

# TECHNICAL OFFICIAL GUIDELINES

## TO Health & Wellbeing

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*It needs to be recognised that Technical Officials are at an event to ensure that the technical and safety requirements of the event are observed, Technical Officials are not there to undertake activities that are responsibilities of the Race Director (RD), or the event organisation.*

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**Supported by: AusTriathlon, Event Technical Delegate & Senior Technical Team members**

## Overview

AusTriathlon cares about the health and wellbeing of all Technical Officials. AusTriathlon believes that by providing a safe and supportive environment, it will help you stay healthy and well, both physically and mentally, and enjoy your volunteering experience.

## Responsibilities

Technical Officials should be prepared for each event, both mentally and physically. This means knowing your limits, having the right equipment, such as rain gear and sunscreen, and carrying necessary supplies like food and water, or knowing where to get them. While food and water are provided at some events, it may be difficult to get them depending on your location.

AusTriathlon knows that volunteering at events can be stressful. It can be anything from being the first on the scene of an incident to dealing with the reaction of a competitor who has received a penalty, or you might be spending a lot of time on your feet.

The Senior Technical Team is committed to supporting the mental and physical health of our TO's, including:

- Providing clear and concise instructions. This will help TO's to feel more confident in their roles and to avoid feeling overwhelmed.
- Setting realistic expectations. TO's should not be expected to be on the field of play for long hours or to do more than they can handle.
- Providing breaks and opportunities for rest. TO's should be able to take breaks throughout the event to eat, drink, and relax.
- Creating a supportive environment. TOs should feel comfortable talking to the Senior Technical Team, other TO's or AusTriathlon representatives if they are feeling stressed or overwhelmed.
- Be flexible with scheduling. If a volunteer needs to take a break or leave early, this will be treated with understanding and accommodated where possible.
- Working with the Event Organisers to provide support in terms of equipment and food and water, where possible. This includes things such as shade for the penalty box, as well as snacks and drinks for Technical Officials.

- Provide opportunities for social connection. Technical Officials should have opportunities to connect with other Technical Officials and to build relationships.
- Acknowledge the contributions of volunteers. The STT will thank volunteers for their hard work and let them know that their contributions are valued.

## Athlete Interaction

If, as a Technical Official you're having a problem with an athlete, feeling stressed or overwhelmed, please don't be afraid to reach out for help. You can talk to a Senior Technical Team member or another TO. You never have to stay in a situation where you feel uncomfortable or threatened. If you need to, you can walk away. If possible, please note the athlete's number, but your safety is the most important thing.

Please remember that **THERE IS NO EXCUSE FOR ABUSE.**

## Incident Response

- Any Technical Official involved in a traumatic incident is encouraged to speak with a senior member of the event team immediately. This open communication allows for initial support and assessment of the official's emotional state.
- If necessary, the senior team member will facilitate access to AusTriathlon's counseling services. This confidential service provides professional guidance and support to officials impacted by difficult events.
- Should the official prefer not to engage with the senior team, they can directly contact AusTriathlon to access counseling services.

## Ongoing Support

AusTriathlon emphasises the importance of both physical and mental well-being for all Technical Officials. The organisation is committed to providing ongoing support to officials who require it, including:

- Access to counseling services through a confidential and professional network.
- Individual support plans tailored to the specific needs of each official.
- Information and resources on managing stress and trauma.
- Opportunities to connect with other officials who have experienced similar situations.

AusTriathlon recognises the valuable contributions of its Technical Officials and is dedicated to ensuring their well-being in all circumstances.

## Technical Officials

In the event of a Technical Official experiencing physical or mental discomfort, or for any reason feeling unable to continue their assigned duties or requiring assistance on the Field of Play, immediate notification should be made to the Technical Delegate.

The Technical Delegate will assess the situation and provide appropriate support as needed. Should permanent or extended departure from the Field of Play be necessary, the Technical Official must explicitly inform the Technical Delegate.

## Summary

If you need to talk to someone about your experience at an event or require support in any way, AusTriathlon representatives are available to help and are here for you, anytime.