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# VOLUNTEER INFORMATION

Welcome to **Rainbow Games 2024!** This is the very first Rainbow Games ever in New Zealand and we are so excited you are here to lead the way with us!

Volunteers are vital to our Games and as a volunteer you will be helping us fulfil our mission and achieve our goals. We appreciate any time that you can give.

This Information Pack will answer some of the questions you may have and point you in the direction of who can answer any other questions.

Roles will be allocated by **19 March** and you will be emailed a role description, specific venue information and timings for your shift/s. Along with this Information Pack.

**Nikki Cameron** is the Operations Manager for the Rainbow Games 24. If you have any questions regarding volunteering, please send an email to Nikki.cameron@rainbowgames.co.nz or call on 0273337333.

## Our Commitment to Volunteers

Volunteers are at the heart of games, and we wouldn’t be able to have a successful Games without you!

Rainbow Games 24 are committed to ensuring that our volunteers are provided with roles that are meaningful, relevant to their interests (where possible), treated with respect and as equals, given appropriate induction, training and supervision, offered full involvement and participation and are recognised for your volunteering efforts.

As a volunteer for the Rainbow Gamesyou have the right:

* To perform a role that is meaningful and satisfying;
* To be assigned to a role that fits your interests
* To receive the induction, training and supervision necessary to fulfill your role;
* To receive feedback on the tasks you perform;
* To be treated with respect and as an equal partner in our organisation;
* To be trusted with confidential information necessary to carry out your role;
* To work in a safe and healthy environment, and be given health and safety information relevant to your role, and;
* To be given a copy of the RG24 policies and procedures that affect your role.

As a volunteer you have the responsibility:

* To be honest about your expectations and abilities;
* To not take on more responsibility than you can handle;
* To take part in induction, and orientation processes e.g. background checks, paperwork and training;
* To be reliable and punctual or provide notice so that alternative arrangements can be made;
* To be accountable, perform your role to the best of your ability and ask for help when you need it;
* To follow our policies and procedures;
* To respect those confidences entrusted to you;
* To be open-minded and respectful of others opinions, and;
* To represent RG24 accurately and positively to others.

## Shift Briefing:

Please arrive at your shift 10 minutes prior to the start time to sign in with the Venue Manager and be briefed on your role for the day. You will also receive your volunteer top and accreditation.

## Accreditation:

You will be provided with an accreditation lanyard upon arrival at your first shift. These lanyards are essential for identification and security purposes, ensuring that only authorized people have access to restricted areas. Please wear your lanyard all the time while you're working to keep things safe and to make sure you can go where you need to.

If on multiple shifts, please remember to bring it to each shift. If you do forget, let your venue manager know immediately, so a temporary one can be issued.

## Uniform & Dress Code

You'll receive a Rainbow Games 24 Kaimahi (staff) T-shirt to wear during your shifts. It's a way for everyone to recognise you as part of our team and adds to the fun atmosphere of the event. Please keep your volunteer tee visible at all times. Layer it over the top of long sleeves if it's chilly.

You can wear whatever you like in on the bottom and we recommend comfortable shoes such as running shoes to be worn.

You will also be provided with a rainbow flag to be used as a pointer and to wave when welcoming participants to the Games.

## Food:

During your breaks, we've got you covered with lunch vouchers (that will be provided on arrival at your shift) and refreshments (snacks, tea and coffee) will be available throughout the day to keep you fuelled and hydrated. Please bring your own refillable drink bottle.

## Venues and Parking:

* Trust Arena: 65-67 Central Park Drive, Henderson, Auckland
* Albany Tennis Park: 321 Oteha Valley Road, Albany, Auckland
* West Wave Pool and Leisure Centre: 20 Alderman Drive, Henderson, Auckland
* PINS Tenpin Bowling: 199 Lincoln Road, Henderson, Auckland

Parking is free at our venues for volunteers. Please note at our West Wave and PINS Bowling venues parking is also available to the public and is first come first served.

## Bags & Breaks:

There is volunteer space set aside for you, so you can have a break and a cuppa.

You are welcome to leave any bags there, but please remember any valuables are stored at your own risk.

