



Sport Convenor Volunteer Agreement

Volunteers are vital to the success of any major event. Without volunteers we would not be able to put on a world class Pan Pacific Masters Games (PPMG). That is why it is important to ensure our volunteers receive the correct management resulting in their enjoyment and willingness to return to each PPMG. Enclosed is several requirements and examples for managing our volunteers. These are starting points to get you thinking and be able to put a volunteer information sheet together specific to your sport.

Volunteer Hours

We recommend, where possible that volunteer work no more than 6 hours per day. If you have a long day of competition, try to split up the shifts where possible. E.g. 6am - 12pm and 12pm - 5:30pm. Also take into consideration when rostering volunteers to ensure they have enough time to arrive and receive training before beginning their shift.

Meal Breaks

Ensure volunteers are provided with a sufficient break time for their shift (e.g. 30 min lunch and a 15min morning/afternoon break). Any volunteer working 4 or more hours should receive a meal refreshment break. We encourage you to work with the volunteers to determine the best time for a break.

You will be required to provide a meal and a drink during the meal break, this may be done through catering or a voucher to your club canteen. Typically, it would be expected that you provide the meal to the value of \$10-\$12.

Access to water must be provided. Please include if you will be providing water bottles or just access to water in the information sheet so volunteers know if they need to bring a water bottle or not.

Travel and Parking

Where possible, provide free parking for volunteers at all work locations.

Also provide a map of the venue that indicates where volunteers can park and where they can check in.

Uniforms

Each volunteer will receive a PPMG event shirt & hat, identifying them as a member of the event team. This shirt is to be worn at all times during each shift. The number of shifts a volunteer is working over the event period will determine the number of event shirts they are issued (3 shifts = 1 shirt, more than 3 shifts = 2 shirts. No volunteer should receive more than 2 shirts).

We request volunteers wear black pants or black dress shorts with their event shirt.
We recommend volunteer shoes be enclosed and comfortable.



PAN PACIFIC MASTERS GAMES

GOLD COAST AUSTRALIA 4-13 NOVEMBER 2022

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Volunteer Agreement

Events Management Queensland has a volunteer agreement in place which each volunteer agrees to upon completing an application form. This agreement is outlined below:

As a volunteer you have the right to: -

- Work in a healthy and safe environment
- To be adequately covered by insurance
- To be given accurate and truthful information about the organisation for which you are working
- To be reimbursed for out of pocket expenses, excluding travel expenses as previously outlined
- To have a position description and agreed working hours
- To be provided with orientation to the organisation
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- To be provided with sufficient training and support to do your role

As a volunteer you have the responsibility to: -

- Where possible commit to regular days and times so that tasks can be planned accordingly
- Notify your supervisor or team leader if you are unable to attend, preferably giving 24 hours prior notice
- Protect the confidential nature of information that may be acquired during the course of duties
- Agree to do the training necessary to carry out duties as listed in the position description, always seek assistance from your supervisor or team leader if required
- Be considerate of fellow volunteers and employees and treat everyone with respect
- Notify your supervisor or team leader of any medical conditions or special needs that may affect your ability to undertake certain tasks
- Agree to work in a safe manner and not jeopardise the health and safety of co-workers
- Be responsible for payment of any parking or traffic infringements incurred whilst driving as part of your volunteer role
- Take full responsibility for any personal belongings and valuables brought into the office or on-site
- Follow the directions and instructions from EMQ staff, team leader or supervisor when undertaking tasks

You can amend this agreement to suit your sport and volunteer needs and include this in the information sheet.

Orientation and Training

When a volunteer arrives on site for their first shift they should be given an orientation and training session. This does not need to be complex, just 5 – 10 minutes explaining to them where they can leave their belongings, the location of the toilets, emergency procedures, when/where their meal breaks will be and what their tasks for that shift are.

Information Sheet

Each volunteer receives an information sheet. This is a summary of the event location, parking information, where to meet, what to wear and training information. This can include maps for easy reading. It should also include a contact for the volunteers to call on the day if they are unable to make it or cannot find where they should be.

When you are compiling the information sheet please consider some of your sport requirements that volunteers may be undertaking, for example – checking participants accreditations and some light lifting (chairs, umbrellas, etc.). Include that shade will be provided for outdoor sports and you will provide sunscreen to volunteers.



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We can provide you with an example of an information sheet that we provide to our volunteers.

Volunteer Coordinator

It is important if you intend on managing a large group of volunteers that you have a volunteer coordinator or someone who can check them in when they arrive, give them training, manage their meal breaks and check them out at the end of their shift. This can be quite a timely process, so it is recommended that you have someone on board to manage this.

We are here to help!

It is also important to remember that we are here to help! We can assist in all stages of the planning and assist on site where we can.

Acknowledgement

Please sign below to say that you acknowledge and agree to provide EMQ volunteers with the above:

I,	on behalf of
(CONVENOR NAME)	(CLUB/ORGANISATION NAME)
acknowledge that when utilising the volunteer services provided by Events Management Queensland that the above information will be undertaken to ensure adequate management of volunteers.	
SIGNATURE:	DATE:

Any questions please do not hesitate to ask.

Contact Details:

Natalie Arnold

Volunteer Coordinator

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