

2023 AMG Sport Competition Schedule/Draw Change Policy

As at 13 June 2023



Policy Objective

The aim of this policy is to clearly detail the responsibilities and process for sports and Australian Masters Games (AMG) workforce to implement a sport competition schedule/draw change immediately prior to or during the Games which will have a direct impact on participants and/or Games services.

The development and management of all sports schedules/draws is the responsibility of the sport, however required changes to such schedules will result in a range of actions to be undertaken by both the sport and AMG.

Policy Key Principles

1. In the event of a sport competition schedule/draw change there are a series of requirements to be undertaken by both the Sport Convenor and AMG to ensure all relevant participants, workforce and Games services are notified and that all appropriate Games and/or sport competition documentation is updated.
2. Acceptable situations for sport competition schedule/draw changes include but are not limited to the following:
 - a. Late team or participant withdrawals
 - b. Venue safety issues impacting competition
 - c. Inclement weather
 - d. Changes to sport or recreational government restrictions due to communicable disease(s)
 - e. Any additional unforeseen circumstances impacting the previously advised schedule/draw
3. If not managed correctly, sport competition schedule/draw changes may result in the following circumstances:
 - a. Participants or officials not arriving or arriving at incorrect times to participate in their event, based on previously advised schedule/draw.
 - b. Such changes not being updated via AMG communication channels (e.g. website) or in AMG promotional material, resulting in the incorrect schedule/draw continuing to be displayed.
 - c. AMG event operation scheduling (e.g. delivery of medal ceremony requirements, signage etc) not being adjusted accordingly and therefore deliveries made to the venue at incorrect times.

Procedures/Processes

In the event of a sport implementing a competition schedule/draw change, the following processes must be followed to ensure all relevant adjustments and notifications are made to manage the flow on effect of such changes to Games operations.

Sport Convenor (both prior to and during the Games)

1. Notify sport competition venue operator(s) to discuss proposed changes, should such changes impact upon existing venue bookings.
2. Notify designated AMG Sport Coordinator of proposed changes, anticipated timeframe for changes and method of participant notification to be implemented.
3. Finalise the required sport competition schedule/draw changes upon agreement of changes by AMG Sport Coordinator.

4. Provide a copy of the updated sport competition schedule/draw to designated AMG Sport Coordinator for AMG to enact required participant and workforce notification update processes.
5. Manage the notification of relevant changes to all affected competitors via a method of direct communication which ensures the receipt of this notification is confirmed by team managers or individual competitors.
 - a. In the event of a change to a team sport competition schedule/draw, contacting only the relevant team manager of the affected teams is necessary with the team manager responsible for notifying all other team members.
 - b. In the event of a change to an individual sport schedule/draw, all affected participants must be notified via one of the methods listed below.
 - c. One of the following methods may be used to undertake the participant notification process:
 - Notify competitors of the changes in-person, at the venue, if changes are made during competition hours of play.
 - Direct phone call to competitors via a provided mobile number (please avoid relying on a message as the sole form of communication).
 - An SMS message advising of the change and requesting a return message be sent to confirm receipt of this notification. **Note:** If a confirmation message isn't received within an acceptable time frame, a follow up phone call should be enacted.
 - Notification via e-mail may be used for draw/schedule changes provided they are at least one week from the beginning of the event.
 - Notification via e-mail during the event is not acceptable as a lone form of communicating changes and may only be used in conjunction with verbal communication or a phone call
6. Update any relevant sport competition schedules/draws etc. displayed at the venue or online.

AMG Sport Coordinator

1. Notify all AMG functional areas and their associated staff members of sport competition schedule/draw changes to ensure updates to online competition schedule/draws information and Games operations are processed.
2. In all instances amendments to workforce shifts will also need to be considered.
3. Assess any subsequent effect on additional AMG schedules including:
 - a. Result transfer schedules
 - b. Medal ceremony times
 - c. Signage and medal ceremony podium delivery
 - d. Sponsor visits
 - e. VIP visits
 - f. Officiating schedules
 - g. Sports trainer schedules
 - h. Staff schedules
4. Where changes in these areas are identified, ensure relevant staff are notified of the adjustment via daily staff briefings and/or phone call when urgent.

Related Documents

- AMG sport competition schedules and draws

Related Policies

- AMG Refund Policy
- AMG Registrations Terms and Conditions Policy
- AMG Medal Policy
- AMG Inclement Weather Policy

