

Topic



- Volunteer experiences in Asia & Oceania

Relevant background

Dave Cundy

AIMS Board Member

Race Director, Great Wall Marathon, China

Race Director, Australian Outback Marathon

Race Director, Sydney 2000 Olympic Games
Marathons

Race Director, 1980-2009 Canberra Marathon

Technical Director, 2001-06 Gold Coast Marathon

Key elements



1. Plan
2. Recruit
3. Allocate
4. Train
5. Reward

Plan



- Volunteer manager
- Support team
- Overall plan of volunteer requirements
- Job descriptions
- Volunteer database

Volunteer database

- Collect & record key data
- Name
- Full contact details
- Age
- Skill set
- Previous experience

Recruit

- Service clubs
- Athletic and running clubs
- Running community
- Schools & Universities
- Local community
- Local administration
- Friends, work contacts, associates, partners of entrants

Sydney 2000 Olympic Games

- 50,000 volunteers
- Feature of Sydney Olympic Games
- Every volunteer interviewed
- Police checks
- Job descriptions
- Recruited from wide source

Recruitment issues



- Remote location
- Shortage of volunteers
- Language barrier
- Different culture
- Experience

Job allocation



- Every job identified, documented
- Match skill sets
- Structure – leaders, second in charge

Train



- Every volunteer must be allocated a task
- Every volunteer must be trained
- Training includes written instructions
- Plus formal presentation
- Plus practical demonstrations
- Training extends beyond individual jobs

Reward



- Fund raising for clubs
- Event merchandise
- Sponsor product for prizes
- Race day food & drinks
- Post race party

Key to success



- Ownership
- Regular communication
- Important part of the team
- Acknowledgement
- Feedback
- Thanks