

# VOLUNTEER FAQ 2020



BELOW IS A SET OF FREQUENTLY ASKED QUESTIONS FOR THOSE WHO WISH TO VOLUNTEER AT NAB RUNWEST 2020. PLEASE READ THE BELOW AND IF YOU HAVE FURTHER QUESTIONS. PLEASE DON'T HESITATE TO CONTACT US AT [VOLUNTEERS@RUNTHEWEST.COM.AU](mailto:VOLUNTEERS@RUNTHEWEST.COM.AU)

## PRE-EVENT DAY

<p>HOW DO I REGISTER TO BE A NAB RUNWEST VOLUNTEER?</p>	<p><a href="#">Click here</a> to apply to become an AVJennings Volunteer for NAB RunWest in 2020.</p> <p>If you are a returning Volunteer, log into the MyImpact Volunteer Portal and update your details <a href="#">here</a>.</p>
<p>DO I NEED EXPERIENCE VOLUNTEERING?</p>	<p>You don't need any previous volunteering experience to volunteer at NAB RunWest. We have a range of roles required and you will be in a team with other volunteers and with an experienced Team Leader. We will provide you with training to ensure you can fulfil the role and best contribute to the success of NAB RunWest.</p>
<p>WHAT SKILLS AND CHARACTERISTICS DO I NEED?</p>	<p>If you are keen, customer service focussed, and have a love for events and community involvement – we are looking for you!</p> <p>AVJennings Volunteers are extremely important to contribute to the incredible event atmosphere – join the team to show Western Sydney a great time.</p>
<p>WHERE DO I VOLUNTEER?</p>	<p>On <b>event day</b>, there are four (4) event 'zones'. You will be allocated to one of these zones where you will check-in and from where you will be deployed to your position in the venue or on course. The zones include:</p> <ul style="list-style-type: none"> <li>• Sydney Motorsport Park – Ferrers Rd, Eastern Creek</li> <li>• Sydney Zoo and Western Sydney Parklands – Great Western Highway</li> <li>• Blacktown International Sports Park – Eastern Rd, Blacktown</li> <li>• West HQ – Sherbrooke St, Rooty Hill</li> </ul> <p>When registering to volunteer, you will select your preferred zone and we will do our best to allocate you to that zone.</p> <p>There is also a <b>Race Packet Pick up</b> pre-event for participants to receive their Race Numbers and have the opportunity to collect pre-purchased or buy merchandise. Volunteers will help the Registration Team to check in the participants and distribute the race numbers. Race Packet Pick up is on Saturday, 29 March 2020 at West HQ (Subject to change).</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 to and signed by their consenting Parent/Guardian. Persons under 14 are ineligible to volunteer at NAB RunWest unless prior consent is provided by the RunWest Team. Please email us at <a href="mailto:volunteers@runthewest.com.au">volunteers@runthewest.com.au</a>.</p> <p>All minors (under 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 2020 – please indicate this when you register in the <a href="#">MyImpact Volunteer Portal</a> (there were will be specific question related to supervising minors).</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>Of course – groups are encouraged! Simply 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 <a href="mailto:volunteers@runthewest.com.au">volunteers@runthewest.com.au</a> and let us know the members who wish to volunteer together and we will do our best to accommodate.</p> <p><a href="#">GROUP APPLICATION FORM</a></p>
<p>HOW DO I KNOW WHAT LOCATION AND ROLE FOR WHICH I WILL BE REGISTERING?</p>	<p>The <a href="#">MyImpact Volunteer Portal</a> details the various locations and roles we have available. You can select your preference of location by choosing one of the event zones. After you've chosen your preferred zone, apply for one of the roles in that zone.</p> <p>We will do our best to accommodate everyone's preferred roles and locations.</p> <p>We will send out a roster closer to the event date.</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. We have plenty of roles on offer, so if you don't get your first preference, we will contact you to offer another role.</p>
<p>HOW DO I REGISTER TO BE A TEAM LEADER?</p>	<p>If you have experience working or volunteering at event (especially running events), we would love to consider you for a Team Leader role. Team Leaders will have increased responsibility and will guide a team of volunteers on event day.</p> <p>Please indicate this when you complete your online application and contact the Volunteer Manager at <a href="mailto:volunteers@runthewest.com.au">volunteers@runthewest.com.au</a> to express your interest and outline some brief experience in a similar role.</p> <p>Please note that it is mandatory for Team Leaders to attend the pre-event briefing session in March. Exact date and location TBC.</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. Make sure you take note of your username and password.</p> <p>We will then send you another email confirming your application and explaining how to sign up to a shift. 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 to confirm your 'Event Day Roster' in March 2020. 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"> <li>• Event Day Roster (start time, location, role, who to report to, how to get there &amp; other important information)</li> <li>• Volunteer Event Operations Guide and Role-Specific Briefing Guide (read through these to know the event, your job and who your team is)</li> <li>• Course Map (shows location of check in and the workforce car park).</li> <li>• Briefing night details – mandatory for Team Leaders and encouraged for all volunteers</li> </ul> <p>Keep an eye on the <a href="#">MyImpact Portal</a> to keep up to date with event information.</p>
<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 2020. We strongly suggest you read this information prior to event day.</p> <p>In addition, Team Leaders will also provide a briefing to their teams on event day and be there for any guidance required. A Workforce Manager will be at each zone on event day to provide overall assistance and answer any questions.</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 distributed in February.</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 at Race Packet Pick up on Saturday, 29 March 2020. Limited Saturday volunteer spaces available.</p>

