



Gold Coast Airport  
**MARATHON**



Pan Pacific  
**Masters Games**  
GOLD COAST | AUSTRALIA



Events Management  
**Queensland**

# **VOLUNTEER MANUAL**

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## Welcome!

In 2014 we staged another spectacular Gold Coast Airport Marathon with a staggering 27,000 participants from every state and territory in Australia and 68 other countries. On the back of the 2014 success with the event in its first year as a Gold Label event, the course record and Rob de Castella's 32 year old Australian All Comers Record were broken when 22 year Kenyan Silah Limo ran the fastest ever time for a marathon in Australia with a classy two hours, nine minutes and 14 seconds result.

Achieving such fantastic outcomes resulted from a huge effort by all event personnel, of which over 1200 were volunteers. Our volunteers play key roles in administration, registrations, marketing, operations and sport services all which contribute to the overall quality of the event delivery and the event experience for our participants. Without the valuable contribution of volunteers, the Gold Coast Airport Marathon would be very different.

As you commence your volunteering experience with us, please take the time to review and understand the event, our policies, and procedures outlined in this manual. It will help us to help you have a rewarding volunteering experience as part of the 2015 Gold Coast Airport Marathon.

On behalf of the board and staff of Events Management Queensland, I thank you in advance for your contribution as part of the Suncorp Bank Volunteer Program.

Kind regards,



Cameron Hart  
CHIEF EXECUTIVE OFFICER



## 2.0 Introduction to the Organisation

### 2.1 Events Management Queensland

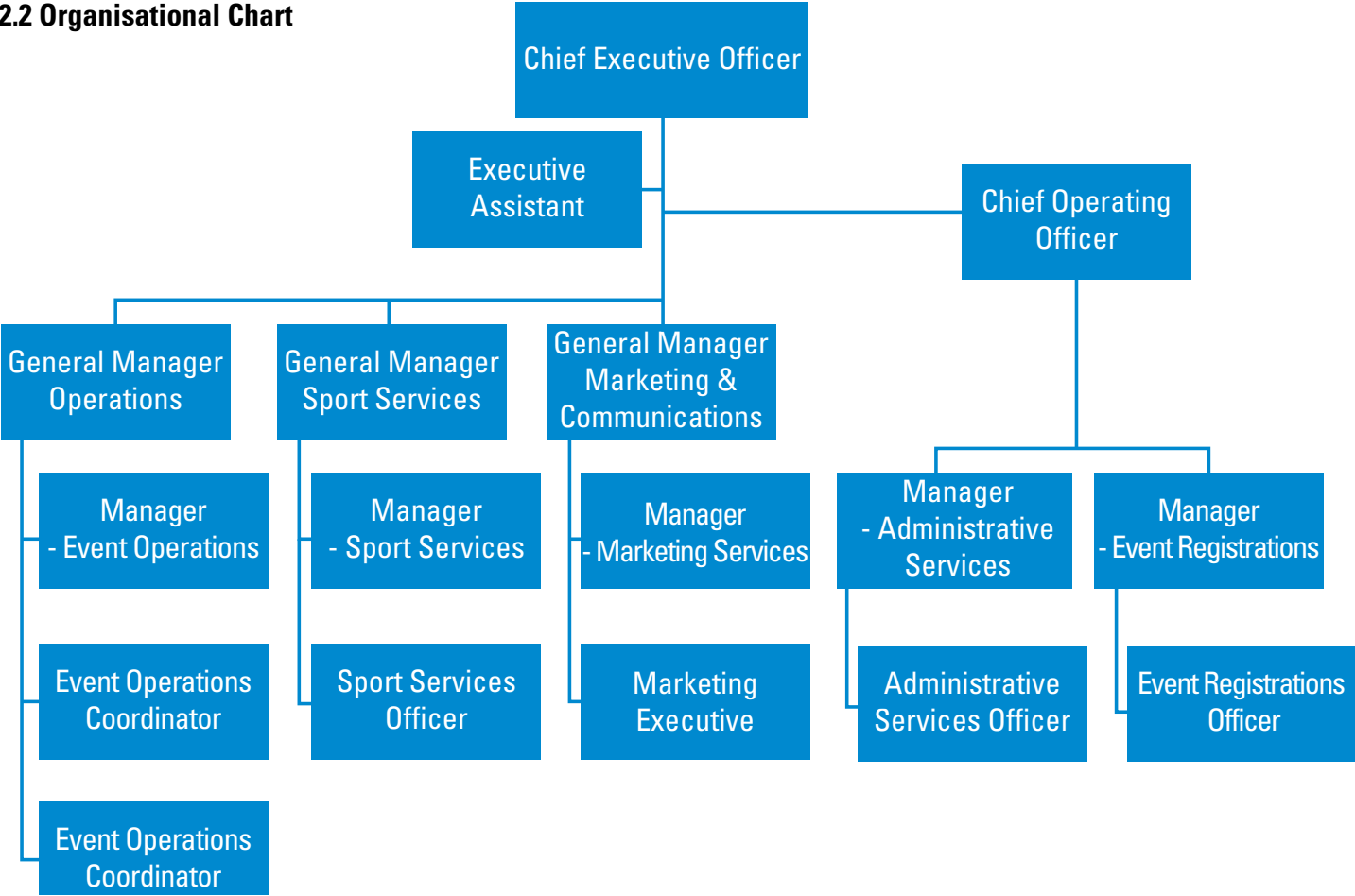
Events Management Queensland is a major event management company wholly owned by the Queensland Government through Tourism and Events Queensland.

