



australian
transplant
games
CANBERRA **2024**

Volunteer Handbook

transplant
australia
make the most of life.



Volunteer Handbook

KEY CONTACTS

VOLUNTEER COORDINATOR: Julie Edwards Julie.edwards@transplant.org.au

0450 090 060

GAMES OFFICE 0447 890 698 (7am-7pm)

contactus@transplant.org.au

Australian Institute of Sport, Bronze Room

MEDIA ENQUIRIES media@transplant.org.au

EMERGENCY 000

INFORMATION

You will receive a printed copy of the Games Event Guide with your accreditation at registration.

GAMES WEBSITE <https://australiantransplantgames.com/>

SCHEDULE <https://australiantransplantgames.com/participate/schedule/>

SPORTS <https://australiantransplantgames.com/participate/the-sports/>

COMMUNITY EVENTS <https://australiantransplantgames.com/get-involved/community/>

EVENT GUIDE <https://australiantransplantgames.com/event-guide/>

AIS CAMPUS MAP

https://www.ais.gov.au/_data/assets/pdf_file/0010/694396/AIS_Campus_Map.pdf

To find out more about organ and tissue donation; or to register as a donor, please visit DonateLife <https://www.donatelife.gov.au/>

Volunteer Handbook

Welcome & Thank you

In welcoming athletes and supporters from every State and Territory around Australia, as well as international representatives, to the 17th Australian Transplant Games, the preparations include a few essential ingredients for a successful Australian Transplant Games.

A great host city is a start, as are quality sporting facilities and special event venues.

One ingredient that makes a real difference is you. You are part of a committed team of volunteers assembled to support the event. You are essential for the Games smooth operation and also the friendly face to help someone as the 'director of first impressions'.

Thank you for taking the time and care to volunteer for the Games.

We hope the inspiration of the Games leaves an equally important memory in your minds that encourages you to champion the cause of organ and tissue donation and to promote registration with your family and friends.

Chris Thomas

CEO, Transplant Australia

About Transplant Australia

Transplant Australia is the national charity promoting organ and tissue donation and supporting all those impacted by donation and transplantation.

Our vision is for Australia to lead the world in organ and tissue donation and transplantation – saving lives, improving quality of life and providing much needed care and support.

About the Games

The Australian Transplant Games will see over 500 people of all ages join together in a celebration of life, through sport.

Competitors taking part in the Games have received a life-saving organ transplant including heart, lung, liver, pancreas and kidney. Bone marrow and tissue recipients, and those waiting for a transplant also take part.

The Games give recipients the motivation to strive towards full rehabilitation through exercise, camaraderie and healthy living. They also provide them with a way of saying 'thank you' to those who made it all possible – the donors, their families, health professionals and carer. Without them, there would be nobody on the starting line.

In a sporting event where every athlete has an amazing story, the Australian Transplant Games plays an important part in raising awareness of the importance of organ and tissue donation.

The Games promote the greatest gift of all – the gift of life - and encourage everyone to register as donors and inform their family and friends of their decision.

Volunteer Handbook

Why Volunteer?

Be an advocate for organ and tissue donation awareness. By volunteering for the Games, you help promote the success of transplantation and call attention to the critical need for more donors.

Mingle

While volunteering you will get a chance to meet people from around Australia and even from overseas and work among other volunteers and create rewarding friendships.

Feel good

It takes a great many volunteers working together to make the Games a success. Your help is needed and appreciated.

Rights and Responsibilities

Volunteers are integral to the success of the Games. As a volunteer, you have the right to be treated as co-workers, the right to effective supervision, the right to full involvement and participation, and the right to gain recognition for the work done. In return as a volunteer on behalf of Transplant Australia you agree to perform your assigned duties and to remain loyal to the goals and procedures of the Transplant Games.

Entitlements

Volunteers will be entitled to the following in appreciation of their service:

- An official Volunteer Shirt
- Volunteer Accreditation
- Admission to all competition venues
- Lunch will be provided for shifts of 5 hours +
- Free entry to the DonatLife 5km Fun Run

Expectations

Always be polite and courteous, even though you may be extremely busy. For many people you are the face of the Games. Please carry out your duties in a pleasant and professional manner.

Volunteers are expected to read and become familiar with this Volunteer Handbook and any additional materials specific to your duties.

All volunteers should report to their assigned location at least 30 minutes before their scheduled start time.

Volunteers must be pre-registered and rostered. Walk-in volunteers cannot be accommodated.

Volunteers are expected to make note of the location of the nearest medical assistance team.

Volunteers are expected to report all accidents, injuries and illnesses, (no matter how minor) to the medical staff and to their Coordinator.

