EVENT MANAGEMENT

Planning Guide For Event Managers In Victoria

EVENT NAME: --

EVENT DATE: ---

EVENT MANAGER: --

These guidelines were produced with the cooperation of the following organisations:

State Government Victoria — Department of Human Services

City of Melbourne

CFA

ST JOHN AMBULANCE AUSTRALIA

RURAL AMBULANCE VICTORIA

BC — BUILDING CONTROL COMMISSION

Medical Displan Victoria

METROPOLITAN AMBULANCE SERVICE VICTORIA

SES

MFB

Victoria Police	Municipal Association of Victoria
Department of Human Services	City of Melbourne
State Emergency Services	Dept. Natural Resources & Environment
Metropolitan Fire & Emergency Services Board	Aust. Institute Environmental Health
Building Control Commission	Office of Emergency Services Commissioner
Metropolitan Ambulance Service	Country Fire Authority
Rural Ambulance Victoria	Medical Displan
Department of Infrastructure	St John Ambulance Australia (Victoria) Inc.

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INTRODUCTION

The definition of an event includes any activity where any structure (permanent or temporary), open area, roadway, fenced or unfenced may contain a number of persons greater than that normally found in that area or location at one time. This activity may affect the location or surrounding area prior to, during or after the event *(this definition to be updated)*.

This event-planning guide was developed by a committee consisting of Victorian Authorities and Emergency Services, to assist all those people and organisations that become involved in the management of major events. The guide is modelled on "Emergency Management Practice Manual 2, Safe and Healthy Mass Gatherings", Emergency Management Australia, 1999.

Events can provide a wide range of social, economic and cultural benefits to a community. Management of a successful event requires detailed planning and consultation.

The Victorian Government is concerned that substantial improvements are made to the planning and running of major events so that the well being of patrons is protected. This planning guide will help event managers and event organising committees ensure that events are safe and enjoyable for all participants.

Your local council will advise you after phase one if an event management plan is not required.

HOW TO USE THIS GUIDE

STEP ONE

By now you will have forwarded a completed "Initial Advice to Hold an Event" form to your council to complete Phase One. You may be waiting to hear from them or have received application forms for permits.

STEP TWO

Form an Event Organising Committee, if you haven't already done so. Identify all the key stakeholders in your event. Some you will have identified in Phase One. Others may be people or organisations that will be assisting in the planning and conducting of your event. Some you will advise as a courtesy. You may need to form sub-committees based on the areas outlined in the Event Plan.

STEP THREE

Complete this Event Planning Guide (Phase 2) to form your Event Plan. Photocopy your plan and submit as required. Include with the plan any applications for permits. Send the plan to other key stakeholders.

Read the information in the grey boxes

Complete the questions and checklists

STEP FOUR

Complete the event checklist at the back of this guide to ensure all parts of the planning process have been accomplished.

STEP FIVE

Perform a Post Event De-Brief and Evaluation. Use the format at the back of this guide or another that you may be familiar with.

THE EVENT PLANNING PROCESS

PHASE ONE

Submit a completed Initial Advice to Hold an Event form to the local council

PHASE TWO

Develop an Event Management Plan using the Event Management Planning Guide. You may need to submit this plan to local authorities and emergency services.

PHASE THREE

Conduct a post event debrief and event evaluation. The Event Management Planning Guide will help you with this.

Event Plan Timeline

Phase	Action	Date
Phase One	• Check Event Calendar • Establish Event Organising Committee & set first meeting date • Determine Event Type & Activities • Send *Initial Advice* form/s • Apply for Permits • Reconsider Event Date depending on notification times required by services	

Phase Two	• Develop Event Plan
	• Submit plan as required
	• Submit plan with permit applications if required
	• Establish regular event organising meetings
	• Set training dates for event staff
	• Set pre-event briefing dates
	  - Event Organising Committee
	  - Key Stake Holders
	  - Security
	  - Event Staff
	• Set up Venue
	• Conduct event
	• Return venue to original condition	

Phase Three	• Set and conduct Post Event De-briefing & Evaluation Meeting • Compile Evaluation Report • Distribute to Local Council & Key Stake Holders	

THE EVENT PLAN

The Event Plan is made up of 18 areas as listed below. Read and complete each area and contact your local council if assistance is required.

