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ADMIN GUIDELINES

Introduction

The admin team is a key part of the running of a successful rogaining event, managing both administration and safety. The responsibilities of Admin vary from event to event but would usually include:

- handling team registration on the day of the event (map and other info handout)
- co-ordinating teams entering and leaving the Hash House area during the event.
- collating results at the conclusion of the event.
- coordination of the SARA search and rescue procedure and, if required, liaison with emergency services in the event of a competitor becoming lost or injured
- monitoring the emergency phone number provided to competitors throughout the event.

Admin set up on the day

Make sure you get all of the boxes labelled Admin from the gear trailers. This includes:

- two boxes of safety gear to sell (labelled with the appropriate prices)
- the official time clock
- a variety of stationery/printer paper, calculators etc.

As a minimum, ensure you set up the items below. Further explanation is provided in the following paragraphs:

- Registration table/s with Master Admin Sheets
- Indemnity form table
- Safety gear/team changes table
- A-Frame boards with team list
- Signage for team numbers
- Speakers (to be set up prior to event brief)
- Printer & Navlight laptop (can be set up after registration is complete)

The Event Coordinator will provide you with A3 print outs of the Admin Master List which should be taped to the Registration Tables. You may have multiple copies (and multiple tables) depending on the size of the event. The Event Coordinator will also provide two copies of the Team Entry List which need to be pinned to the A-frames and displayed in an appropriate position AWAY from the Registration tables.

The secret to successful Admin at both the start and finish of events is CROWD CONTROL. If you can have a person out the front, directing people to the indemnity form table first, it makes a huge difference to the efficiency at the main admin table. You want a smooth process for people who have everything in order and take people with problems off to one side so it doesn't stop your production line.

Set up a separate table or area for people to fill out indemnity forms/check their details before approaching the main admin table. Remind people to put their team number on the indemnity form for easy tracking (either by having a person there, or putting a notice on the table). Note that there is now a separate indemnity form for children under 18 years of age, and that witness signatures are needed for the adult indemnity form.

For events with large numbers of competitors it is useful to divide the teams across multiple tables and have multiple queues. These queues should be clearly labelled (up high where

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they can be seen) so competitors don't waste time in the wrong queue. To speed up the registration process once a team is at the registration table, one volunteer should tick off the appropriate boxes on the master sheet while the other collects the correct number of maps

Handing out Maps and supporting information

Before you can issue maps to a team you will need to:

- collect their indemnity form (check it has a team number on the top corner),
- confirm team category and members,
- check the required safety equipment for the event, and
- note any changes on the master sheet.

Make sure everything is ticked off on your master sheet so you keep track of what's going on and so you know who hasn't collected their maps.

The required safety equipment is generally: a whistle per person and 2 bandages and one pen or pencil per team. This is generally required for bush events, but not for metro events – double-check with your Event Coordinator.

Mandatory Safety Equipment for a Bush Event is:

- Roller Bandage (minimum two PER TEAM)
- Whistle (one per competitor)
- Emergency foil blanket (one per competitor)

Mandatory Safety Equipment for a Metro Event is:

- Should be discussed with the Event Coordinator/Committee and tailored to the specific event.
- Competitors will be advised via the final instructions.

SARA is moving away from using pre-loaded map bags wherever practical. The admin process is very similar for both options

Once team details and safety gear has been checked, maps and Flight Plans can be provided to the team by a volunteer. Teams can collect their own Setters Notes, Control Descriptions and any other supporting information (or be handed a numbered map bag) Navlight tags will be issued to teams once they have returned their Flight Plans to the Admin desk. *It is important that teams understand this process.*

If you have time and you're set up, you can open Admin before the time maps are available to deal with any team changes, or to do first aid equipment inspections, to speed things up later on. <u>Do not give out any maps before the correct time</u>.

In the busy time before the start, <u>don't try to make amendments to the team list on the computer</u> – just make notes of any changes on the paper master sheets and make the changes in the computer once everyone has left. You don't even need to turn on the computer until after the start.

When dealing with team changes, ask the competitors if the addition/deletion of the new member will change their team category. Check against the provided reference guide at the back of this document if you're not sure of the category rules. Take note of any potential refunds and advise the competitors that the Treasurer will be in touch after the event.

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You may get new teams or new team members joining on the day. Give them a copy of the paper 'on the day registration' form (in the Admin box, and also available in electronic form on the SARA laptop) to fill in their details. They will need to pay cash on the day, including the late fee.

On a separate table away from the main admin table, have one person who deals with queries/team changes and the cash box (you will be selling safety equipment to those who don't have it). This person should be separate from the rest of the Admin team who are dealing with people who have everything they need and just want to get their maps quickly.

