

HERO Detailed Information

Only people who are not competing at GP09 are eligible to be HEROs.

An area at GP09 will be designated as our official Bat Cave. This is the place where HEROs meet or just chill out. During GP09 the Bat Cave is your place to obtain free refreshments and items for the exclusive benefit of HEROs and GP Committee Members.

Between 30-60 minutes before the start of competition each day, HEROs are asked to come to the Bat Cave and collect an updated roster for that day. Please check the daily rosters very carefully and find all the places where your name appears.

HEROs are usually scheduled to help out for between 1 hour and 3 hours at a time, but sometimes the time periods are longer or shorter. We have tried to be fair to everyone and make sure that everyone gets regular breaks so that you can have a rest and relax your mind for a while and stay fresh throughout the weekend.

Some HEROs have asked to only volunteer part-time during the weekend and they won't be rostered to work as many hours as the full-time HEROs. They will only get partial reimbursement for their contributions.

HERO Positions

In order to ensure the success of GP09, the following 16 HERO roles have been identified:

- Merchandise Tent & Raffle Sales / Prize Distribution coordinator x 1
- Data Entry Coordinator x 2
- Scribe / Grounds Runner x 3
- Scribe x 3
- Ring Manager / Announcer x 3
- Ring Manager x 3
- Super HERO x 1

Position Descriptions

Detailed position descriptions will be provided to all the HEROs during their training. For your information, a brief description is included below:

The **Merchandise Tent, Raffle Sales and Prize Distribution Coordinator** will revolve between selling merchandise and raffle tickets and organising the distribution of prizes once results are finalised, specific times each day will be allocated to these duties.

The **Data entry Coordinators** will input the completed scribe sheets delivered by the Grounds Runners.

The **Grounds Runner** will be responsible for delivering materials (re-stocking drinks and lollies) to the rings and returning completed Scribe Sheets to the Data Entry location.

3 of the **Scribes** will only undertake Scribing. The other 3 Scribes also job-share the role of being the Grounds Runner. It is planned that these positions will be allocated to volunteers whose fitness is better and/or who might benefit from or express a preference towards a more diversified volunteering experience.

The **Ring Manager** will manage all aspects of the ring and marshal competitors. The Ring Manager who finished the day will also start that ring on the following day. They will be responsible for charging the timing equipment for that ring overnight in the Trial Secretary's Office and ensuring the timing equipment is set-up and ready to go the next morning.

4 of the Ring Managers will only undertake managing rings. The other 2 Ring Managers also job-share the role of being the **Grounds Announcer**. It is planned that these positions will be allocated to volunteers whose public speaking skills are a little stronger and/or express a willingness to participate in ground announcing and/or who might benefit from or express a preference towards a more diversified volunteering experience.

The **Super HERO** exists as a back-up in case of late withdrawal or illness to one of the other HEROs. If all HEROs report for duty then there are plenty of other jobs that can be fulfilled by the Super HERO, including providing additional relief to the other HEROs.

Important Note to Scribes >>> We will not change scribes in the middle of a height class. Consequently, scribes are asked to report to their allocated rings 15 minutes before they are scheduled to start and then take over at the next height change, whether that occurs before or after their scheduled start time. All other roles should start and finish at their allocated times.

HERO Training

All HEROs will be fully trained in their respective positions well in advance of GP09. In delivering this training we will assume that all HEROs know nothing before commencing their training so that we can be certain they can perform their roles. As part of their training, HEROs designated to be Scribes or Ground Managers will be required to participate in on-the-job training supervised by one of the Volunteers Coordinators at a minimum of one ADAA competitions prior to GP09.

HERO Requirements

Enthusiasm and you must not be running a dog at all during the weekend*. If you run a dog even once during the GP weekend you lose your HERO reimbursement entitlement.

Recording HERO Contributions

HEROs will record which times they have worked using recording sheets of the half-hour slots that they work, which will be located in the following places:

Ring 1 Scribe's Desk for: Ring 1 Scribes and Ring Managers
 Ring 2 Scribe's Desk for: Ring 2 Scribes and Ring Managers
 Ring 3 Scribe's Desk for: Ring 3 Scribes and Ring Managers
 Trial Secretary's Office for: Merchandise Tent & Raffle Sales/Prize Distribution,
 Data Entry, Grounds Runner and Announcer

HERO Reimbursement

HERO reimbursement will be based upon the amount of time you actively work on assignment.

Hours Worked	Reimbursement
18 or more	100%
14 or more	80%
10 or more	60%
8 or more	40%

The Volunteer Coordinators will prepare a detailed Volunteers Plan assigning all duties and work hours well in advance of GP09, so that everyone knows what they will be doing and when. It is emphasised to all HEROs that everyone needs to execute the plan as documented so that GP09 runs smoothly.

Rolling Shifts System

The Volunteers Plan will identify the times and roles that HEROs will be fulfilling using rolling shifts. Typically, a HERO who is scheduled to receive 100% reimbursement will have shift durations of between 2-3 hours and then they will have a break of approximately 1.5 hours before commencing their next shift. In most cases, they will also have the opportunity to rest during any scheduled lunch or dinner breaks.

Transitions between Shifts

The *Merchandise Tent & Raffle Sales / Prize Distribution* and *Data Entry Coordinator* are expected to report their work area at least 15 minutes before any scheduled start time so that they can get themselves organised and receive any updated information from the Volunteers Coordinators. They will then commence their shift by the designated shift start time and be expected to finish their shift at the designated shift finish time.

Scribes and *Ring Managers* are expected to report to their work area 15 minutes before any scheduled shift start time and will then swap into their role at the next change in height class, whether that happens before or after their allocated start time. As a result, it is also possible that some HEROs might sometimes work for up to 15 minutes (or possibly more) beyond their scheduled shift finish time or they might finish their shift up to 15 minutes early. Although only some rings are likely to be in operation during the scheduled lunch and dinner breaks Scribes, Ring Managers, a Ground Runner and an Announcer are

assigned for all rings during the entire day and night so that regardless of when lunch and dinner breaks occur on each ring there is coverage at all times.

The *Super Hero* will be assigned roles by the Volunteer Coordinators, and depending upon which role they are fulfilling they will transition into and out of shifts following the same approaches explained in the previous two paragraphs.

HERO Equipment

The Volunteers Coordinators will make sure that all required supplies for HEROs are obtained and provided to HEROs prior to the commencement of GP09, including:

- Walkie talkies to be located with the following people: 3 Ring Managers, Grounds Runner, and the Announcer
- scribe sheets
- clipboards
- pens
- pencils
- erasers

HERO Goodies

HEROs will be provided with easy access to the following during the entire GP09:

- lollies
- drinks
- coffee, tea and hot chocolate in the Bat Cave

HERO Identification

Ring Managers will be required to wear fluorescent safety vests that will clearly identify them as the on-duty Ring Manager. Additionally, all HEROs will be required to wear special colour-coded name badges that will distinguish them as HEROs rather than competitors

**Please be aware that if you compete at any time during the weekend that you will lose your eligibility to receive any reimbursement for your HERO contribution. This is the only fair way we can distinguish between making people eligible for reimbursements and lots of competitors who will volunteers hours of their time before and during GP09. If you do compete at any stage during the weekend your HERO help will still be welcomed – You just won't receive any reimbursement.*