1. Event Details
2. Committees
3. Documentation
4. Insurance
5. Interim Agreements
6. Key Stakeholders
7. The Venue
8. Event Co-ordination Centre
9. Information Centre
10. Event Staff Training
11. Event Promotion
12. Traffic Management
13. Emergency Management
14. Security
15. First Aid & Public Health
16. Food
17. Infrastructure & Facilities
18. Public Safety

1.0   EVENT DETAILS

1.1   Event Place & Time

Name of event'	
Venue type (indoor / outdoor or both):	
Capacity of venue (no. of people):	
No. staff	No. volunteers
Address of event:	
	Postcode:
Map & Grid Reference if event held in park or forest:	
Venue owner's address:	Contact phone:
Date event starts:	Time event opens to public:
Required set up time:	Start:	Finish:
Req'd time to reset to original condition:	Start:	Finish:
Day 1 Time Start:	Finish:	Day 2 Time Start:	Finish:
Day 3 Time Start:	Finish:	Day 2 Time Start:	Finish:
Day 5 Time Start:	Finish:	Day 6 Time Start:	Finish:

1.2   Event Manager

The event manager is responsible for the overall management of the event. Their roles and responsibilities include organising, resourcing, creative directing, human resource management, negotiating, financial management, public representation, troubleshooting and liaison. The event manager must be contactable throughout the event planning, conducting and evaluation processes.

Event Manager:		
Organisation:		
Address:		
Phone (Work):		Phone (Home):
Mobile:	Fax:	Email:
Contact During Event: Phone:		**Mobile:**

1.3   Event Purpose

Describe the main purpose of the event:
Describe the type/s of entertainment:

1.4   Target Audience

The target audience is the age group and interest of the patrons the event is aimed at. The event may target a wide range of interests and ages or be very focused.

Who is the target audience?
Expected Number:

1.5   Road Closures

Will there be any road closures for the event?

YES [   ]   NO [   ]

Name of Road/Street:	Time of Closure:
Name of Road/Street:	Time of Closure:
Name of Road/Street:	Time of Closure:
Name of Road/Street:	Time of Closure:

Has a permit been issued by local council, Vic Roads or relevant land manager?

YES [   ]   NO [   ]

If yes, please specify agency and contact person's details:

Name of Agency:	
Contact Name:	
Phone:	Mobile:

Have you notified emergency services of the road closures?

YES ☐   NO ☐

Taxis, bus lines, residents and businesses also need to be notified of road closures.

2.0   COMMITTEES

Committees play a vital role in organising and managing a successful event. An event is made up of many areas of responsibility and is best handled by competent members of a committee. Committees must meet on a regular basis to review, change and update event progress.

2.1   Organising Committee

Member name	Address	Contact phone	Responsible for
			Event Manager
			Traffic Management
			Emergency Management
			Site Plan
			Promotion
			Communications & Contacts
			Security
			Health & Medical
			Food
			Alcohol
			Public Safety
			Post Event
			Insurance
			Finance
			Permits & Filing
			Local Community
			Public Health

2.2   Other Committees/Sub-Committees

Member name	Address	Contact phone	Responsible for

3.0   DOCUMENTATION

Most events require detailed planning and consultation and consequently a lot of paperwork. It is important that an event is documented accurately by recording, keeping and filing all relevant information. The following is a list of records and documents that should be kept. Designate a committee member to be responsible for master copies of all documents generated or collected by event organisers.

3.1   Documentation Checklist

❑ Event Plan   ❑ Details of Committee Members

❑ Stakeholder contacts   ❑ Record of meetings

❑ Sponsorship letters   ❑ Licences/Permits

❑ Applications for licences/permits   ❑ Emergency plan

❑ Inward correspondence   ❑ Media releases

❑ Outward correspondence   ❑ Event program

❑ Site plan   ❑ Tickets

❑ Promotional Material – Posters, Fliers   ❑ Logos

❑ Contracts   ❑ Accounts

❑ Employment records   ❑ File notes of telephone conversations

❑ Quotes for services or products   ❑ Press articles, TV

❑ Register of Incidents & Action Taken

Name of Responsible Committee Member:
Contact Details:

4.0 INSURANCE

Managing a public event includes ensuring the safety of event organisers, volunteers, contract staff, event staff and the public. It is highly recommended, and may be mandatory, that event managers have comprehensive public liability insurance and legal advice. Insurance cover should also include property and equipment.

