## **Sanitation Lead - Skye**

### **CREW PERFORMANCE**

This was my first year as the Sanitation team lead and I couldn't have done it without 2iC Ilona (who experienced her first Burn!) as well as the ongoing support and guidance from Floyd and Will the infrastructure legends. Ilona and I arrived onsite 3 days prior and rushed to get things done, the kitchen fed us well, and shout out to MPW and Builder Daddy for helping us get stuff done. This was a tough year onsite with the rain and mud. Sucker truck getting stuck, our team ran around like crazy closing off any 'overflows' and cleaning up what MOOP we could.

Volunteers met on day 1 for a briefing, further training was provided on shift as it was fairly simple to pick up. We were never able to give a full rundown on the H&S procedures for the composting toilet block as these weren't complete and in action until Saturday (or was it Friday?)

The volunteers were AMAZING, keen to deal with any potential code browns (who used the composting loos when they weren't complete and CLOSED?!?!), picking up MOOP and most importantly bringing awareness around sanitation to the paddock - who saw us enter the lap dance comp at Rusty Joint...3 shifts each day of approx 4 volunteers, taking up to 2 hours to walk the entire paddock with supplies, this became harder during the hot days. The sucker truck was a lot slower than anticipated, meaning the loos weren't all cleaned prior to the volunteers getting there. Volunteers assisted Richard from 'We Do Loos' to top up supplies.

We were unable to set up the lighting as planned and the posters

quickly became MOOP with the rain. This is an area we will look to improve on. With only 2 leads communication of handovers was easy, however in future with more shift leads the shift report form will need to be completed. And sorry to those who experienced the lack of toilet rolls in the composting loos...

### **RESOURCES**

This was a tough year and I learnt a lot. I underestimated the amount of work required onsite and have many areas I want to improve on to make the shifts smoother in the coming years.

Volunteer recruitment!! Even with 18 volunteers, we needed more, once the composting loos are fully in action the volunteer demand will increase. Walking the paddock in the heat was a huge task. The focus will be on training more shift leads. Shift leads will be responsible for organizing their volunteers to make sure all toilet blocks and the compostable loos are serviced. Shift lead will report back to Sanitation Lead or 2iC. This will spread the workload out in a more manageable way and prevent burnout.

### **BUDGET ANALYSIS**

I have not received a budget breakdown for KB23. Fortunately, we had adequate supplies left over from 2021 - sanitizer dispensers, hand sanitizer, disinfectant, cloth rolls, and gloves.

Additional PPE was required for compostable loos - full-length coveralls, and gloves.

We spent an unknown amount on culture creation - maid's uniforms. This proved to be a success with the volunteers and brought awareness to our team. Volunteers continued to wear these throughout the week.

### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

More volunteers! Sanitation will require a minimum of 6 volunteers per shift and 10 shift leads. More is better and will improve sanitation culture and make for lighter work.

Increase Sanitation presence on-site

during the event. We need to make better use of the Centre Camp and additional volunteer recruitment - signup sheet.

Organized storage space for sanitation supplies (Coveralls for volunteers, PPE etc.)

Composting Toilet Block training should be done during the sanitation volunteer briefing on day one.

Vehicle access - essential!

## **Town Planning Lead - Will**

### **CREW PERFORMANCE**

A lot of changes in the infrastructure space this year, all supported by Town Planning on some level.

Moved design processes onto GIS which gave us opportunities for:

- Future proofing elements of spatial planning for the long run such as infrastructure and KB yard and services move.
- Opportunities for early feedback/ input into the design from KB Org and Theme camps with password-protected online published working maps.
- Also gave an opportunity to theme camps and KB services to think about their layout ahead of time, knowing who their neighbours are going to be and access their contact details.
- Scalable public map to actual site proportions.
- Fast design iteration process to accommodate the numerous last-minute changes.
- Existing and new permanent infrastructure GPS capture and as-building.

### **DESIGN PARAMETER MAPPING**

Mapping, outlying, categorizing and prioritizing known input constraints and requirements, particularly around Theme camps. This was a relatively simple exercise but still very helpful, I suggest this practice be kept and may be extended to encompass more than Theme camps expectations but also site constraints, KB services neighbouring and infrastructure

requirements, etc etc.

### **VIRTUAL TOUR**

Sometimes it is difficult to remember the lay of the land. To be made available to everyone. <https://kiwiburn.com/town-tour/>

### **RESOURCES**

Team members pulled out late, no time to recruit and train 1 person doing all the work with admin support and QA

### **BUDGET ANALYSIS**

Town Planning has a relatively low spend so far all the back-end work is being performed with open source software, the only expenditure is printing and laminating A2 and A1 maps.

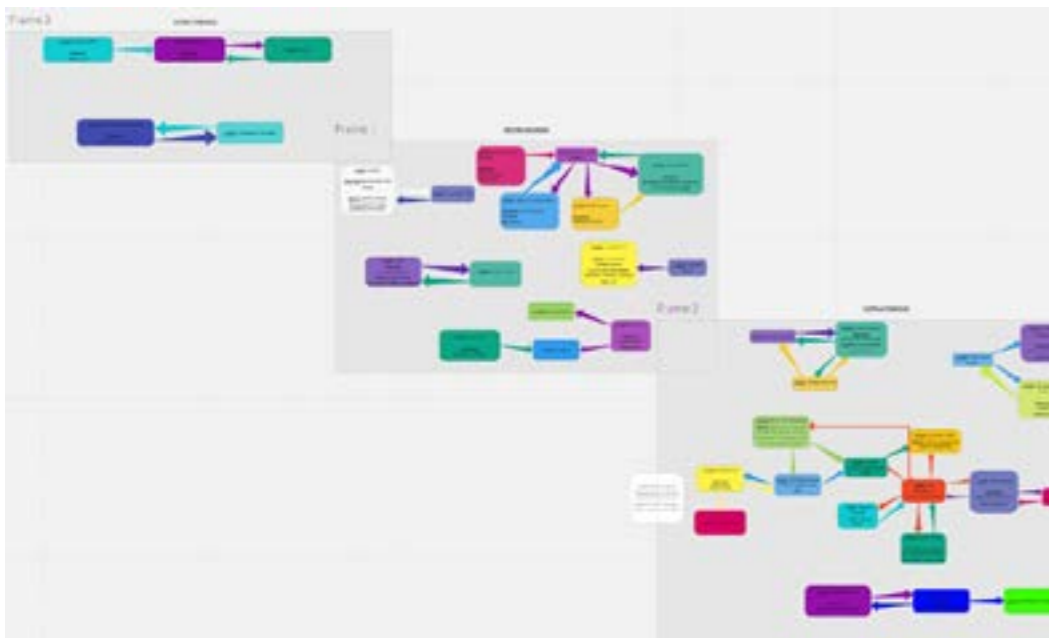
### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

- Recruit, train and secure a lead and a 2iC. Start onboarding and training ASAP.
- Integrate 2023 UAV imagery and terrain elevation into the model.
- Integrate workflow to extract/ share Theme camp data feed between QGIS and Airtable.
- ATV - I got extremely lucky I got an ATV lent to me by a local community member. Without it, between Town Planning, Surveying plus supporting infrastructure build I would have burnt out and not been able to do it all. It has also been extremely helpful when coordinating contractors during the rain event, I strongly advise for one to be available to the surveying lead during the build, handed over to the Infrastructure Facilitator from the Wednesday (Day 1) who can lend it to others during the event as/if required on an ad hoc basis.





