

VOLUNTEER FAQ



BELOW IS A SET OF FREQUENTLY ASKED QUESTIONS FOR THOSE CONSIDERING BEING A VOLUNTEER AT NAB RUNWEST 2019. PLEASE READ THE BELOW AND IF YOU HAVE FURTHER QUESTIONS, PLEASE DON'T HESITATE TO CONTACT US AT VOLUNTEERS@RUNTHEWEST.COM.AU

PRE-EVENT DAY

<p>HOW DO I REGISTER TO BE A NAB RUNWEST VOLUNTEER?</p>	<p>Click here to apply to become a NAB RunWest Volunteer in 2019.</p>
<p>DO I NEED TO HAVE VOLUNTEERED BEFORE TO BE CONSIDERED? WHAT SKILLS AND CHARACTERISTICS DO I NEED?</p>	<p>You don't need any previous volunteering experience to volunteer at NAB RunWest. We have a range of roles required to ensure that the inaugural NAB RunWest is a success.</p> <p>We are looking for keen, interested persons who have a strong customer service focus to ensure all participants enjoy the experience.</p> <p>At NAB RunWest, we are also committed to ensure that all volunteers enjoy their time and gain valuable experience through their volunteering. Hence, we have developed a range of benefits for Volunteers, as well as training opportunities to ensure all volunteers can fulfil their role and feel a sense of contribution to the success of NAB RunWest.</p>
<p>WHERE DO I VOLUNTEER?</p>	<p>On event day, there are four (4) separate event 'hubs' for which you can volunteer. This will be the location where you check-in and where you will be deployed for your role. These include;</p> <ul style="list-style-type: none">• Sydney Motorsport Park – Ferriers Rd, Eastern Creek• Sydney Zoo- Great Western Highway• Blacktown International Sports Park- Eastern Rd, Blacktown• West HQ- Sherbrooke St, Rooty Hill <p>When registering to volunteer, you will be asked to select your preferred hub, and then your preferred role at that hub.</p> <p>Volunteers are also required at the NAB RunWest expo at West HQ from Thursday 28 – Saturday 30 March.</p>

<p>HOW OLD DO I HAVE TO BE TO VOLUNTEER?</p>	<p>The minimum age is 14 years old; all persons between the ages of 14 to 18 must have the application form agreed and signed by their consenting Parent/Guardian. Persons under 14 are ineligible to volunteer at NAB RunWest unless prior consent is provided by NAB RunWest.</p> <p>All persons between 14 to 18 years of age must also have an Event Day Supervisor to be present on the day; this person is responsible for the under-aged volunteer and must also be registered as a Volunteer for 2019.</p>
<p>WHAT IF I WANT TO VOLUNTEER AT THE SAME LOCATION AND IN THE SAME ROLE AS MY FRIEND(S) OR FAMILY MEMBER(S)?</p>	<p>This is definitely possible and something we encourage for your enjoyment on event day. Through the registration portal, choose a group name (e.g. Team A, Group Blue, The Smiths etc.) and all members of the family or group will need to write this on the application form with the correct spelling. We will then try our very best to accommodate all members of 'Group Blue' for example at the same location with the same role.</p> <p>If in doubt, email volunteers@NAB RunWest.com.au and let us know the members that wish to volunteer together and we will do our best to accommodate.</p>
<p>HOW DO I KNOW WHAT LOCATION AND ROLE FOR WHICH I WILL BE REGISTERING?</p>	<p>The NAB RunWest Volunteer Portal details the various locations and roles for which you can apply as a volunteer. You can select your preference of location by choosing between one of the Event Hubs. Once you have chosen your preferred location, find the corresponding location in the volunteer opportunities and choose your shift/role preference.</p>
<p>WILL I GET MY FIRST PREFERENCE OF LOCATION AND ROLE?</p>	<p>We will try our best to give everyone their first preference of location and role, but this isn't always possible in every case as some roles are very popular.</p> <p>If we cannot accommodate you in your preferred role, you will be contacted and offered another role.</p>
<p>HOW DO I REGISTER TO BE A TEAM LEADER?</p>	<p>If you have experience working at event, especially running events, we would love to consider you for a Team Leader role. Team Leaders will have increased responsibility and will lead a team of volunteers on event day.</p> <p>Please indicate this on your application form and contact the Volunteer Manager at volunteers@runthewest.com.au or call 0458 373 607 to show your interest and outline some brief experience in a similar role.</p>

<p>HOW WILL I KNOW IF MY APPLICATION FORM HAS BEEN RECEIVED?</p>	<p>Once you have submitted your application form you should automatically receive a confirmation email stating we have received your form. Keep this as a reference document as it can be used to help identify you when emailing/calling the Volunteer Manager with any issues/questions you may have.</p> <p>Within the next ten (10) working days, we will send you another email confirming your application and indicating the event 'hub' from which you will work. The exact role will be confirmed with you closer to the event.</p> <p>Except in exceptional circumstances, all applicants will be given a role.</p>
<p>WHEN WILL I BE RECEIVING THE FINAL DETAILS FOR THE DAY?</p>	<p>We will be emailing your 'Event Day Roster' in March 2019. The Event Information will contain all important event day details that you will need to know such as:</p> <ul style="list-style-type: none"> • Event Day Roster (start time, location, role, who to report to, how to get there & important information) • Volunteer Guides (read through this to know the event, your job and who your team is) • Course Map (showing you where to check-in).
<p>DO YOU HAVE ANY VOLUNTEER TRAINING FOR THIS EVENT?</p>	<p>NAB RunWest believe strongly in providing basic training to all volunteers so they are aware of their role and can contribute to the success of the event. A detailed role description, outlining the key duties of each role will be provided in March 2019. We strongly suggest you read this information prior to event day.</p> <p>In addition, noncompulsory online learning will be provided to all volunteers who wish to further understand their role on event day.</p> <p>Team leaders will also provide a briefing to their teams on event day.</p> <p>If your role is a Team Leader, an additional mandatory training session will be required.</p> <p>Further information regarding training will be disseminated in the new year.</p>
<p>I WOULD LIKE TO VOLUNTEER BUT AM ALSO PARTICIPATING IN NAB RUNWEST. IS THIS POSSIBLE?</p>	<p>This will be difficult on event day; however, you can volunteer at the NAB RunWest expo from Thursday 28 – Saturday 30 March. In addition to the regular volunteer incentives, we will also provide complimentary entry to NAB RunWest for participants who also volunteer at least one (1) expo shift.</p>