4.1 Insurance Details

Name of Insurer:		
Address:		
Phone:	Fax:	Email:
Policy Number:		Expiry Date:
Public Liability Value:		Asset Value:

5.0   INTERIM AGREEMENTS

5.1   Interim Agreements Table

After completing Phase One you may have received some form of interim agreement from local authorities or emergency services, possibly subject to submitting the event plan or other documentation.

List below all the authorities and/or emergency services you have sent the "Initial Advice to Hold an Event" form:

Name	Permit Issued? Yes / No	Permit No.	Further Documents Required? Yes / No	List Further Documentation Required	Completed

6.0   KEY STAKEHOLDERS

Key Stakeholders are all the people and organisations that are involved in and/or have been consulted in the planning of the event. Consultation is vital to the success of the event as co-operation is more likely when people are well informed. Brainstorm the key stakeholder list with the organising committee. Check if fees for services are charged. The list may be added to as planning proceeds.

6.1   Key Stakeholder Contact List

Photocopy and keep in a prominent place for easy access by organisers.

Organisation Name	Contact Name	Contact Phone	Minimum Notification Time
Victoria Police			Small Scale 1 month Large Scale 6 months
Local Council			Small Scale 1 month Large Scale 6 months
Met. Ambulance Service			Small Scale 1 month Large Scale 6 months
St John Ambulance			Small Scale 1 month Large Scale 6 months
Australian Red Cross			Small Scale 1 month Large Scale 6 months
Rural Ambulance Victoria			Small Scale 1 month Large Scale 6 months
Vic Roads			One month
Liquor Licensing Victoria (Depends on time and location of event)			Event finishes before 1am – one week Event finishes after 1am - one month
Dept. Human Services			

Organisation Name	Contact Name	Contact Phone	Minimum Notification Time
SES			Small Scale 1 month Large Scale 6 months
MFESB			Small Scale 1 month Large Scale 6 months
CFA			Small Scale 1 month Large Scale 6 months
Local Community			
Hire Companies			
Food Vendors			
Beverage Suppliers			
Entertainers			
Transport			
Bus Company			
Taxi Company			
Security			
Media			

Large Scale = > 10,000 people

6.2 Consultation with Key Stakeholders

6.2.1 PLANNING MEETINGS

A series of planning meetings should be conducted with all key stakeholders well in advance of the event to allow time for both planned and unexpected changes. The venue owner / land manager may have his or her own requirements for pre-event meetings; the event manager should seek the earliest possible advice on this.

Date of First Meeting:	Time of Meeting:
Place of Meeting:	

Key Stakeholders Invited	

6.2.2 BRIEFING MEETING – BEFORE EVENT

A briefing meeting should be conducted within seven days prior to the event to clarify issues of emergency procedures, communication, timetables, food, security, public health & safety, alcohol service, ticketing and traffic management.

Date of briefing meeting:	Time of Meeting:
Place of Meeting:	

6.2.3 DE-BRIEFING MEETING – AFTER EVENT

A formal de-briefing meeting should be conducted within fourteen days after the event. Key Stakeholders will need to gather information about the event, what worked, what didn't work and why. This information can be collated by the event organising committee who may then produce and distribute an event evaluation report. There is a sample evaluation form on page 51.

Date of de-briefing meeting:	Time of Meeting:
Place of de-briefing meeting:	

Documentation

Keep detailed records of all key stakeholder meetings and contacts. Include the date, organisation, attendees, and details of conversations, actions, and contact person.

7.0   THE VENUE

The aim of this section is to help you formulate a comprehensive map or plan of the site. You will need to consider potential hazards, access and egress of emergency services, and other needs such as pedestrians, traffic and shelter.

7.1   Potential Hazards

When selecting a site, especially for an outdoor event, do a "Risk Assessment" for any potential hazards in the area. Hazards may include:

- Technological (powerlines that could be brought down in a storm);
- Land subject to flooding;
- Terrain (cliffs, gullies, reclaimed/unstable land, quarries, landfill);
- Proximity to water bodies;
- Wildlife/fauna including insects and snakes;
- Bushfire potential;
- High winds;
- Extremes of temperature;
- Fitouts within buildings and structures; and
- Chemicals stored on site and structures

This list is not exhaustive. The event manager must ensure that all hazards appropriate to the event have been addressed.

List the identified hazards at the selected site and the action taken to minimise the risk.