Volunteer Handbook

Volunteer Registration:

We encourage volunteers to register on **Monday 30 September 12pm to 4pm** at the Australian Institute of Sport, **Bronze Room** or on **Tuesday 1 October from 12pm to 5pm** at the Australian Institute of Sport, **Marathon Room**. If this does not suit, you can organise with the Volunteer Co-ordinator the collection of your registration pack.

Check-In & Locations

Each sports event is run by a **Sports Co-ordinator**. You will be provided with the contact details of the sports co-ordinators for the sports you are involved in. You will be required to check-in with the **Sports Co-ordinator** once arriving at your designated sports venue.

For special events, check-in with the **Event Co-ordinator**. There is a list of venue locations available on the Games website and in the Games Program.

Running Late? If you are running late or unable to volunteer for your scheduled shift, please contact the co-ordinator: the Volunteer Coordinator, the Sports Co-ordinator or the Special Event Co-ordinator.

The **Sports Co-ordinator or Special Events Coordinator** will provide you with details for your particular work duties and will be your regular contact person during your shift.

The Coordinator will provide you with information about how you can be most helpful and in return, will listen and attempt to accommodate your needs as a volunteer.

During event hours we truly need all hands on deck. We have given general job descriptions for everyone, but you may be reassigned at any time to fill in as needed. If you do not know where to go or what to do next, **please check in with the Coordinator or assigned delegate at the venue.**

Need a break? If you need to take a five-minute break or otherwise need to leave your post, please make sure your area is covered by the Coordinator before you leave your station.

Attire

You will receive an official volunteer shirt. You are required to wear this shirt during your shift which will allow Games' registrants, guests and other volunteers to identify you as a volunteer. Comfortable closed in shoes and black, navy or bone/white pants, shorts or skirts are recommended.

We also recommend wearing a hat, sun protection and appropriate clothing for the weather conditions, especially for outdoor events and sports.

Please keep personal items to a minimum and valuables at home. There will not always be a secured location available for storing personal items.

Credential

You will receive an official accreditation pass that **must** be worn at all times. It cannot be transferred to anyone else and must be worn to all Games venues and is required for entry.

Transport and Parking

Volunteers are responsible for their own transport to and from venues. Parking is available at most venues, and we suggest you contact the venue to check parking availability and costs.

Volunteer Handbook

First Aid

Most sports venues will have a first-aid station. Medical staff at these stations will be able to provide immediate, basic care to athletes, spectators and volunteers for injuries and illness. All injuries and illnesses requiring more than basic care will be transported to the appropriate local medical centre. In case of injuries or illnesses that present a serious or life-threatening condition 000 should be called immediately.

Safety

We want to ensure a safe environment for Games participants. Everyone is responsible to stay alert for any unsafe conditions or hazards.

Please report any incident or unusual occurrence to your Sport Coordinator or Special Event Co-ordinator or other Games Staff at the venue. Such incidents include anything that may result in an injury, illness or damage to the property, as well as conditions that could cause such situations (such alterations, slippery or uneven surfaces, sharp or protruding objects, open holes, leakages of containers, exposed electrical wiring, falling objects, etc.)

Security

The Australian Transplant Games draws visitors from all over the nation as well as several different countries. Therefore, security is a vital issue. In general, we ask that you follow some simple guidelines:

- Always wear your accreditation pass during your volunteer shift(s).
- Do not attempt to address or resolve any demonstration or conflict. If you witness such an occurrence, contact the Games staff or sports/special event co-ordinator immediately.

Media

The media will have access to the Games and we invite you to speak personally about your involvement, such as why you decided to volunteer or what you enjoyed about the experience. However, we ask that you please refrain from making any comments on behalf of Transplant Australia.

We ask you that you do not answer any questions regarding the conduct or performance of Games registrants, Games policies or finances, situations regarding medical assistance to athletes, incidents that involve loss of property or injury to spectators or athletes, or other aspects of the Games themselves. Please refer these questions to the staff at the Games Office or refer any media enquiries to media@transplant.org.au

Lost and Found

Please give all items that you find to your Coordinator. At the end of each day, lost items will be turned into the staff at the Games Office. Please direct individuals who are looking for lost items to this location.

Volunteer Handbook

Who's Who at the Games?

Many types of participants are involved in the Games!

Transplant Competitor – A transplant recipient, those awaiting transplantation as well as those with cystic fibrosis or on dialysis.

Donor Family – A family member or friend of someone who donated organs and/or tissues after their death.

Living Donor – A living person who has donated tissue, an organ and/or part of an organ to another person

Team Manager – Each state is represented by a Team Manager who is responsible for such matters as uniforms, relay selection and making up teams for team events

Supporter – A family member or friend of a transplant competitor, or anyone who does not fall into the various categories. Supporters can choose to participate in sports and social events

Medical – Medical personnel who have volunteered to provide medical services and physio during the Games.