GIS Planning



Design parameter Mapping



Virtual Tour

## Surveying Lead - Will

### PROCESS

I was planning on setting out the whole site thanks to a GPS tablet but for some reason, it lost a good amount of accuracy just during the build, couldn't troubleshoot it and had to resolve myself to do it manually. From experience, the survey lead should aim at achieving roughly 1.5m accuracy to avoid issues. The team should allow 4-5 days before the arrival of the first theme camps to do the whole set out.

- Effigy and Temple centre need to be precisely pegged very first thing in January ahead of Effigy and Temple build crews coming on site. Very good accuracy is paramount as the whole set out starts from there. GPS mark it and double/triple check/adjust with the measuring wheel from landscape features (fence posts, gates, trees etc.)
- 200m to 300m string drums, paint marked every 1m and 10m with 2 different colours.
- Measure 3 points distances from existing landscape features to peg road intersection centres.
- Always double/triple-check the intersection's geo-location.
- Mow road widths according to design.
- Peg Theme camps frontages along the mowed roads with the measuring wheel, starting from paddock gates or road intersections.
- Peg Theme camps back usually 90 degrees from the frontage at design depth with the measuring wheel.
- Double/triple-check 25% of each peg distance from nearby landscape features.
- Make sure you constantly roll up the string on its drum tidily, it gets entangled very easily which becomes a real nightmare.

This year I have managed to peg the whole site with only pigtailed followed by a ride-on mower and reutilizing

the pigtailed as I progressed through paddocks. I have done this for two years now and have a good workflow in place, a new survey lead might not be able to do it this way and might have to use pegging flags. Those are a bit of a safety hazard and tend to get damaged quickly if not collected as the Theme camps begin their set-up. It is good practice to ask theme camps to bring back the pegs and flags to the site office once they are set up, which is now included in the Theme camp site induction.

### RESOURCES

The ATV is the perfect tool to carry pegs, maps etc. around the site. A lot of back and forth is required and one tired surveyor could easily cut corners and double checking their work which could lead to very difficult and stressful situations.

### BUDGET ANALYSIS

Actual spend on equipment this year was \$560 versus a budget of \$600 - this was for 600 new surveying flags so there should be enough flags in stock for next year. Make sure MPW does not overuse pigtailed for danger tape and site boundary marking.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Install permanent survey marks visible from imagery with known precise GPS coordinates. This will allow relying on landscape features which are not always practical/visible on-site and from the imagery on GIS.

Some proper survey equipment would be very helpful (working back from a station on each paddock) but is relatively expensive to rent and takes expertise to operate. Appointing a professional surveyor as a lead would be a very safe option for this role.



PHOTO COURTESY OF JOHN WILLIAMS

# SERVICES

## Services Facilitator - Chloe Brunton (Services Lord)

### CREW PERFORMANCE

Services team managed front-of-house processes. This year we saw Depot being moved to Arts, and the development of a new Parking team to better manage the way vehicles were parked and placed on site. A new traffic management plan (TMP) was rolled out to enact a full road closure in order to reduce queueing issues on Wednesday morning. This was the first year we held an event using Airtable to manage the allocation of reserved tickets, which created a lot of work for Ticketing and raised many issues. For wristbands, we tried the use of plastic sliders to try and speed up processes at the Gate, as well as remove accessibility barriers to those who could volunteer and reduce H&S incidents from previous years. Both Parking and Greeters had brand new volunteers leading these teams, and they did a great job in running their teams. Further information on these changes can be found in each department's report.

### RESOURCES

As this was my first time as a Facilitator, as well as being a part of the Event Delivery team (a completely new team), I had quite a stressful experience onsite, exacerbated by abnormal weather conditions. One instance in particular was the miscommunication in traffic management up and down the hill Sunday morning, which was being managed by Security and not Parking. Support-wise, I could have had more, but was unsure who/where to ask for it, and I was conscious of putting more work onto others who already had a lot on their plate. More clarification around the responsibilities of being on the Event Delivery team and my role as a Facilitator when on-site would make my role function more smoothly. Now that we've had one year with the implementation of the Even Delivery team, we can refine this process and make it clearer for everyone involved.

### BUDGET ANALYSIS

Budget analysis will come under each individual Team as part of Services

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

Formalised documentation on the responsibilities of the Event Delivery team.

Develop a flowchart for onsite Teams to understand the chain of command and where to escalate issues as they arise on site

Utilising my 2iC to share more of the on-site workload, e.g. alternating days of being on radio

## Services Facilitator 2iC - Jarrod Colbert

### CREW PERFORMANCE

I was the Services Facilitator 2iC for a month prior to the burn. I spent the burn getting up to speed on the Services Department and how the back-end of the event works. I mostly shadowed the Services Facilitator Lead pre-event and helped the various departments where I could. From what I could tell, the Service Departments performed well considering the challenging circumstances. Thank you all for your hard work. The off-paddock pre-event meetings were well attended, and the different departments covered each other's blind spots. Services Lead did well in coordinating the different departments and providing cover/support. The Parking Team ruled despite living in a swamp. I'm keen to get stuck in next year and be more useful!

### RESOURCES

Please refer to the Service Facilitator's report.

### BUDGET ANALYSIS

Please refer to the Service Facilitator's report.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- Services 2iC to learn more throughout the year and be more useful for the different

departments' next burn.

- Be more prepared for bad weather.
- More understanding and love – especially on gate day.

## Gate Lead - Hayley Ware

### CREW PERFORMANCE

The Wednesday Rush was cleared by 11 a.m., a huge achievement! Our peak check-in rate was 240/hr on Wednesday morning. We achieved this by using only returning volunteers for the first Wednesday shift, having more volunteers, training them in person on Tuesday night, and getting everyone up to the Gate an hour earlier than usual, and we had significant processing speed increases due to using sliding wristbands.

Our crew training system seems to be working well. We have a detailed procedure manual and also quick-reference sheets for volunteers to refer to while working. We use peer training at shift changes to keep the handover quick, and then shift managers check in on everyone and do quality control.

The new plastic sliding wristbands hugely sped up gate processing times, but there were issues with the wristbands becoming over-tightened during normal wear during the event- at least 50 people presented to the site office needing new bands after theirs became over-tight. We recommend a switch to more robust plastic sliders or going back to metal crimps and purchasing hydraulic/powered crimpers to prevent volunteer hand injuries.

We continued with the new layout from the last event, with a few tweaks. This layout works well and we will continue to use it and improve it.

### RESOURCES

New Gate Team members were hugely beneficial for streamlining pre-event admin and build/breakdown. New Gate Managers performed well, and having more people Gate Managing different days was really fantastic for preventing

the team from being overworked. It's great to have a bigger Gate Team.

It was great to have more support from ticketing this year, for next year we would love to have a dedicated ticketing person at the Gate during the Wednesday rush, and someone rostered on to always be on the radio during Gate opening hours on other days.

### BUDGET ANALYSIS

We spent \$860 (versus a budget of \$1,050) on lane marker bunting, crew support snacks, masks, portable chargers, charging cables, a chilly bin, window markers, stationary and umbrellas. An additional scanning phone was also purchased. The budget also had a further \$500 for e-bike hire but an e-bike was available from Site Office. We want to purchase even more lane marker bunting to replace single-use danger tape. We hope to see a swag budget reinstated.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- We want to purchase even more lane marker bunting to replace single-use danger tape.
- We hope to see a swag budget reinstated.
- With wristbands, we recommend a switch to more robust plastic sliders or go back to metal crimps and purchase hydraulic/powered crimpers to prevent volunteer hand injuries.
- For next year we would love to have a dedicated ticketing person at the Gate during the Wednesday rush, and someone rostered on to always be on the radio during Gate opening hours on other days.
- We want to clarify with MPW where our build/breakdown responsibilities lie.
- Lack of comms about ticket transfers closing Monday before the event was a big issue for the Gate. Either there needs to be lots more comms about ticket transfers closing, or potentially could we have Burner Profile

Registrations close before the event, Conduct Committee can vet everyone who is registered, and then people with a valid Burner Profile can still have a ticket transferred to them, even after the event has started.