Hazards Identified	Action to Minimise Risk

7.2 Access and Egress of Health and Emergency Services

Access and egress for emergency services must be considered as an integral part of the plans for the event. Inadequate access to the site by emergency services can have disastrous consequences. In consultation with emergency service providers (police, fire and ambulance) provide the following:

- A road network within the site (this may not be necessary for small sites);
- Ensure ground surfaces are compatible with vehicles (plan for the effect of heavy rain);
- Uninterrupted access and egress routes– this may mean designating an access road to the site for emergency services and neighbouring residents only. This is to ensure that arriving emergency service vehicles are not hindered by departing patrons, staff or equipment;
- Health and emergency services must be informed of any traffic alterations to the road network;
- Official parking for attending health and emergency services personnel;
- Larger responding vehicles need wider than normal gates; and
- Detailed maps of the site and surrounding roads and access routes to all key stakeholders. Updated maps to be provided as appropriate.

7.3 Other Site Needs to Consider

- Services and utilities already available;
- Shelter already available;
- Provision for disabled people;
- Access and egress to site by pedestrians;
- Access and egress by key stakeholders and their vehicles;
- Traffic flow and parking;
- Access in wet weather;
- Agreement by key stakeholders to use the venue for the event; and
- Impact on local environment.

7.4 Site Plan

A site plan is a map of the event and an essential tool in event planning and management. All key stakeholders can use it as part of the planning process, with consultation as to its final layout. The plan can be distributed for setting up the event and is also invaluable in an emergency. A modified plan must be posted strategically around the site for use by patrons.

7.4.1 SITE PLAN CHECKLIST

Use the checklist below to determine what must be shown on the site map. Use a simple grid format and include surrounding streets and landmarks. Entrances, exits, Event Co-ordination Centre, Emergency Co-ordination Centre, vendor locations, first aid posts, toilets, phones, security and licensed areas should be numbered and/or indicated by a symbol.

❑ The surrounding area

❑ Drinking water sites

- State whether source is reticulated, tank, carrier, other

❑ Event Co-ordination centre

❑ Non-alcohol areas

❑ Entrances & exits

❑ Entertainment sites

❑ Pedestrian route

❑ Lost kids / property

❑ Security locations

❑ Food / vendors / stalls

❑ First Aid posts

❑ Licensed liquor consumption areas

❑ Information centre

❑ Toilets

- State whether reticulated sewer, septic tank, mobile toilet blocks

❑ Restricted areas

❑ Public telephones

❑ Seating

❑ Media

❑ Vehicle access routes

❑ Parking

❑ Main Power / water / gas control

❑ Picnic / quiet areas

❑ Taxi & Bus stops

❑ Stage location

❑ Liquor outlets

❑ Rubbish bins

- Drainage pits
- Sharps containers

❑ Fire fighting equipment

- Fire extinguishers
- Fire blankets
- Hydrants
- Hose reels

❑ Stores

❑ Emergency Co-ordination centre

❑ Standby generators

❑ Emergency egress routes – pedestrians

❑ Emergency access & egress routes –emergency vehicles

❑ Triage Centres – mass casualty

❑ Maintenance Areas

Attach a copy of your site plan here. Distribute to all key stakeholders.

8.0   EVENT CO-ORDINATION CENTRE

The 'control point' of the event will be the Event Co-ordination Centre. This is where information about any aspect of the event during its operation can be gained, and where major decisions are consulted before being executed. The event co-ordination centre staff should always know the whereabouts of the event manager and be able to contact him or her. Mark the event co-ordination centre on your site plan.

Grid Reference on Site Map:	Number of Staff:

8.1   Communication Systems

8.1.1   EVENT ORGANISERS AND STAFF

All event organisers and staff are in contact with the event through the event co-ordination centre. They may have a representative at the event co-ordination centre to facilitate the provision and dissemination of information. The communication system should be multi-modal and not rely on one single system. It should also have its own backup power supply.

Describe your communications system for event organisers and staff and the backup system.

Backup System:

8.1.2   PUBLIC COMMUNICATION

Event organisers must be able to communicate with the crowd both for public announcements and in emergencies. Consideration should be given to the style and content of announcements:

- What volume is required for announcements to be heard over spectator noise;
- Will the audience easily understand announcements;
- Are multiple language announcements required; and
- What wording will lend credibility to the instructions?

If public address systems cannot be put in place inside the venue, the public address systems in most emergency vehicles can be used in an emergency.