Staff – the Australian Transplant Games is hosted by a small team of staff from Transplant Australia.

Guests – Special guests include key stakeholders and partners such as

representatives of the Organ and Tissue Authority and the Australian Sports Commission.

Ordinary people, Extraordinary Power

With your willingness to give your time and dedication to spread the organ and tissue donation awareness message through your volunteerism, we sincerely hope that you will take that spirit of giving on a step further.

Choosing to become an organ, eye and/or tissue donor may make a difference in some of the lives of the more than 1,600 people currently on the waiting list. Saying “yes” to organ and tissue donation could someday free two people from life on dialysis, help restore a young woman’s eyesight, or let a father live to walk his daughter down the aisle. It is an important decision for everyone; you, your family and thousands of Australians who wait for organs and tissue. You have the power to give someone the most precious gift – life.

To find out more about organ and tissue donation; or to register as a donor, please visit DonateLife

<https://www.donatelife.gov.au/>

And remember to talk about your decision to donate with your loved ones.

SPECIAL EVENTS

Opening Ceremony

On Wednesday October 2, Games registrants come together at Floriade Stage 88 for the Opening Ceremony that includes a parade of transplant competitors, donor families and living donors.

Spectators are welcome. Entry is free to Floriade.

Arboretum – Gift of Life Garden

On Friday October 4, Games' registrants can attend the Arboretum. This is especially organised for donor families so they can come together to honour their loved ones. Other Games registrants can attend to pay tribute to donor families. Volunteers are not required at this event.

DonateLife Fun Run/Games Road Race

On Sunday October 6, at Rond Terrace Parkway, Acton - Games registrants will compete in the Road Race and the general public are invited to participate in the Donate Life Fun Run. The aim of the Run is to raise community awareness of organ and tissue donation. Volunteers are invited to take part.

[CLICK HERE](#) to register for the Fun Run and use the special Volunteer Discount Code ATGRUN100.

Awards Ceremony – Farewell Lunch

The Awards Ceremony and Farewell Lunch will be held at the Southern Cross Club in Woden October 6, commencing at 12pm. This is a ticket-only event where all tickets must be purchased prior to the event.

SPORTS

Please familiarise yourself with the events and sports you are attending as a Volunteer.

Competition

Competitors are expected to be familiar with the Australian Transplant Games rules for the sport they are involved in. At all times, participants must respect the etiquette and traditions of the sport/discipline. This includes being properly dressed and equipped and conducting themselves in a sportsmanlike manner.

Age Groups

Athletes will compete by gender in the following age groups: Juniors will compete in the following age groups: 5 years and under, 6-8 years, 9-11 years, 12-14 years and 15-17 years. Adults - 18-29, 30-39, 40-49, 50-59, 60-69, and 70 and over. Age on the day of the Opening Ceremony of the Games will apply.

Medals

Medals are awarded to the top three competitors in each age group. A competitor must be deemed to have competed according to the rules of the sport in order to earn a medal. Supporter Competitors receive Medallions/Pins for 1st, 2nd and 3rd place.

Volunteer Handbook

FREQUENTLY ASKED QUESTIONS

When I arrive at my venue, what do I do, where do I go?

Upon arrival to your designated venue, you should check in with the **co-coordinator**. You should plan to arrive 30 minutes before your scheduled start time to familiarise yourself with the venue, facilities and duties.

What do I wear?

You will be provided with a Games Volunteer Shirt to be worn at all times during your shifts at the Games. If outdoors, please remember to bring sunscreen and hat. Please wear comfortable closed in shoes and black, navy or bone/white pants, shorts or skirts are preferred.

What if I cannot make my shift?

You should notify the Volunteer Coordinator or Games Office.

What if it's raining? Should I still report?

If you are concerned that your volunteer shift may have changed due to inclement weather, please call the Volunteer Coordinator, Sports Co-ordinator or Event Manager.

Will meals be provided? Depending on your area of volunteering and shift. You will have

lunch provided in cases where your shift exceeds five hours. We recommend you bring additional snacks and water.

How do I deal with a medical emergency?

In the event of an emergency, if medical staff is present; calm the athlete, get all spectators and athletes away from the injured athlete.

If medical staff are not present; calm the athlete, get all spectators and athletes away from the injured athlete, call 000. Remain with the athlete until medical services arrive.

Can I bring a friend or family member?

Yes, family and friends are most welcome to come along as spectators.

What if I lose personal items?

Check with your Sports Coordinator to see if anything has been turned in at the venue. At the end of each day, all found items will be turned into the Games Office.

Do I get free admission to the Games?

Yes. Volunteers are given free daily admission to all competition venues.

Thank you for your contribution to a safe, successful and enjoyable Games!