- Sun/rain protection for volunteers was improved this year with the purchase of umbrellas, and small ticketing booth shade structures built. However, we would still love to improve this further by purchasing/building a big pavilion/gazebo-type situation.
- Registering child emergency contacts at the Gate was a significant hold-up for families. In the future, we would love to see this information collected when a child ticket is purchased, and we can check at the Gate if the information given is correct when they arrive. This means we still have a robust check, but a much faster process.
- A pre-planned holding lot for Wednesday morning would have been hugely beneficial to decrease chaos on the road before the Gate opens. Next year we're just going to do it.

## Greeters Leads - Phoenix & Chimæra

### CREW PERFORMANCE

This year we ran greeters under new leads for the first time. We changed the roster structure to make it more accessible for people with physical and mental requirements. We adapted to rapidly evolving situations outside our control such as creating a new policy for traffic on the hill where greeters are now responsible for "calling down" batches of vehicles. We evolved and adapted our welcome/greeting information to incorporate a constantly growing pool of information, such as critical health and safety information, cultural awareness information, parking and camping policy, and weather and risk information on top of the normal Greeters remit of welcoming and covering our principles. We incorporated cultural safety in the Greeters' spiel.

For us as leads there is some room for improvement by taking enough time to action the ideas we have for greeters early enough so they have a chance to be implemented, not forgetting the timeline is not only dependent on us 2 but on other people as well if/when we have to collaborate. Considering neither of us has led a department before, we did well and we will be able to take our experiences from this year with us into planning for next year. It would be great to sync up a bit better with parking so we can cover traffic management between our departments more efficiently.

We worked on making greeters more accessible and will continue to work on this for next year's event. As for the whole greeter team, we are proud of how the volunteers managed to keep their spirits high even with the less-than-ideal weather and how they managed to each find ways to make their greeting personal and welcoming while still conveying all the important information.

With the new roster structure this year we made a good start to making greeters more accessible, both physically and mentally. With bigger overlaps in shifts especially for Wednesday and Thursday we had more volunteers on at the same time, which enabled people to take more breaks. Shift lengths of 4 hours seemed to work well. Handovers worked well.

### TRAINING

1-hour meeting on Tuesday evening for EE people, greeters and shift lead handbook sent out to all signed-up volunteers prior to the event. For the part of the team who was able to attend, the Tuesday evening meeting was a successful way of acculturating our crew to what we are trying to accomplish. For the people who signed up for shifts later during the festival we would like to find a way to have a better way of "training" them than just having a quick chat to a person from the shift before them. By introducing bigger shift overlaps this year we already made a step in the right direction

since this allowed the volunteers to shadow with a person who was already in the groove of things. This proved valuable, especially for first-time volunteers.

**RESOURCES**

It was a hectic experience as manager this year. Because of the weather and subsequent events and because it was our first year. Chloe did a great job as a facilitator and wrangling us all. Sometimes response times from different departments could be improved. The biggest trip up for us was that the scheduling feature in the backend wasn't available until very close to the burn. That made some organisation around that part tricky.

**BUDGET ANALYSIS**

We spent \$511.93, Mainly on H&S (hi-vis), equipment (chairs, umbrellas), consumables (hand sanitiser, masks, sunscreen etc.) and food. For next year there is a need for more art/marketing materials, high-quality lights that don't break after one burn as well as more sturdy chairs and umbrellas.

**RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

- Generator for lights and music
- Sturdier infrastructure (chairs/

bench...)

- Potentially flattening out lanes next to the road where participants pull up to park while getting greeted so that there are fewer trip hazards
- For next year there is the need for more art/marketing materials, high quality lights that don't break after one burn as well as more sturdy chairs and umbrellas.

**Parking Leads - Ryan Alcock (RaRa) & Sarah-Anne**

The first year as its own department we feel that things ran fairly smoothly. We were able to remove a significant portion of vehicles from the camping areas by having a larger parking area, clear communication pre-event, and specific parking roles created to send people back to the parking area. This ensured more than ample general camping space across the paddock and, importantly based on the weather conditions, less vehicles to move around the paddock for departure.

The department had 62 shifts and approximately 36 registered volunteers, starting the burn with 6 shifts unfilled. Due to the nature of the weather we had to pull together

a last minute parking roster for Saturday to support the exodus of people leaving. This resulted in seven one-hour shifts with at least two volunteers per shift. We would like to take the opportunity to note our thanks for everyone's help and support.

**BUDGET SUMMARY**

- Approved budget - \$1617.00
- Spent - \$758.81
- Under budget by \$858.19 (we had budgeted for pigtales standards and rope which we then sourced second hand at almost no cost)

**FUTURE PLANNING REQUIREMENTS**

- For full notes see "Post Burn Report Notes 2023" shared with the other Kiwiburn volunteers.
- Larger parking area (space filled by Thursday this burn).
- Town map adjustments - to include entry road and correct orientation to entry.
- Clearer cross department understanding of parking remit and volunteer roles.

**Ticketing Leads - Patterpaws & Maria**

For KB23, the population was agreed to be increased to 2300 (adult population), a 4.5% increase on KB21 (KB22 did not happen).

| Ticket Price | Type  | #Sold        | Checked In           | % of Adults (sold) |
|--------------|---|--------------|----------------------|--------------------|
| \$220        | Adult   | 1,138        | 1,062 (93.3%)        | 46.8%              |
| \$220        | Theme Camps (incl. 'Service Camps' from previous years) | 721          | 697 (96.7%)          | 31.8%              |
| \$220        | Art Reserves  | 81           | 80 (98.8%)           | 3.6%               |
| \$220        | Special Reserves (eg. Ticketing Issues, Accessibility)  | 7            | 7 (100%)             | 0.3%               |
| \$15         | Crew  | 135          | 125 (92.6%)          | 6.0%               |
| \$220        | Volunteer   | 164          | 162 (98.8%)          | 7.2%               |
| \$15         | Effigy & Temple   | 22           | 20 (90.9%)           | 1.0%               |
|              | <b>Total Adults</b>                                     | <b>2,268</b> | <b>2,153 (95.0%)</b> | <b>100%</b>        |
| \$0          | Child   | 89           | 52 (59.6%)           | n/a                |

Table: Distribution of tickets sold for Kiwiburn 2023.

**TICKET PRICING**

Tickets were sold at a flat price of \$220.00 plus the booking fee. Of the total available tickets, 920 were made available in the general sale lottery in mid-September 2022. Additional tickets were then added to STEP from reserves as they became available, for a total of 1,138 tickets publicly sold.

Full-price reserve tickets were made available for art grant recipients, theme camps, volunteers and

special reserves (used to deal with ticketing issues as a result of system struggles, as well as allocation of reserves for people with accessibility issues) of which there were 973. This was a large increase compared to previous years; predominantly due to the increase in the allocation of theme camp tickets (721 allocated in KB23, compared with 250 in KB21).

Essential year-round operations crew, and those required to be onsite for seven consecutive days or

more, totalling 157 eligible people, were offered tickets at a reduced price of \$15.00.