Common questions asked at registration

- Can I have my map before the rest of the team arrives?
    - Yes, but you can't have the wristband/s until all team members have submitted signed indemnity forms **AND** you have returned your Flight Plan.

- Can I compete without the mandatory safety gear?
    - No, but you can purchase gear from the admin team.

- Does everyone in my team get a Navlight wristband?
    - Yes, (with the exception of babies/toddlers in prams)
    - Everyone needs to punch every control

Payment disagreements
If records indicate people haven't paid, but they say they have paid via internet or cash deposit in a bank branch, just make a note of what they say, and ask for as many details as possible. Don't get into arguments – refer the issue to the Treasurer who will follow it up later. This is highly unlikely to occur with the new registration system.

Cash box
The Treasurer will give you a cashbox with approx $100 in it either on the day or before the event. Keep a note of all monies going in and out on the printed sheet provided and put that in the box at the end of the day and lock it up. Make sure the cash box is kept in a safe place until it can be returned to the Treasurer or another Committee member.

Flight plans
Flight plans must be returned to Admin before teams can be issued their wristbands. Store the returned Flight Plans in a box (there's one in the admin gear). Returned Flights plans need to be checked to ensure they are completed correctly with car registration and mobile phone contact details. They form a particularly valuable part of the safety plan for any event so it is important they are collated in team order and stored safely until completion of the event when all competitors are confirmed as having returned to the HH.

Navlight Tags
Teams will not be issued their wristbands until their Flight Plans have been handed in to the Admin desk. This ensures all teams return a flight plan and also allows Admin volunteers to ensure wristbands are correctly fitted to each competitor and that teams know how to use them! It is recommended that the wristband bags are laid out in easy-to-access piles on an admin table to assist with the process of finding the right bag for the right team. Note: there is *one per tag person (with the exception of babies/toddles in prams)!* The tags have all been

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pre-briefed and do not need to be punched again before the start, although there will be a Brief punch available at registration for demonstration purposed.

The briefing
The pre-evet brief will be conducted by the Setters or Event Coodinator approximately 10 minutes before the start of the event. During the briefing the admin team may be needed to help hold up the clock, to help with time checks or to demonstrate how a Navlight punch works.

Special Instructions for Roving Events

Managing a Roving Event
The Admin team is responsible for recording when teams start and stop their time on course. This is done through the use of special Navlight punches referred to as START and DEPART punch.

By default, all teams are deemed to have started at the course opening times (midday on Saturday for 15 hour, 2pm Sat for 8 hour). They do not need any additional punches to brief the tags. Anyone in the roving events not starting at the course opening needs a START punch (when their time on course is to start). START punch can be used any time past the course opening. Any time – as little as one second if any teams wish to be pedantic about it!

Everyone returning to the hash house needs a “FINISH” punch. This stops the time on course. Everyone going out again needs a “DEPART”. This starts the time again and allows a team to score controls. Everyone finishing for good needs a “FINISH” punch (more on this later).

A team can do this Depart/Finish cycle as many times as the team wants.

Use the finish/depart punches for all teams. The punches can be used as a backup to the pegs to work out if a team has been back.

Determining HOW long a team has been out on course is NOT the responsibility of the Admin team. Teams must monitor this for themselves and the Navlight system will not be used to calculate time spent on course.

In addition to using the DEPART/FINISH punches, we recommend monitoring the status of teams using a simple peg system. The pegs are colour-coded for the 15hr or 8hr event and are moved between the ON COURSE string and the HH string as teams come and go. This provides a very fast and simple method of determining which teams, if any, are out on course overnight and helps manage the safety plan, particularly with regard to the need for a Safety Car loop.

During the event
After the start, make sure you make a note on the master sheet if a team did not start (you’ll know this because you’ll still have their Navlight tags) – as this needs to be recorded for safety purposes as well as amending the team list details in the Navlight computer.

Once the busy start period is finished, you can update the computer with any changes noted on the master sheet during team registration and the teams that did not start. After that,

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Admin goes pretty quiet until you get towards the end of the event. It is important that throughout the event at least one person remains present at the Admin area, to manage the FINISH/DEPART punches and pegs, and to monitor the emergency phone.

The end of the event
Things can get pretty hectic at the end of the event – this is when it's most important to be very organised.

For a Navlight event, there needs to be several people (at least 3) with FINISH punches, so that everyone's wristbands can be punched as soon as they get back. Teams get cranky if they feel like they are losing time at the end standing in a queue waiting to have their wrist band punched.