Managers of the Gold Coast Airport Marathon and the Pan Pacific Masters Games, Events Management Queensland produces high profile, mass participation sporting events that maximise economic impact.

The events provide an enjoyable and memorable event experience that showcases Queensland whilst maintaining world class event management standards



## 2.2 Organisational Chart



## 3.0 Our Events

### 3.1 Gold Coast Airport Marathon

The Gold Coast Airport Marathon (GCAM) is in its 37th year and is recognised as the fastest course of its kind and as having one of the largest prize pools of any IAAF and AIMS accredited course in Australia. The Gold Coast Airport Marathon is also recognised by the IAAF and AIMS as a course that meets the technical requirements for Olympic qualifying time or world record time to be set. On the back of the 2014 success with the event in its first year as an IAAF Gold Label event, the course record and Rob de Castella's 32 year old Australian All Comers Record were broken. To be such a course is a testament to the quality and reputation of the event.



The GCAM incorporates a full Marathon, Half Marathon, Wheelchair Half Marathon, 10km Run, 5.7km Challenge and two Junior Dash events for children under 14. The event attracts participants from all around the world and is growing rapidly with more than 27,000 participants expected in 2015.

All courses are run adjacent to either the Gold Coast Broadwater or Pacific Ocean and offer some of the most pleasant and picturesque running conditions in the world. Events Management Queensland has worked tirelessly to secure the long term future and continued growth of this great international event.



## 3.2 Pan Pacific Masters Games

The Pan Pacific Masters Games, formerly known as the Asia Pacific Masters Games, has been held on the Gold Coast every two years since 1998. In 2014, there were over 13,000 participants from all around the world who competed in the 42 sports on offer including the individual pursuits of athletics, swimming and martial arts as well as team sports such as baseball, rugby, soccer, basketball and softball.

Throughout the Pan Pacific Masters Games, the Games Village becomes the focal point for participants. The Games Village provides a meeting venue for participants, as well as being the Games' entertainment and food and beverage headquarters.

No qualifying standards or times are required to enter the Masters Games; all participants must simply meet the minimum age requirement for their respective sport, which for the majority of sports is 30 years of age.



Pan Pacific  
**Masters Games**

**GOLD COAST | AUSTRALIA**



## 4.0 Events Management Queensland Volunteer Program

### 4.1 The importance of volunteers

As a not for profit organisation we would not be able to run our events without volunteers. The time and resources given by our team of dedicated volunteers ensures that our events are a success each year.

Of course, the benefits are not just entirely for EMQ – volunteering is a terrific way to meet a variety of people from all walks of life. You will have fun while at the same time you are giving back to the community.

### 4.2 Why volunteer at EMQ?

Each person will have a different motivation to volunteer. It could be your want to get active and make a difference that benefits your community, to meeting new people or gaining work experience to supplement your study.

Each year there are many returning volunteers mixed with a number of new faces and it is common that volunteers surprise themselves with what they achieve during their experience.

Many of our volunteers have been able to develop useful work-related skills, by furthering their training from universities, colleges and TAFE, and used volunteering as practical experience in furthering their careers.