This year there were a total of 89 child tickets sold at no cost, however only 53 of those made it to paddock.

In total, revenue from ticket sales came to \$466,555 incl GST (or \$405,713 excl GST) before Stripe fees.



PHOTO COURTESY OF IGNACIO NABULEN

| YEAR    | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2020 | 2021 | 2023 |
|---------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| TICKETS | 145  | 182  | 250  | 405  | 530  | 536  | 754  | 783  | 954  | 1485 | 1635 | 1915 | 1998 | 2219 | 2268 |
| GROWTH  | n/a  | 25%  | 37%  | 80%  | 17%  | 0%   | 41%  | 4%   | 21%  | 64%  | 10%  | 17%  | 4%   | 11%  | 2%   |

Table: Shows ticket sales and growth of number of adult tickets over the life of Kiwiburn. 2019 and 2022 are excluded as Kiwiburn did not happen in those years.

## GENERAL SALE LOTTERY

See a debrief summary of the KB22 general sale ticket lottery [here](#). Participants who were successful and held a general sale lottery ticket from KB22 which was refunded, were given a 15% weighting for the KB23 lottery to reflect the amount they were now able to be refunded on their KB22 ticket.

For KB23, participants registered interest in the general sale lottery via the new Kiwiburn portal. Quicket was then used to process the ticket sales.

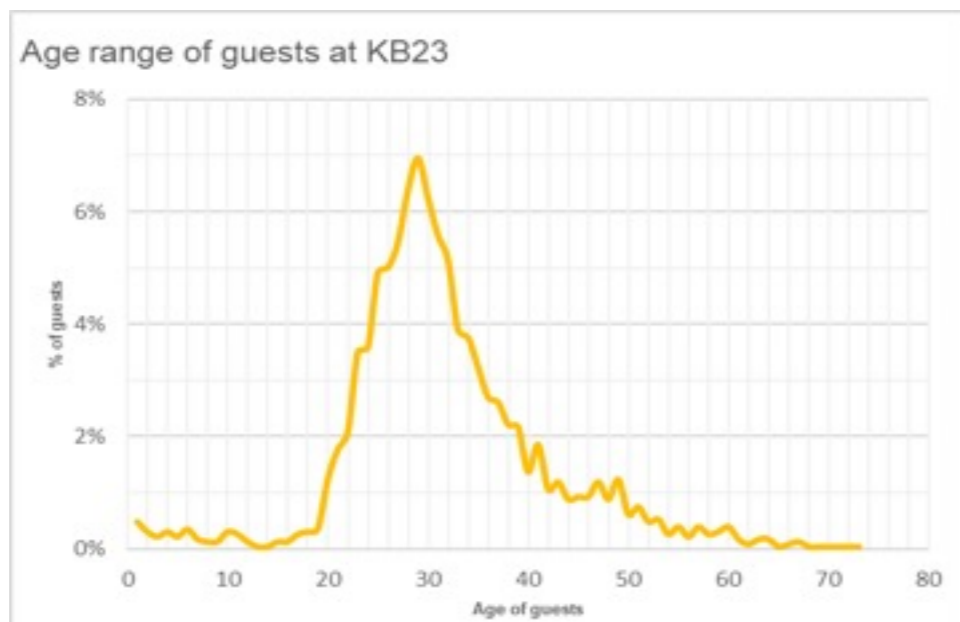
2,897 people registered to be in the KB23 general sale lottery. In previous years, around 4,400 – 4,800 people have tried to purchase at the time of the general sale. On 22 September, 920 tickets were released, allowing 460 randomly selected individuals to purchase up to 2 tickets. In the first round of the lottery, 800 tickets were sold with 120 rolling over to the second round. As of 9th October, 919 of the 920 general sale tickets had been sold.

## EVENT ATTENDANCE

A total of 115 adult tickets, equivalent to 5.1% of tickets sold, were not checked-in (no-shows). Among children, 36 out of 89 tickets sold, or 40.4% of registered children, did not attend the event. This resulted in a total checked-in population of 2,206 people (adults and children).

Gate check-ins on the first day of Kiwiburn peaked in the early hours, with a gradual decrease throughout the day. The check-in rate started at 148/hr when the gates opened, reaching a peak of 240/hr at 10 am, and steadily declining to 8/hr at gates closed. The check-in rate during peak hours showed an increase of approximately 100/hr compared to KB21, a remarkable achievement for the Gate team.

The majority of attendees, 89.1%, were from New Zealand, similar to KB21, reflecting the ongoing impact of COVID-19 on international travel. Other attendees came from countries such as the USA (1.9%),



Graph: Age distribution of participants attending Kiwiburn 2023

Australia (1.8%), the UK (1.3%), South Africa (1.2% - note this may be inaccurate as it is the default selection in Quicket), Germany (0.7%), France (0.5%), Netherlands (0.4%), and Canada (0.3%). In total, attendees came from 35 countries.

The average age of attendees was 32.8 years, based on data from 95.9% of participants, consistent with previous years.

## OBSERVATIONS FROM TICKETING

### General

- Significant amount of time dealing with ticketing issues, particularly inbox enquiries. More year-round capacity is needed for KB24, especially in the months leading up to the event.
- Many crew and reserve tickets were not issued promptly due to incomplete burner profiles, community surveys, and delays in Leads finalising their team lists.
- Many crew and reserve tickets were not purchased in a timely manner.
- Onsite Team/Theme Camp leads had no visibility of who had purchased reserve tickets, resulting in Ticketing following up with individuals instead of the appropriate team leads. IT improvements could resolve this for KB24.

- Some adults mistakenly purchased child tickets.
- Participants expressed frustration with the ticket transfer cutoff occurring two days before the gates opened, particularly affecting last-minute transfers for theme camps. This has been a recurring issue in previous years. More communication leading up to KB24 is needed, as the cutoff is intended to ensure all attendees have undergone conduct committee checks before arriving on-site.
- Kiwiburn Systems
- Ticketing suggests earlier reserve ticket allocations before the general sale.
- Airtable aided ticket allocations and sales, with IT support. Streamlining Airtable for KB24 opportunities.
- Duplicate efforts on Quicket and Airtable are required for ticket alignment. Editing reserve tickets was time-consuming.
- Added functionality for one-time transfer of theme camp tickets in KB23. Improved visibility of transfers needed for KB24.
- Participants without burner profiles faced confusion and inquiries for ticket transfers. IT improvements can solve this for KB24.

## Quicket

- The Payment platform (Stripe) connection issue was resolved promptly with the Treasurer, Quicket, and IT assistance.
- Reserve ticket changes required manual refund and reissue due to Quicket issue. Time-consuming work-around used.
- Purchase timeout issues and duplicate credit card options on Quicket checkout.
- Participants faced difficulties purchasing reserve tickets on Quicket. Templated email response used to address recurring issues.
- Quicket handled requests well and we are happy with their assistance.

## SERVICES

### Site Safety Facilitator - James

#### CREW PERFORMANCE

- I found it to be a lot more work than I imagined but I think that comes down to the role being relatively new.
- Maintained a high standard of safety for all participants and volunteers, no reportable incidents or large risks occurred.
- Learned a lot about the practical application of safety to a festival this size.
- Raised the standards of safety that we hold the whole festival to.
- Communicated the message of safety and everyone's responsibilities to volunteers, build crews, theme camps, artists, participants, team leads and facilitators.
- Updated all relevant internal documents and worked with the Event Delivery Team to run the festival safely.
- Pre-event meetings were held to discuss procedures and agree on methodology with all team leads. As most team leads had a lot of

## STEP

- Participants were frustrated by the inability to sell tickets via STEP due to unclaimed reserve tickets being released into STEP only a few weeks before the event. Early deadline and improved communications suggested for KB24.
- Many participants who already held a reserve ticket thought they could purchase 2 additional tickets via STEP when they were only eligible to purchase 1. Clear communications are needed for KB24.

experience there was not much other training done.