EVENT DAY

<p>WHAT TIME WILL MY VOLUNTEER SHIFT START?</p>	<p>Shift times will be confirmed in your schedule from mid-March 2019. indicative timings are provided below;</p> <table border="1" data-bbox="443 383 1444 584"> <thead> <tr> <th>'Hub'</th> <th>Indicative Start Time</th> <th>Indicative End Time</th> </tr> </thead> <tbody> <tr> <td>Sydney Motorsport Park</td> <td>05:00</td> <td>10:00</td> </tr> <tr> <td>Sydney Zoo</td> <td>05:30</td> <td>11:00</td> </tr> <tr> <td>Blacktown Sports Park</td> <td>06:00</td> <td>12:00</td> </tr> <tr> <td>West HQ</td> <td>06:00</td> <td>13:00</td> </tr> </tbody> </table> <p>Note- times above are indicative and provide a guide for when you will need to be available. Exact times for each role will vary slightly and be communicated when your final roster is produced.</p>	'Hub'	Indicative Start Time	Indicative End Time	Sydney Motorsport Park	05:00	10:00	Sydney Zoo	05:30	11:00	Blacktown Sports Park	06:00	12:00	West HQ	06:00	13:00
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<p>WHAT SHOULD I WEAR ON THE DAY?</p>	<p>Upon arrival on event day, you will need to proceed to workforce check-in. At this point, you will be given a NAB RunWest volunteer t-shirt and cap to wear.</p> <p>We ask that you wear comfortable pants or shorts and enclosed shoes such as joggers as there will be walking involved and standing on your feet for long periods of time.</p>															
<p>HOW DO I GET TO MY VOLUNTEER LOCATION?</p>	<p>You will need to make your own way to your Event Hub. Each hub will have a workforce carpark reserved near to the workforce check-in location. Further information to access this parking will be disseminated closer to event day.</p> <p>Public transport and/or event day shuttles will be available for participants wishing to volunteer at Sydney Motorsport Park and West HQ. If you don't have access to a vehicle, we suggest you volunteer at these locations.</p> <p>Remember there are many road closures on event day so please keep an eye out on these websites for updates on transport and road closures relating to the event on Sunday, 31 March 2019. Plan your trip carefully to ensure you arrive on time at the right location. Your event schedule will outline recommended Public Transport and Private Vehicle Options too. Please visit www.transportnsw.info and www.livetraffic.com.au for more information.</p>															
<p>WHAT FOOD/ REFRESHMENTS WILL BE PROVIDED ON THE DAY AND WHAT SHOULD I BRING WITH ME?</p>	<p>A meal voucher will be provided to all volunteers so ensure you collect it when you check-in on the day. This will entitle you to a breakfast type meal, a coffee, and a bottle of water.</p> <p>Please also bring additional food and drink but remember that depending on your role, there may be nowhere at the event to store personal belongings nearby so only bring what is necessary.</p>															

IS THERE ANYWHERE TO STORE PERSONAL BELONGINGS?	There will be an area at each 'hub' for volunteers to leave their gear; however, please note that NAB RunWest cannot take responsibility for any gear left and therefore we strongly suggest you only bring what is necessary.
CAN I REGISTER ON THE DAY AS A VOLUNTEER?	No, to volunteer for the NAB RunWest you will need to be registered before the day. You can do this at our online volunteer portal .
WILL I HAVE OTHER VOLUNTEERS WORKING WITH ME?	Yes, you will have other volunteers working with you. The only time you might be by yourself is if another volunteer is taking a short meal break or if you are a Course Marshal.

BENEFITS OF VOLUNTEERING

WHAT DO I GET FOR VOLUNTEERING?	<p>Other than having a great time and meeting new people, all volunteers will receive the following:</p> <ul style="list-style-type: none"> • A NAB RunWest Volunteer shirt • A NAB RunWest cap • A meal, including bottled water • A Certification of Appreciation • A Volunteer Medal • A FREE Sydney Zoo ticket (*Conditions apply) <ul style="list-style-type: none"> ○ Receive 2 FREE Sydney Zoo tickets if you volunteer at both NAB RunWest and Australian Track & Field Championships (*Conditions apply) • Drink and food vouchers at West HQ <p>Note – your incentives will be provided on event day at the conclusion of your shift.</p> <p>Note2 – The ticket to the Zoo is redeemed from 1st August 2019. You will be emailed your free Zoo ticket post-event.</p>
WHAT OTHER VOLUNTEERING OPPORTUNITIES DO WE HAVE?	<p>In addition to NAB RunWest, we have other volunteering opportunities at other events. These include;</p> <ul style="list-style-type: none"> • Australian Track and Field Championships Monday 1st - Monday 8th April 2019 at Sydney Olympic Park. • Coogee Courage – Saturday 13th April 2019 at Coogee <p>Click here for further information.</p>