## Daily Programme

We’ve put together a programme for you (on the last page) so you know what is happening and when on each day of RG24. Please remember that this may change at any time so make sure to keep an eye on your emails so you don’t miss any important updates.

## Arts and Culture:

In the daily programme you’ll see that for Trust Arena, West Wave and PINS there is a two hour lunch break. During this time all sport will stop. Participants from these three venues gather at Trusts Arena to engage with static exhibitions and entertainment between 12pm – 2pm.

## Security & Medical

 We take the security of our volunteers and participants very seriously. Police and other response groups have been advised of RG24 and professional security has been hired for every venue.

Volunteers are our eyes and ears regarding security concerns at RG24, but are not expected to confront any security issues. Any suspicious behaviour or security concerns are to be reported to RG24 staff and/or security as soon as possible.

Elite Medical is onsite at Trusts Arena (with a response vehicle to service West Wave and PINS) and also at Albany Tennis Park.

**SECURITY ESCULATION:**

**Initial Response Level**

Role: Volunteer

Responsibilities:

* Observe and report any suspicious activities or safety hazards to any member or RG staff or security personnel.
* Maintain a visible presence to deter potential incidents.
* Offer assistance to participants in a friendly and welcoming manner.

**Moderate Response Level:**

Role: Onsite security / RG24 Staff –Tom Leonard Event Director or Nikki Cameron Operations Manager

Responsibilities:

* Assess situations beyond volunteer capabilities promptly
* Deploy additional resources as needed for crowd management and conflict resolution
* Enforce event policies to maintain order and safety.

**Advanced Response Level**

Role: RG24 Event Director Tom Leonard / Emergency Services

Responsibilities:

* Activate emergency protocols in case of medical crises, severe weather, or threats to public safety.
* Coordinate with emergency services for assistance and support.
* Ensure effective communication and assistance to attendees during emergencies.

**Post-Incident Procedures**

Responsibilities:

* Complete incident report

## Opening Ceremony Information:

All volunteers are invited to attend our Opening Ceremony at the Viaduct Events Centre and will receive a complimentary ticket. Tickets will be emailed to you and we would love to see you there – it is going to be an extravaganza!

* **Date:** Thursday 4 April 2024
* **Time:** Doors open at 6pm. Opening Ceremony starts at 7pm sharp, starting with a Pōwhiri
* **Venue:** Viaduct Events Centre

The ceremony, produced by the renowned DJ and rainbow-entertainment maestro, Jordan Eskra, will feature an eclectic showcase of Aotearoa's finest queer, Māori, and Pasifika artists, including Anika Moa, Anita Wigl'it, Hugo Grrrl, and PAIGE

## Closing/Volunteer Function Information:

We want to celebrate you and thank you for your efforts and commitment to RG24. Join us from 6.30pm in the World Cup Lounge at Eden Park (our 'Official Closing and Volunteer Function Partner') to reflect, socialize and celebrate the end of the Rainbow Games 2024.

* **Date**: Monday 8 April 2024
* **Time:** Arrive from 6.30pm – until approximately 9pm
* **Venue**: Eden Park, World Cup Lounge - parking and entry at Gate G: ([Google maps](https://maps.app.goo.gl/5YPJMV4nrQFr2c8t8))

Canapes will be served to volunteers between 6.30-7pm, along with a couple of drink vouchers to be used during the night, before participants turn up from 7pm for the Closing Function.

**A cash bar and additional food to purchase will also be available**.

Please RSVP via this link with any dietary requirements

<https://docs.google.com/forms/d/e/1FAIpQLSfI-bn9xVWC5ai-gXOE1K2FtdasMpfe1xaCLd1m7H_pPpga4g/viewform?usp=sf_link>

## Policies

Lastly, just a reminder of how important you are as part of our vision for people to be able to celebrate being themselves. Please read through our Gender Policy, Code of Conduct and Wellbeing Policy for a refresher on the values and attitudes we express as volunteers and staff at the Rainbow Games.

These can be found on our website:

Gender Policy: <https://www.rainbowgames.co.nz/gender-policy>

Code of Conduct: <https://www.rainbowgames.co.nz/code-of-conduct>

Well Being: <https://www.rainbowgames.co.nz/wellbeing-policy>