- The pre-event meetings were really helpful in making sure everyone involved had input into the procedures of how we actually carried out our H&S responsibilities (in a capacity representing Kiwiburn Org.) and how we communicated the responsibilities of others to them.
- We excelled in working well together. Our collaborative approach to H&S was helpful in both sharing the load and benefiting from everyone's individual expertise. We had strong planning meetings pre-event and succeeded in getting all relevant information out to all Theme Camps and Artists. All of our teams knew their respective roles before the event so there were no real surprises.
- From the teams' Afterburn reports we think that we could improve by having more volunteers. We have a lot of possible applicants and just need to plan to have more in each team. We also feel that more training would be beneficial, within the team but especially with other teams and their leads

## On-site

- Some crew arrived without purchased or issued tickets.
- Incomplete ticket details caused difficulties. Clear instructions are needed on personal information submission.
- Few participants entered without receiving wristbands, necessitating rechecks.
- Tightening plastic clips on wristbands caused issues, managed well by the Site Office team.
- The ability to involve the Event Delivery team proved helpful. On-site internet facilitated smooth operations.

so that everyone understands H&S's role in Kiwiburn.

- Personally I feel there was a major gap in Kiwiburn's internal H&S procedures and documentation. A massive improvement would be to tidy this up and have a more thorough procedure for internal H&S, with the responsibilities of Kiwiburn Org. better defined and looked after.
- Also a year-long calendar and list of what is required/when throughout the year for posterity and succession planning.
- We found that the workload/shifts for the Health and Safety team were quite heavy with a lot of theme camps and artists not being ready for their inspection until Weds. This is a major reason why we need more volunteers.

## RESOURCES

I had a lot of support, it's the only way I made it through!

I think an Internal Health and Safety role is required to manage a lot of the internal documentation. It is what I found myself doing most of the time and also where I think we have the most holes in terms of our

legal H&S responsibilities.

### **BUDGET ANALYSIS**

How much did you spend?  
The only H&S specific spending was combined with site managers on more e-bikes and tablets.  
What did you spend it on?  
More e-bikes and tablets for H&S checks. What may change in the coming year/s? We may be losing our FENZ support so we need to start seriously looking into developing our own firefighting capabilities. FAST is working on it.

### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

- Creation of Internal H&S role to manage KB's internal documentation. Year-round, during build and during the event. More focus on build documentation, especially for MPW and build teams.
- Purchase of firefighting equipment
- Constant updating of procedures
- More volunteers

### **Health and Safety Lead - JaneyBaby**

Prior to KiwiBurn 2023, JaneyBaby (H&S Team Lead), Fes (H&S 2iC) and James (Safety Facilitator) reviewed the hazard management template to make it more user-friendly. A massive Thanks to Magic Brad and Matt D (IT Team 2iC) for the superb behind-the-scenes mahi done to make Airtable work as seamlessly as it did!

We set up a template checklist that could be used on the Paddock to check the Theme Camps and verify which TCs had/had not been checked. However, with no Wi-Fi access across the Paddock, we didn't make use of this to its full potential.

We met in 2022 via Google Meets to coordinate the hazard management checks between us and check that we were giving similar feedback for those hazard management plans that needed more work. All of the Theme Camp hazard management plans that came through into

Airtable were reviewed by the 3 of us. This was a real improvement on previous years. There were a couple that came through with links to their document that we couldn't access, even after sending a message requesting access.

It may not have been well-communicated enough in advance to those installing art that they also need to provide a hazard management plan. We did the best we could to follow up as many as we could to get and check their plans prior to arriving on the Paddock.

On-the-job/Paddock training and induction occurred as we came onsite. The Safe not Sorry VOLLIES would like to have some input into the induction script to ensure essential safety information is consistently communicated.

We walked the Paddock with MPW VOLLIES on Tuesday, identifying various potential trip hazards to isolate. Janey attended and contributed to the daily briefings at the Site Office. She was also contacted a number of times for general H&S queries.

All the bigger theme camps were checked on the Paddock by the 3 Safe not Sorry VOLLIES: JaneyBaby (H&S Team Lead), Fes (H&S 2iC) and Mandy (Safety Facilitator 2iC). We regularly met back at Fes' camp to take on water, agree that we were checking hazards in a similar manner and then portion out areas for the next group of checks. Many of those Theme Camps that we visited on the first two days were not ready for the H&S check.

Many of the Theme Camps and Art installations were ready to be checked over the same 5-hour period on Wednesday, which proved a logistical challenge and a long and exhausting day.

It would have been helpful for the H&S Team to have radios both during this time and to respond to some other instances, especially during the rain event.

We did what it took to keep people

safe, prioritising the larger camps that had higher risks with regard to their structures in particular. However, we realised that art installations also needed our attention. The smaller camps that set up late on Wednesday or Thursday weren't all checked.

The Safe not Sorry VOLLIES supported a number of theme camps to set up and run their operations safely. We promoted collaboration between camps; e.g. Solar Sails had a great workshop they offered as a resource to others.

The focus had been on managing wind events, not a rain event that we were faced with this year. A number of structures came under pressure. As per the hierarchy of controls for a wind event, a number of structures were taken down.

Thanks to Paddy, FAST, for being available for checks.

### **RECOMMENDATIONS**

- Another 4-6 Safe not Sorry VOLLIES assisted with H&S checks on Wednesday. Have these volunteers in place so that we can have a pre-Burn meet-up to understand what is required before we get to The Paddock. They can accompany the year-round Safe not Sorry VOLLIES for the first couple of checks on Wednesday to understand the process.
- A budget for sunscreen, snacks and drinks for this Team.
- Download the template for H&S checks onto phones, which can be charged at the Site Office. Completed checks can be uploaded into Airtable (or similar) when in the vicinity of the Site Office so that a register can be compiled showing all completed checks;
- H&S Leads meet via Google Meet to better understand why and what hazards need managing and communicated to all camp members;
- Each of the Safe not Sorry VOLLIES have a radio to coordinate the

checks while out-and-about on the Paddock, so as to use time more efficiently. As well, we were seen as a point of contact for health and safety and were contacted for assistance, assuming we had radio communications, which we didn't!

- Freedom campers must also understand their health and safety responsibilities to keep all Burners safe not sorry;
- All incidents should be reported to the H&S Team so that we can make appropriate recommendations for future years. H&S is not just about checking TCs.
- Conduct training sessions with Rangers and others throughout the KB organisation to show why and how the reporting process works. H&S is for all VOLLIES (MPW etc.) not just burners on the Paddock. We all need to feel part of the team.
- More H&S interaction with MPW, build crews, infrastructure, kitchen etc. to verify that they are operating safely. This should be documented.
- Check kitchen safety equipment including heat shields for the marquee walls, multiple fire blankets and extinguishers. A kitchen-oriented first aid kit with burn cream & blue or brightly coloured kitchen plasters.
- First Aid training: who's getting trained? Is this recorded/ documented? Where?
- Behaviour affects mental health and is captured under the Health and Safety at Work Act.
- Do NOT require infants and children, who have free entry, to wear wristbands. In a number of instances, the bands were over-tightened and needed to be cut off.
- DO keep the Survival Guide! There was a rumour, hopefully unfounded, that this is to be discontinued!; Why?
- SWAG for the team

### **Fire: FAST Lead - Paddy**

#### **CREW PERFORMANCE**

Increased focus on Pre-planning and communication prior to arrival on the Paddock was helpful. A very successful pre-Burn meeting was held in early December where the form and structure of the significant artworks were discussed along with the Fast teams' expectations around ignition process information and timelines for burn night.