- Another option available for organisers is the use of closed circuit television to provide visual information to the public.

Describe below the means of public communication.

Public Address System:

9.0 INFORMATION CENTRE

9.1 Information Centre Details

An information desk should be set up providing the following:

- Communication with Event Co-ordination Centre, Emergency Co-ordination Centre and First Aid Posts;
- Communication with Event Organisers and staff; and
- Maps of the site available to patrons.

Staff should be knowledgeable in arrangements of the event.

Will an information centre be available for event patrons?

YES ☐   NO ☐

Grid Reference on Site Map:	Number of Staff:

10.0   EVENT STAFF & VOLUNTEER TRAINING

Event staff and volunteers may have a variety of experience and backgrounds. It is important that staff and volunteers are provided with pre-event training; clarifying roles, responsibilities, and procedures especially in communication, emergency and security plans. Document any training provided, including trainer, trainees, date, time, and topic.

10.1   Event Training Details

Describe below how you intend to train event staff and volunteers.

| |
| |
| |
| |

11.0   EVENT PROMOTION

11.1   Ticketing

Ticketing is an important means of achieving crowd control. Consider whether you will have advanced ticketing or tickets purchased at the event, or both. Advanced tickets can provide:

- Event details;
- Event services information;
- Specific entry details;
- Transport arrangements; and
- Health promotion & publicity material.

Are the tickets for the event:

Pre-sold [   ]   At the Gate [   ]   Both [   ]

Will the tickets provide information about the event? Provide a brief description and/or a copy of the ticket and promotional material.

| |
| |
| |
| |

11.2 Health Promotion & Publicity Material

Have you considered including the following messages in the promotional material (tick all messages included, add any not listed):

- ❏ Don't drink and drive
- ❏ Slip Slop Slap
- ❏ Public transport will be available
- ❏ ID will be required to purchase liquor
- ❏ Bags and eskies may be searched
- ❏ Glass containers are not permitted
- ❏ Water will be freely available
- ❏ Food or snacks will be available
- ❏ Drug Education
- ❏ Smoking
- ❏ Place all needles and syringes in sharps boxes

11.3 Signage

Clear, appropriate, strategically placed signage is essential to preventing congestion and unhappy confused patrons. Signs are needed for the following:

- ❏ Phones
- ❏ Entrances
- ❏ Exits
- ❏ Toilets
- ❏ Water
- ❏ First aid posts
- ❏ Camping Areas & Facilities

- ❏ Parking
- ❏ Information Centre
- ❏ Rules relating to alcohol consumption
- ❏ Lost & Found
- ❏ Public transport pick up / set down
- ❏ Security
- ❏ No Smoking

Have you arranged for signs to be made?

YES _____   NO _____

12.0 TRAFFIC MANAGEMENT

12.1 Patron Access

Patron access must be planned to ensure there is no disruption to neighbouring businesses or homes and to ensure clear access by emergency services and event staff.

Where public transport is not available, or where the event is to conclude after normal public transport operations cease, event organisers must make arrangements for the transport of patrons. This will include:

- Providing adequate car-parking, including over-flow car-parking;
- Sourcing private transport providers;
- Providing advance notice of the event to taxi companies;
- Designating pick up/set down points;

The consequences of not making such arrangements can result in disruption and damage to neighbouring premises and patrons being stranded with no way of returning home.

Patrons can be informed in the advertising and ticketing about:

- Access for people with disabilities;
- Public transport, taxis or shuttle buses;
- Car parking;
- Associated fees; and
- Preferred access routes to the venue
- Access to safe and secure car-parking including
    - Adequate lighting
    - Security staff available
    - Shuttle buses where car parks cover a large area
    - Taxis

Has a Traffic Management Plan been developed for this event?

YES ☐   NO ☐

Is there car parking for:

	YES (TICK)	NO (TICK)	GRID REF.
Emergency Vehicles			
Key Stakeholders			
Disabled Patrons			
General Parking			
Overspill			
Buses			
Taxis			

12.2   Pickup / Set down Areas

Where a large number of under-age patrons are expected, the concept of a "Parent's Oasis" can be used. This facility should be adjacent to the venue and provide parents with a waiting area during the event. It gives parents a well-defined and secure meeting point for their children. The efforts in providing such a facility are more than offset by the reduction in effort needed to deal with the young audiences at the conclusion of the event.