It's important to have loud/confident people at the finish to yell out and direct competitors to the finish punches. Once wristbands have been punched on the finish punches, there needs to be a chute set up and competitors directed down it towards the admin area where their wristbands will be cut off and passed to the person on the computer. It is very important that people go straight from the FINISH punch into the 'chute' and don't wander off while wearing their wristbands.

After wrist bands are cut off competitors' wrists they need to be placed directly into the appropriately numbered zip-lock bag. This is particularly important in events where cloth wristbands are used so the tags do not get mixed up. Once tags are in the correctly numbered bag they are passed to the Navlight computer operators for results processing. Some care should be taken to try and process tags in the order that teams finished in but it wont effect results if tags get out of order so shouldn't be something that creates more stress for the volunteers.

Once teams have handed in their tags they need to be directed to GO AWAY and come back 10-15 mins later to collect their results. Printed results will be placed in numbered baskets for collection. Teams are encouraged to check their results for any discrepancies and should be directed to a dedicated Scoring Problems person if they have any queries. This person is often the Setter or Event Coordinator who is familiar with the course and they should be located away from the main flow of people through the finish/admin area. Any discrepancies should be noted on the results printout and handed back to the Navlight operators for processing when they have the time.

Certificates
Certificates will be provided for the event and we now have a computer program to print the place getters directly on the certificates. It's a good idea to test the certificate printing capability before competitors start to return. If, for whatever reason, certificate printing is taking excessive time, place getters can collect their certificates at a later stage if needs be. Reading of results should not be delayed due to lack of certificates.

Results
Once the Navlight Operators have generated the final results, the Setter, Event Coordinator or someone from the Committee will read out results. The admin team will need to ensure the speaker and microphone are set up and will need to assist with the handing out of certificates and chocolate frogs. It is also useful if someone from the admin team can take photos of the category winners accepting their prizes for later use on social media.

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Safety
The Admin team has primary responsibility for safety during the event.

Event safety doc
The Event Coordinator will give you a hard copy of the Event Safety Doc. This document will allow you to clearly describe the location of the event to emergency services, if required and also contains contact details for local police, hospitals etc. It will also have GPS coordinates for the controls.

Phone monitoring
The Admin team must monitor the designated emergency contact phone during the event. This is the phone that has been identified to competitors as the phone to contact in the event of an emergency. In some cases, the setters may have specified their own phone, in which case they are responsible for monitoring it.

SARA has two satellite phones which are used for events with patchy phone coverage, particularly at the HH. These need to be outside and upright (pointing at the sky) to work properly. SARA recommends that competitors text requests for assistance to the satellite phone. The Admin team should keep the phone on and monitor it for messages and calls throughout the event.

Identifying missing teams
A key step at the end of the event is for Admin to identify if there are any teams still out on the course.

When teams are not accounted for, the first action is to try to contact them on the mobile phone numbers listed on the Flight Plan. Other competitors can be asked about the missing team and the car park/campground should be scanned to see if the team's car is still there. (Sometimes people return to the HH and then drive off without returning their wristbands). Car registrations are also listed on the Flight Plan.

If the team is still not accounted for, then SARA's Search and Rescue process can be initiated. A flow chart for this is included in the Admin equipment. Please make yourself familiar with it. If it appears likely that this will need to be initiated, please advise any members of the SARA Committee that might be present. However, if no committee members are available, the Admin team should continue to follow the Search and Rescue flowchart.

Identifying Emergencies and Raising the Alarm
Since the Admin team is at the HH the whole time, they have responsibility for raising the alarm when emergency situations arise. The Admin team should call the Emergency Services (000) whenever a sufficiently serious situation arises. There is no need to obtain confirmation from the SARA Committee or the setters if the Admin team considers the situation serious enough.

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Gender and Age Categories

	Open	J Junior	V Veteran	S Super Veteran	U Ultra Veteran
Women	W	WJ	WV	WSV	WUV
Men	M	MJ	MV	MSV	MUV
Mixed	X	XJ	XV	XSV	XUV

Gender Categories		
W	**Women**	All team members are female
M	**Men**	All team members are male
X	**Mixed**	Team contains at least one female and one male
Age Categories		
UV	**Ultra Veteran**	All team members are 65 years of age or over on the first day of competition
SV	**Super Veteran**	All team members are 55 years of age or over on the first day of competition
V	**Veteran**	All team members are 40 years of age or over on the first day of competition
J	**Junior**	All team members are under 21 years of age on the first day of competition
Special Categories		
F	**Family**	At least one related member aged under 14 years old, and at least one related member aged 18 or over
N	**Novice**	The first rogaine event for **every** team member
P	**Pusher**	Generally only used for Minigaine events