Two new people/ FireFighters were involved in the inner cordon/sandman role, one was an established Burner and Black Sheep Ranger, the other a long-serving member of the Medics / Fire Suppression team

Following the Face of the Effigy falling off and away from the structure, the wider fire suppression team did fantastic work to move this into the burn in the face of fierce heat. Further work could be done in the area of pre-planning, getting interested parties together to conduct pre-Burn meetings on the paddock proves problematic. (On Playa these are held 24-48 hours before the burn such that any issues that arise can be resolved with the time available.)

The team responded well to a perimeter breach by an intoxicated person, it was unfortunate that this had to occur 3 times before security became available to manage the person and remove them from the event. It was noted that on both the second and third entry members of the FAST team incurred injury to various extents. However, the rangers and security personnel inadequately managed the person once they were removed from the perimeter allowing a recurrence. This is discussed further below.

#### **TRAINING**

Due to the experience of the people involved, training was not considered necessary, however, a detailed briefing was provided prior to each burn along with final arrangements with the ignition team / Pyrotechnician.

It was arranged for me to work alongside Lumos to carry out inspections of the Flame effects and Mutant vehicles in lieu of any formal training, this arrangement will be continued in the coming years so as to increase my knowledge of such systems into the future.

This proved adequate, However, After involvement with Burning Seed, I have contacted the Burning Man Sandman lead requesting access to their training material. This request has been passed on however Burning Man tends to keep the whole subject of Sandmen very quiet and avoid discussing them in the Playa.

#### **RESOURCES**

- Some confusion arose with differences between the Job Description and The shifts made available on Airtable.
- Some difficulty and confusion were experienced in the lead-up to the event when the H&S Lead was on holiday and out of communication.
- Monthly meetings of the department in the lead-up to the event would be helpful. This would allow greater collaboration, and the sharing of information, experience and skill sets and remove any feeling of working in isolation with unclear goals and expectations.
- A high standard of professionalism was found across the Crew level team, on the whole, the event delivery team are a pleasure to work with and achieved huge things towards the common goal.

#### **BUDGET ANALYSIS**

We did not spend any money in 2023.

#### **RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR**

A new tool for the management of standing structural members of the Artworks, some modifications will be made on the paddock for next year's burns but the increased reach was found to be advantageous.

Improved training, BM Sandman training material, I have also extended an Invitation to the BM Sandman lead to attend our event.

Change of procedures. Some time could be spent during the coming winter writing down our current processes and reviewing these to identify where improvement can be made with greater communication and improved teamwork.

More volunteers. There are many volunteers with a wonderful array of skills available, I believe more could be done to spread the workload on the H&S team when it comes to inspections. Personally, I feel people should not be doing these on their own.

Improved channels of communication. Prior planning and preparation through department meetings and Preburn meetings held in advance of the event, will result in clear expectations on individuals and roles and more open communication via other means (email and Slack) as we will be working with friends on a common cause.

Meetings on Paddock need to be planned and agreed upon in advance and set in regard to what other meetings are also happening, i.e. a site manager cant attend both an event delivery team meeting and a pre-Burn meeting at the same time at different places, however, a calendar could be established and posted with what meetings are happening where and when along with who needs to be in attendance. Time would need to be allowed between such that action points can be addressed between meetings.

Clarification is required as to Excom's policy on persons who breach the burn perimeter. In previous years it has been policy and written in the 'What Where When' guide that persons who breach a burn perimeter are removed from the event without delay. It is strongly recommended that Rangers and security be involved in pre-Burn meetings and briefings such that all personnel who are or may be

involved in resolving such situations.

A system needs to be established such that Camps, Individuals, Mutant Vehicles and Art Works bringing fire-type effects to the paddock (Braziers, flame effects, smoke, heaters) are identified early such as at the time of application, they can then be supported with advice and policies months before the event (No Surprises) and have available to them the information they need to complete their health and safety plan. This will make it easier for us as a department to identify who is bringing flame to the paddock and easier to inspect their arrangements and work with the participants to achieve safety. This should be well within the abilities of the IT team based on their awesome achievements last year.

### Fire: Perimeter Lead - Keri

This year, I didn't have a lot of free time in the lead-up to Kiwiburn. Rachel Sims took on the role of 2iC, focusing on the recruitment of volunteers. Pre-burn recruitment continues to be difficult. We'll start advertising perimeter training in the event guide to encourage more people to join on paddock, to boost our numbers.

As the Effigy and Temple are fueled several hours before the perimeter is established, we needed to enlist help from Rangers to ensure nobody got too close. This pulled Rangers from other duties. Going forward, additional volunteers (Rangers or Perimeter) should be allocated for this specific purpose.

The night of the Effigy burn rained heavily. This led to most people standing, and made it harder to observe the perimeter. However, our only problem came from within the perimeter. A member of the build crew was heavily inebriated and repeatedly ran between the build crew and a group of friends a quarter of the way around the perimeter. Perimeter crew asked him to stop the first two times, but he became increasingly belligerent. On his third trip he became physically aggressive, striking a

Site Manager and a Firefighter. I narrowly dodged a punch myself.

The Temple burn went about as well as possible. The weather was good, the wind was minimal, and the crowd were docile. Unlike the previous two years, the structure fell within a reasonable time. It was the easiest perimeter I've experienced yet.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

I recommend a greater security presence during the Effigy burn, and to consider relocating build crews behind the perimeter when it's too wet to sit on the ground.

### Fire & Emergency NZ (FENZ) [External]

#### LOCATION

After some initial misunderstanding of the size and complexity of our operation at the burn, we finally settled on an area that may just become our future home.

The danger of using Aerial imagery of previous burns to decide future space requirements is that the images are just a snapshot in time, they often fail to record just how many support and private vehicles are used, and they don't reflect requirements such as distance from sound sources, the need for patient privacy, nor the need for fatigue management during the day.

The initial proposed location for our service was to be behind Know Your Stuff, adjacent to Depot, the Ice Freezer, a generator, multi-use toilets, and Sanctuary. Once these other services were in place it became obvious that the site would have been too small, have had no area for patient privacy, been near a number of very loud theme camps which would not have enabled our staff to sleep during the day, and there would have been no room for staff nor response vehicle parking, in short, disaster averted.

Our new location didn't go without its challenges, power was initially an issue with only a 2kva generator being available until the build had

finished, and then a 7kva generator became available. Future planning teams need to keep in mind that we could store medication, not only for our service but also for participants.

Dust, dirt, and rain we had it all and all were a challenge. Being located beside Cooks Road provided excellent hard stand access however when the road was dry it generated a large amount of dust which was extremely difficult to keep off delicate medical equipment, dust was also a challenge to keep off/out of sterile equipment. If this new location is to become our home, we will need to look at dust suppression.

