

2023 AMG Lost, Damaged & Failure to Collect Accreditation Policy

As at 29 March 2023

Policy Objective

1. The aim of this policy is to outline the process and procedures for lost and/or damaged accreditation passes, and failure to collect accreditation passes, which pertain to Games participants (i.e., competitors, supporters, non-playing officials) of the Australian Masters Games (AMG).

Policy Key Principles

1. Games participants are provided with an official Games accreditation pass and lanyard (accreditation) for identification purposes during the Games.
2. Games accreditation is to be worn (or carried) at all times during the Games period except when competing.
3. Games accreditation remains the property of AMG until the conclusion of the Games. Accreditation should be maintained and correctly presented at all times to identify Games participants and their involvement as part of the event.

Procedures/Processes

Failure to Collect Accreditation

1. Games participant accreditation will be distributed from the Games Accreditation Centre, located within Games Central.
2. Games participant accreditation will be distributed from 1 October – 7 October 2023. Specific accreditation distribution/collection dates and times have been established to enable Games participants to collect their accreditation prior to their involvement with the Games.
3. Games participants must collect their accreditation prior to competing, officiating and/or attending Games events. Failure to collect will restrict the right of a Games participant to compete in/officiate/attend any Games related competition or event.
4. If a Games participant fails to collect their accreditation and presents to a Games sport venue without it, the following will occur:
 - a. Sport Convenor/Sport Committee will ask the Games participant to present to the Games Accreditation Centre to collect their accreditation in order to participate in their relevant sport.
 - b. Games participant presents to the Games Accreditation Centre, collects their accreditation, and returns to their Games sport venue to show their accreditation pass and seek approval to participate in their relevant sport.
5. If the Sport Convenor/Sport Committee ascertains that travel to and from the Games Accreditation Centre will impede the ability for a Games participant to participate in their relevant sport (e.g., participant is due to compete in 10 minutes, and the return travel time will take 1 hour), the following will occur:
 - a. Sport Convenor/Sport Committee will ask the Games participant to verify their identity and their date of birth with photo identification (e.g., driver's license or passport).
 - b. Sport Convenor/Sport Committee will verify if the Games participant is registered (or not registered) within the relevant sport by checking the participant's name against the sport report/team list or by contacting the Games Accreditation Centre.
 - c. If the Games participant is registered, and therefore eligible to participate, the Sport Convenor/Sport Committee will allow them to participate in their relevant sport.

- d. Sport Convenor/Sport Committee will record the Games participant details on the 'Registered Participants Without Accreditation Pass Form'. The Games participant is only eligible to participate in their immediate sport competition for that day.
- e. The Games participant must present to the Games Accreditation Centre to collect their accreditation prior to their next day of competition.
- f. If the Games participant is not registered, they are not eligible to participate and must present to the Games Accreditation Centre Help Desk to register for the Games.

Lost or Damaged Accreditation

1. If a Games participant accidentally damages or loses their accreditation pass, they are required to present to the Games Accreditation Centre Help Desk to request a replacement.
2. The Games Accreditation Centre Help Desk is located within Games Central.
3. A Games accreditation pass replacement fee of \$25.00 AUD is payable for each new pass that is issued to a Games participant. Payment for replacement accreditation passes can be made by credit card at the Games Accreditation Centre.
4. Complimentary replacement of individual Games accreditation items is at the discretion of the AMG Registration and Accreditation staff only.
5. Games participants cannot remain involved with the Games in any capacity without their official Games accreditation pass. This pass must be presented when participating in Games sports and attending Games events.
6. If a Games participant presents to a Games sport venue without their Games accreditation (due to loss or damage) the following will occur:
 - a. Sport Convenor/Sport Committee will ask the Games participant to present to the Games Accreditation Centre Help Desk to obtain a replacement pass in order to participate in their relevant sport.
 - b. Games participant presents to the Games Accreditation Centre Help Desk, obtains a replacement accreditation pass, and returns to their Games sport venue to show their pass and seek approval to participate in their relevant sport.
7. If the Sport Convenor/Sport Committee ascertains that travel to and from the Games Accreditation Centre or games office will impede the ability for a Games participant to participate in their sport, the following will occur:
 - a. Sport Convenor/Sport Committee will ask the Games participant to verify their identity and their date of birth with photo identification (e.g., driver's license or passport).
 - b. Sport Convenor/Sport Committee will verify if the Games participant is registered (or not registered) within the relevant sport by checking the participant's name against the sport report/team list or contacting the Games Accreditation Centre.
 - c. If the Games participant is registered, and therefore eligible to participate, the Sport Convenor/Sport Committee will allow them to participate in their relevant sport.
 - d. Sport Convenor/Sport Committee will record the Games participant details on the 'Registered Participants Without Accreditation Pass Form'. The Games participant is only eligible to participate in their immediate sport competition for that day.
 - e. The Games participant must present to the Games Accreditation Centre to obtain a replacement accreditation pass prior to their next day of competition.
8. If the Games participant is not registered, they are not eligible to participate and must present to the Games Accreditation Centre Help Desk to register for the Games.

Related Documentation

- AMG Accreditation Pass (including lanyard)
- AMG Lost/Damaged Participant Accreditation Record Sheet
- AMG Entry Confirmation and Tax Invoice documentation
- AMG Registered Participants Without Accreditation Pass Form

Related Policies

- AMG Lost Property Policy
- AMG Workforce Accreditation Policy
- AMG Accreditation Policy