## EVENT DAY

<p>WHAT TIME WILL MY VOLUNTEER SHIFT START?</p>	<p>Shift times will be confirmed in your schedule from mid-March 2020. indicative timings are provided below. Each role will slightly vary.</p> <table border="1" data-bbox="443 383 1436 600"> <thead> <tr> <th>'Zone'</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 &amp; Western Sydney Parklands</td> <td>05:30</td> <td>10:30</td> </tr> <tr> <td>Blacktown Sports Park</td> <td>06:00</td> <td>11:30</td> </tr> <tr> <td>West HQ</td> <td>06:00</td> <td>12:30</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 will be communicated when your final roster is produced. <a href="#">MyImpact Volunteer Portal</a> will display your shift times.</p>	'Zone'	Indicative Start Time	Indicative End Time	Sydney Motorsport Park	05:00	10:00	Sydney Zoo & Western Sydney Parklands	05:30	10:30	Blacktown Sports Park	06:00	11:30	West HQ	06:00	12:30
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<p>WHAT SHOULD I WEAR ON THE DAY?</p>	<p>Please wear comfortable pants/shorts/leggings and enclosed shoes such as joggers, as there will be walking involved and standing on your feet for long periods of time.</p> <p>You will be given your free AVJennings Volunteer t-shirt when you arrive to the workforce check in area on the day. The shirt is important so other staff and participants can recognise you.</p>															
<p>HOW DO I GET TO MY VOLUNTEER LOCATION?</p>	<p>You will need to make your own way to your workforce check in area. Each zone will have a workforce car park reserved near to the workforce check in location. Further information about access to this parking will be available closer to event day.</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, 29 March 2020. Plan your trip carefully to ensure you arrive on time at the right location. Your Event Operations Guide will outline recommended Public Transport and Private Vehicle Options, too.</p> <p>Please visit <a href="http://www.transportnsw.info">www.transportnsw.info</a> and <a href="http://www.livetraffic.com.au">www.livetraffic.com.au</a> for more information.</p>															
<p>WHAT FOOD/ REFRESHMENTS WILL BE PROVIDED ON THE DAY AND WHAT SHOULD I BRING WITH ME?</p>	<p>Breakfast will be provided to all volunteers, so ensure you collect it when you check in on the day. Please note any dietary requirements when you register to volunteer.</p> <p>Please also bring additional food and drink you may require. Please note that there is nowhere at the event to store personal belongings nearby so only bring what is necessary.</p>															

IS THERE ANYWHERE TO STORE PERSONAL BELONGINGS?	There is nowhere to store belongings at the event – you will need to take everything with you. Please only bring what is necessary – we recommend bringing a small backpack.
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. Register <a href="#">here</a> .
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 you're a Course Marshal. There will be a Course Team Leader roaming to check up on Course Marshals.

## BENEFITS OF VOLUNTEERING

WHAT DO I GET FOR VOLUNTEERING?	<p>There are plenty of great intangible reasons why Volunteers love doing what they do. Whether you're conquering your first ever volunteer role or you're a volunteering veteran, there is a great sense of personal accomplishment while giving back to your community. If you've recently moved to Australia or you're here for your studies, volunteering is a perfect opportunity to practice your English in a cool environment.</p> <p>Other than having a great time and meeting new people, all volunteers will receive the following:</p> <ul style="list-style-type: none"> <li>• An AVJennings Volunteer Shirt</li> <li>• A NAB RunWest cap</li> <li>• Breakfast and bottled water</li> <li>• A Certificate of Appreciation</li> <li>• A unique gift on the day</li> </ul> <p>Note – incentives will be provided on event day at the conclusion of your shift.</p>
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