Rain, well we all had challenges with the rain, however being wet is one thing, being wet and fatigued and then having to treat patients is another. For future Burns we will look at moving our service provision away from tents (sleeping and eating) and into more robust structures (huts, marques or similar). Rain turns dust and dirt into mud (oh so much mud), and mud gets everywhere! It was a real challenge to maintain clean spaces and try to clean participants, many of whom had walked barefoot through deep mud to get to our service, the bark shavings provided by MPW were a godsend and in the future, we suggest that these are laid in front of our hut regardless of the risk of rain.

#### VOLUNTEERS

This was our second attempt at using volunteers from the community to assist in our service delivery and by far the most successful. Of the 34 pre-event applications we received, 17 were approved and 11 selected and attended a rostered shift. We had 16 roster positions available, filling all but one. Only one volunteer was offered a direct ticket sale.

The calibre of volunteers was outstanding with many registered medical professionals offering their assistance. Several of the volunteers became regular visitors and their help outside of their rostered shift was truly appreciated.

In hindsight, we should have switched our hours of operation with volunteers to earlier in the day, this will allow volunteers to attend significant paddock events and avoid clashes with traditional meal times.

#### COMMUNICATIONS

Although not truly related to Kiwiburn, the provision of the Rangitikei District Council emergency satellite internet trailer was extremely useful. Having internet connectivity allowed our staff to maintain situational awareness of events happening across the district, particularly those related to rivers and rainfall.

The satellite connection also provided a critical link for two of our volunteers who needed to deal with urgent situations in the default world. In future, I hope that RDC will continue to allow this capability to be available during the burn.

#### FIRE SUPPRESSION CAPABILITIES

Fire and Emergency New Zealand are currently reassessing their approach to FENZ attendance at Prescribed Burns, Kiwiburn Effigy and Temple Burns will fall into this category.

FENZ Policy 037/2022: Prescribed burns, is an interim position, in brief, it states that FENZ attendance at prescribed burns will require the approval of the Regional Manager and the Service Delivery Wildfire Manager prior to attendance.

To date, FENZ appliances have only required the approval of the local Group Manager to attend, this higher-level approval may prove to be problematic in the future. We will continue to work with FENZ on behalf of Kiwiburn, however, given the increasing scale of Kiwiburn we feel that you may wish to look at your own fire suppression capabilities in the future.

#### PARTICIPANT BEHAVIOUR

By and large, the participants were polite and well-behaved treating our staff and volunteers with respect, as per normal we received some complaints that we didn't have certain medications (prescription

only) or that we didn't offer a particular service (e.g. participant needs to go to an emergency department for an Xray). It should be noted that we will not cannulate patients for IV fluids because they couldn't be bothered drinking water, nor will we perform tasks that are well outside of our scope of practice.

Unfortunately, there were two events that do need to be recorded as being unacceptable. One of our staff was abused due to the distance a participant had to walk to get to our service, and another was assaulted by a participant. We are very happy to hear that the assault is being taken seriously and that the Kiwiburn Conduct Committee are investigating this incident.

#### PATIENTS

This year was one of our quietest yet for patients treated. We treated 90 patients for a varying array of ailments, with 5 being advised to go to Whanganui Hospital. No ambulances were called to the site this year.

The lower number of patients treated could possibly be attributed to the distance participants had to walk to reach our new location. This may have promoted 'radical self-reliance' (read as "I can't be bothered walking 'that' far"). Whatever the reason, the decreased workload was very much appreciated by our staff.

As always, we advise participants to 'party responsibly', get their stuff tested, know their limits, and look after one another.

# WELLBEING

## Wellbeing Facilitator

The Wellbeing Facilitator role remained vacant for much of 2022 and 2023. A new Wellbeing Facilitator, Ryan Alcock, was appointed in August 2023.

## Black Sheep Rangers - Mathias and Amy

### WHAT WENT WELL

The location of all of the wellbeing support crew in one place, made all teams accessible and easier to communicate with. Having the hut already built was a big help. There were minimal incidents of rangers not showing up for shifts, rangers communicated with shift leads if they needed shifts changed. Everyone had shown up for training and was very engaged.

### RECOMMENDATION / WHAT COULD HAVE BEEN IMPROVED

- We didn't have enough radios for all roaming ranger pairs.
- Having an online secure portal to record incidents would have been extremely helpful. Or a paper version in case of computer shut downs.
- Connecting with other support teams and knowing who the leaders were before the burn started so that leads/shift leads would be aware of who to go to.
- Having a shared volunteer kitchen/chill space to connect and relax when not on shift.
- We had asked MPW to build a table for our hut on the Tues, however it never happened. Knowing who we can ask that is reliable.
- Having a Ranger at HQ at all times so that anyone in search of help can easily be directed there. Then Lead Ranger can deploy help e.g. roaming pairs or medics to location.
- Educating other support systems what the role of Ranger is so that they are misunderstood about what our role as Ranger's is.
- We did not have any idea of

what resources we had stored e.g. office supplies and kitchen equipment. This was mainly due to leadership change since the Kiwiburn '22 got cancelled. We made do with what we go and will be improving this for next year.

### IMPROVEMENTS TO COME FOR 2024

- Ranger manual to be updated with how to report and Amy to create a training page for shift leads (for a separate training to build confidence).
- White boards for the ranger hut for pass on messages, rosters. (Around 3 would be good depending on size)
- Always having a shift lead at Ranger HQ to help anyone who is in need.
- Having a sign for the door that day "Back as soon as possible" in case the lead has to leave their post for an unforeseen reason.
- An inventory of resources left after the burn.

### Know Your Stuff [External]

The Know Your Stuff team once again provided an extremely valuable service at Kiwiburn, helping keep attendees safe. They tested a total of 292 samples during the event. Overall the KYS team reported feeling very supported to do their job and had the required facilities to do so.

KYS remain committed to providing this service to Kiwiburn. Their current funding will carry them through until after the next event and so foresee changes to the way they provide the service for the next event. In 2023 they were open for testing for more hours than during previous events and remained busy the entire time. The number of staff and volunteers on site was appropriate for the amount of work they had to complete. Being located with other key services was an improvement over previous years. Internet access was very valuable in interpreting some testing results, and so was able to reduce uncertainty for some of the samples

tested.

They are particularly grateful to the ticketing team for the ease with which they obtained tickets (including early entry) for key staff and the wider volunteer team, and also to MPW for being so accommodating.

There were two key areas for future improvement noted. Firstly, more on-site coordination with other services (rangers, sanctuary) would be beneficial. Secondly, a more effective on-site messaging system would allow better dissemination of information about harmful findings. A systematic approach allowing high-priority information to have a wide reach and low-priority information to be displayed would be valuable. Presently any information about harmful products is communicated by word of mouth or a whiteboard at the testing site.

### WHAT WENT WELL IN 2023

The size of the team and the ticket allocation. The co-location of services was convenient. It was so helpful to receive MPW support especially with building the shade structure within 6 hours of KYS arriving on paddock. It was good for us to have longer opening hours. Internet access on Paddock was essential.

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- Liaison/communication with other wellbeing teams
- More stable power and internet connection
- More effective way to communicate potentially harmful findings.

## Sanctuary Leads - Sam & Tina

### CREW PERFORMANCE

- Recruited and rostered 49 crew members into shifts.
- Managed significant email correspondence.
- Created a new training manual for

the general crew, and a specific manual for Leads

### TRAINED THE CREW

- Online trainings for general crew and Leads
- On-site training for all crew.
- We built a great team culture with some crew members suggesting a Sanctuary theme camp next year.
- Purchased a new tent.
- Set up and packed down Sanctuary space.
- Coordinated operations on paddock.