A few reasons to volunteer:

- Try something different and new
- Opportunities to develop friendships
- Learn new skills
- Challenge one's personal confidence
- Gain credit for university placements, experience and contacts within the events industry
- Experience for future employment within the industry

### **4.3 Position Descriptions**

You will be provided with a position description for your role. All position descriptions are available on your "My Volunteer Page" and you will be able to access once you create a volunteer profile.

### **4.4 Recruitment and Selection**

The recruitment process depends on the type of volunteer role you are applying for. Internships are available in the marketing, operations, registrations and sport services departments each year, in particular for the Gold Coast Airport Marathon.

These internships are 3 - 6 months in length and are designed for tertiary-level students to gain experience and skills in the event industry. Students work on a specific project or task and assist staff members in the department to organise and deliver the plans. Certain roles also involve some training and supervision of other volunteers.

Internships are treated similarly to a job application. Once intern applications close, applicants are short-listed and interviewed by the department manager. Unsuccessful intern applicants are offered a volunteer role where possible.

To obtain a general volunteer role, you must be able to attend the appropriate training session and commit to the minimum



number of shifts required. Some roles also require specific skills and abilities which are outlined in the position descriptions.

## 4.5 My Volunteer Page

Every volunteer who signs up online is required to create a username and password for “My Volunteer Page”. Once you have signed up and created your log in details you are able to view your personal volunteer profile at any time.

From your volunteer profile you are able to access the list of available volunteer roles and select the shifts you are interested in. In addition, you can view a range of useful documents including position descriptions, information sheets and the volunteer manual. Importantly, this is where you will be assigned your shifts and where you can view and print your roster.

The majority of correspondence will be through “My Volunteer Page”; however if a volunteer does not have access to the internet they will be contacted via mail. If you have any problems using the system please contact the volunteer coordinator.

## 4.6 Getting around My Volunteer Page

- **Home** - return to the Home Page where you can see a summary of upcoming shifts and whether or not you have commitments to confirm
- **Sign-Up** - sign up for shifts
- **Assignments** - display activity assignments and confirm, decline and generate/print your schedule
- **Hours Log** - display logged hours
- **Contact** - send email to volunteer coordinator



- **Reports** - view hours reports and summaries
- **My Profile** - edit/update your profile

## 4.7 Working Hours and Rosters

Volunteer shifts are listed on 'My Volunteer Page' and volunteers are asked to sign up to the shifts they are interested in. This provides all relevant information about the length, time and location of shifts and duties involved.

Once sign up closes then volunteers are assigned shifts based on their preferences. Every effort is made to allocate volunteers their preferences; however this is not always possible. Volunteers do have an opportunity to confirm or change shifts once they have been allocated.

## 4.8 Sign in/ Out Procedure

At each venue there will be a sign in/ out point, referred to as "Volunteer Check In". At the beginning of each shift you will be required to sign in and similarly you will need to sign out when you leave each day.

## 4.9 Meal Breaks

Meals or an \$8.00 meal allowance are provided for volunteers who work a full 6 hour shift or over. Tea, coffee and water are also available. Specific break times have been set according to the area you are working in. You will be advised of your break times when you begin your shift and we ask for you to be mindful of the time and other volunteers, as due to the staggering of breaks they can not leave for their break until you return.

## 4.10 Insurance

Public liability and accident insurance is provided for volunteers engaged in volunteer work for Events Management Queensland.



## 4.11 Travel and Parking

Where possible, we provide free parking for volunteers at all work locations. More information on parking will be supplied closer to the event. Traffic infringements, parking fines and all other travel expenses are not reimbursed and are at your expense.

## 4.12 Uniforms

Each volunteer receives an event shirt, identifying you as a member of the event team. This shirt is to be worn at all times during each shift. Depending on the temperature you may need to wear a long-sleeved shirt underneath. The number of shifts you are working over the event period will determine the number of event shirts you are issued. We request you wear black pants or black shorts with your event shirt.

Your shoes must be presentable and practical; please do not wear thongs or open-toed shoes. If you are on-site, clean sneakers are suitable. If you wear incorrect footwear you will be asked to change them. If you are unable to adhere to these conditions, and it is deemed to be unsafe, you will be dismissed from your allocated shift.