### Shift Attendance:

Our survey of 22 volunteers indicated that we had 77% shift attendance, but it was likely a little lower given people who complete surveys tend to be inclined to attend shifts. There were numerous reports of no-shows.

**Online Training:** About 70% of people who attended online training found it worthwhile. Some Leads indicated attending two online training sessions was a bit much and would have preferred the lead training to be in-person. There was some confusion in the distinction between Wellbeing Lead and Shift Lead.

"It was great, I felt really supported and had a great understanding of what the role entailed. The paperwork was also awesome and I found myself going back to it a few times. The radio training was also great! It might have been good to have a lead meeting in person at the event but I understand that's potentially hard logistics wise." (Sanctuary Lead)

**Onsite Training:** The feedback about the onsite training was overwhelmingly positive (20/22 gave positive reviews). However, there were some indications that it was a bit long at 2 hours. And some people suggested reducing the team building exercises and giving crew time to talk to people in their shift teams instead.

"The on site training was amazing! I really enjoyed the practical exercises and how little sitting around we did. It helped me to feel grounded and safe in the space and to feel connected to the people I was going to be volunteering with. I feel like with this work there's not much that can fully prepare you for what you might encounter but the training we had was absolutely perfect in my opinion. Thank you so much!"

**Space:** People were positive about the space set up, location, and activities. There were suggestions that we could improve visibility by lighting up the sign and having a short description of the service we provide. A kitchen area with snacks would also be helpful. The layout was described as welcoming, comfortable, private, though a little open to the elements, not completely waterproof, the white was overly reflective, there could have been a central table/altar, and the generator noise negatively affected the vibe. Towels, socks, and more blankets could be helpful for wet/cold weather.

**Note-taking:** The distinction between serious and not-serious cases was confusing, resulting in people taking minimal notes. Sitters could have their own clipboards with report sheets. Some people would have liked a debrief on Sunday.

### RESOURCES

- We felt supported by the Kiwiburn org prior to the event with budgeting, technical support, etc. And MPW was fantastic on site.
- The Airtable system still needs some work. We had double-ups with the admin because the system wasn't capable of doing everything we needed for volunteer management.

### BUDGET ANALYSIS

- We were under budget spending \$475 versus a budget of \$1,820 as spending on seating and fit out was less than first planned, though we would like to purchase snacks next year, for which we were not aware there

was a budget. We also need better quality cushions etc (i.e., snug). Numerous Sanctuary members donated items like tea, books, and decorations.

- Our 13m double pole star tent was a considerable capital expense. (\$3,642)

### RECOMMENDATIONS / IMPROVEMENTS FOR NEXT YEAR

- We could have communicated better with volunteers about their roles and expectations around crew ticket allocations.
- Improve space design and signage as per notes above.
- Overall, we had too many Sanctuary members rostered on at a time, especially at night / early morning.
- No-shows to shifts without an adequate explanation will not be recruited again.
- Tina to give feedback about requirements for Airtable. Recruit another person to support the pre-event admin.
- Have one online training session with small group break-outs.
- Shorter training, less team building, and focus on trip sitting.
- Separate Lead training to take place on-site
- Merge the Wellbeing Lead and Shift Lead roles into one Lead role.
- Smaller teams per shift except in busy times.
- Improve the reporting system as per notes above.
- Improve shift handover process.
- Close Sanctuary in the early hours, 3am - 9am

## FUTURE VISION

### Andy Justice, ExCom Chairperson

Perhaps the heading should be revised to "Groundhog Day" as we are generally back to the position we were in when this section was written after KB21.

Not only did Covid prevent KB22 happening, but it also meant much of what we then envisioned happening in the future has had to go on hold whilst the world adapted to having Covid impacting our way of life. But now it is time to reactivate our plans.

With Kiiwburn celebrating its 20th year as an event in New Zealand at KB24 next January, it is especially fitting that we do some navel gazing and contemplate where Kiwiburn should be heading over the next 20 years.

For the most part, our vision for the future has not changed dramatically since the KB21 Afterburn Report was written. Instead, that vision has just been delayed. Following KB24 we are planning to start discussions afresh with the Kiwiburn community and other involved parties to look at initiatives such as:

**Making Kiwiburn's demographic more diverse, inclusive, and welcoming to all who wish to join with us to share life experiences and create a mix of cultures blending together harmoniously**  
- One goal we had after KB21 was

to establish a new Community department within Kiwiburn and that did happen. Going forward we hope to further develop the role and impact of this department by encouraging greater engagement and dialogue between the Kiwiburn organisation and the general Kiwiburn community and its various constituent sub groups.

Which segways into....

**Growing Kiwiburn as an event and as a community both on the Paddock and in the greater community of New Zealand e.g. increasing the population size of Kiwiburn event, running, or collaborating with others to run, burns in other New Zealand regions.** Having got Kiwiburn's Community Department and Teams established, we can continue engaging with the Community to see how they would like to see the Kiwiburn event, and/or the New Zealand burner community in general, develop. We can also refine what they see Kiwiburn Inc's role to be in that process.

**More Art overall and Art everywhere - on site, in Hunterville township and outlying areas, Art at other Burns and around NZ in general. Making more funding available to foster arts in general and young, up and coming artists** Now that we have a full complement of volunteers taking on the roles in the various Arts-related departments and teams,

we can start to engage with the Community and formulate some plans to develop art and the burner culture starting on the Paddock, then taking in the Hunterville/Rangitikei region, before gradually spreading across New Zealand - and perhaps even beyond that.

**Reaching out and engaging with various other communities and groups both around the Hunterville/Rangitikei region, and across greater New Zealand.**

Over the intervening two years, discussions have continued with various groups in the Hunterville area including the local iwi - Ngāti Hauiti - and the Hunterville Community Committee as well as the Rangitikei District Council. The impact of Covid meant these groups have also had to put many of their plans on hold for the past two years and are only now starting to reactivate them. The goal is to start to see some collaborative projects commencing in 2024 and then, if it is appropriate, use that model in other regions.

So fingers crossed that in the KB24 Afterburn Report we will be advising that significant steps have been taken to ensure that Kiwiburn remains in burners' hearts and lives for a further 20 years.

See you on the Paddock next January.

## A WORD FROM KIWIBURN FOUNDER

### "Yonderman" Mark Stirling

Kiwiburn 2023 was a wet one, but a fun one. I attended with my youngest son en-route from a 6 week road trip around the USA. Last stop on that trip was Burning Man HQ in San Francisco for a catch up with Steven Raspa (He promised he'd come to a Kiwiburn in the future). I've not missed any Kiwiburns since number 1 in 2004,

so it didn't take much convincing from Andy Beancounter to attend. Kiwiburn was the usual fun melding of art, community, spontaneity and spirit. The rain did cause significant issues with general access, river access, the burns, and more, but we all made do in the typical Burning Man way. I was also at Burning Man 2023 "mudpocalypse" this year, and we likewise made do despite the 3 days of rain.

I look forward to seeing you all at Kiwiburn 2024. This will mark 20 years of Kiwiburn, which is quite an achievement for us in NZ and globally. We remain the longest standing international regional. Be proud! To mark the occasion I'll likely give a talk or two on KB history at Centre Camp, and bring along some significant memorabilia. Looking forward to seeing you soon.

- Yonderman



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**HOPE YOU ENJOYED EVERY WORD. KIWIBURN'S HARD-  
WORKING VOLUNTEERS ARE A DEDICATED AND CRAZY  
BUNCH OF PEOPLE! WANT TO JOIN IN THE FUN?  
VOLUNTEER [HERE](#). ANYTIME.**