## 4.13 Recognition

Traditionally after each event the Events Management Queensland team hosts a volunteer thank you function. This is to show our appreciation for your commitment, dedication, hard work and great contribution to the success of our events. All volunteers receive a Certificate of Appreciation and a statement of service is available upon request.

## 4.14 Feedback

EMQ values your contribution to the event and we would like to ensure you are satisfied with your role. A survey is sent out post-event and it is greatly appreciated if you take the time to complete. We aim to continually improve and your feedback is valued and taken into consideration.



## **4.15 Volunteer Agreement**

The team at Events Management Queensland (EMQ) would like to thank you for your commitment, dedication and enthusiasm. We recognise the success of our events could not be achieved without volunteers' support; we look forward to working with you to ensure your volunteering experience is as rewarding as possible.

The purpose of the Volunteer Agreement is to describe the arrangement between Events Management Queensland and the Volunteer as signed below.

### **Part 1: Events Management Queensland**

Events Management Queensland agrees to: -

- Provide a position description outlining duties and responsibilities
- Provide appropriate orientation, training and supervision to ensure you can complete assigned tasks to the best of your ability
- Provide a healthy & safe working environment
- To provide adequate insurance cover while you undertake approved volunteer tasks
- To reimburse you for parking when free parking is not available
- To resolve any concerns or grievances you may have while volunteering with us in a manner that is fair to all involved
- Provide feedback on volunteering efforts and achievements

## Part 2: The Volunteer

As a volunteer I agree to:-

- Perform my volunteering role to the best of my ability and display a willingness to assist with any task required
- Follow the guidance and directions from my supervisor, team leader or EMQ staff members
- Take pride in my personal appearance and adhere to the dress standards
- Be reliable and punctual for volunteer duties
- Undertake the necessary training required to perform my role effectively and follow the policies and procedures
- Work in a manner that is conscientious and safe for myself, other volunteers, EMQ staff and members of the public
- That you will not do anything, while providing voluntary services, or wearing the official volunteer shirt, that may bring EMQ or other volunteers into disrepute
- Act in good faith in the interest of EMQ and protect the confidential nature of information that may be acquired during the course of duties
- Treat others with respect so all employees and volunteers feel safe and free of harassment, in compliance with the Harassment Policy
- Maintain a safe workplace and adhere to the workplace health and safety requirements
- The publication and/or use in any form of media whatsoever of my name, image, voice, statements or otherwise, without payment or compensation
- To our administration of first aid and/or medical treatment if you are injured or ill while giving voluntary service
- That EMQ may terminate your appointment as a volunteer if you do not comply with these provisions or engage in misconduct which, in the opinion of EMQ, adversely affects its interests.



## 5.0 Frequently Asked Questions

### **I don't have any computer skills, will I still be able to volunteer?**

The answer is yes! We have many positions available that do not require the use of a computer. However, if you are looking to further advance your computer skills, there is some job training available.

### **Can I request to work the same shift as another volunteer?**

We understand there are circumstances where it is easier to travel with another volunteer and work the same shift. We make every effort possible to accommodate volunteer needs; we ask in return that you liaise with the volunteer coordinator as early as possible so this can be organised.

### **Are volunteers able to go home early if it is quiet?**

We endeavour to keep volunteers as busy as possible. Please liaise directly with your team leader or supervisor to discuss whether it is suitable for you to leave early, as there may be additional tasks that you can assist with.

### **Am I able to volunteer if I am not going to be present on the dates of the event?**

It is our preference that volunteers are available for the actual event day/s. To be considered for an internship, you must be available for the event days. Some of the general volunteer roles predominantly involve lead-up event preparation. Although we prefer that all volunteers get to experience working during event time first hand, we understand this is not always possible and appreciate any time you can devote to assist with our preparations. There are certain positions where conditions apply on the minimum amount of hours to be considered. This is to accommodate required training and for internal working-efficiency.

## 6.0 Useful Contacts

### Events Management Queensland

Ph: (07) 5668 9888

Fax: (07) 5668 9899

Email: [info@goldcoastevents.com.au](mailto:info@goldcoastevents.com.au)

#### Physical Address:

Level 2, 105 Upton St

Bundall QLD 4217

#### Postal Address:

PO Box 4920

GCMC QLD 9726

### Event Operations Coordinator

Catherine Wightman

Phone: (07) 5668 9818

Email: [catherine@goldcoastevents.com.au](mailto:catherine@goldcoastevents.com.au)