Alternatively, a shuttle bus can be provided transporting younger patrons to a pre-determined venue such as a service station or similar for collection by their parents. Such arrangements, if made, must be included with the advertising information.

Designate taxi and bus pickup/set down areas on the site map.

12.3   Contingency Plan

Outline the traffic management contingency plan if the event is cancelled, there is a delayed finish, or wet weather.

Cancelled:
Delayed Finish:
Wet Weather:

13.0　EMERGENCY MANAGEMENT PLAN

13.1　Emergency Co-ordination Centre

An Emergency Management Plan, including an Evacuation Plan, should be made in accordance with ASNZ4360, 1999 for Emergency Risk Management and AS3745, 1995 for Emergency Control Organisations and Procedures for Buildings. Large events may require the attendance of a number of emergency services. It is recommended that there is a designated Emergency Co-ordination Centre, as distinct from the Event Co-ordination Centre. The location of the centre should be decided in consultation with emergency services and clearly marked on the site map.

Will an Emergency Co-ordination Centre be established?

YES ☐　　　　NO ☐

Grid Reference on Site Map:	Number of Staff:

13.2   Emergency Response Plan

The event must have a formal, written emergency response plan, which should be developed with the standards noted above. The plan should be provided to all event organisers, key stakeholders, police and emergency service personnel. The plan should:

- Detail arrangements for on-site emergencies not requiring outside help;
- Specify arrangements to request further police and other emergency services assistance;
- Specify arrangements to hand over control to police and emergency services as required;
- Identify personnel who can authorise evacuation;
- Identify how the event will be interrupted;
- Provide a grid plan of the venue and all services;
- Identify access and evacuation routes;
- Identify evacuation areas for performers, employees and patrons;
- Establish an emergency control centre, which has back up power and lighting;
- Provide details of coded messages to alert and stand down emergency service and security personnel;
- Identify the role event staff will take in supporting civilian services;
- Identify meeting points for emergency services;
- Identify triage and ambulance loading areas;
- Include details of hospitals prepared for a major incident;
- Identify access and egress routes and the security of these routes; and
- Provide details of a temporary mortuary facility.

Note: In any major incident, for the purposes of the law, the venue is considered a crime scene and thus under total control of the police.

13.3   Emergency Medical Plan

A Health and Medical Risk Assessment must be conducted with the chosen Ambulance and First Aid organization or an existing plan may be reviewed and updated. This will require site inspection(s).

- The results of the assessment will be used to form the Emergency Medical Plan.
- The First Aid Organisations will present their recommendations to the Event Organising Committee and Key Stakeholders.
- Prior to finally signing off the plan the ambulance provider will consult with the first aid provider and the area medical co-ordinator.

In the event of a mass casualty situation:

- At least two areas must be designated to the knowledge of all staff as being for the treatment of patrons, in the event of a mass casualty situation.
    - These areas must be accessible to ambulances.

Who is supplying First Aid at the event?

Name of Provider:
Contact Person:
Contact Phone: Mobile:

Will the First Aid Provider develop an Emergency Medical Plan in consultation with Metropolitan Ambulance Victoria and/or Rural Ambulance Victoria?

YES [   ]   NO [   ]

How will the Emergency Medical Plan be communicated to Key Stakeholders, Event Organisers and Event Staff?

Attach the Medical Emergency Plan to the Event Plan.

13.4   Emergency Tools

There have been incidents that, in hindsight, could have been reduced in severity if basic forcible entry tools had been available. It is strongly recommended that, at strategic locations in the venue, forcible entry kits are provided for the use of emergency personnel. These kits should contain a:

- Fire axe with prong;
- Pry or crow bar; and
- Pair of heavy duty bold cutters.

Will emergency tools be strategically located throughout the venue?

YES   ☐   NO   ☐

13.5   Emergency Communications Plan

While it goes without saying that the various emergency services (police, health, etc.) must be able to communicate with their own staff; experience has shown that different services must be able to:

- Communicate with each other;
- Communicate between staff outside and inside the venue to get a proper overview of the total situation; and
- Communicate with senior event organisers, including security that may be the first to identify an incipient problem.

A central communications area (room, trailer, etc.) with a representative from each major agency may facilitate the provision of vital information by centralised monitoring of relevant radio communications. This may be the Event Co-ordination Centre.   The communication system should be multi-modal and not rely on one single system. It should also have its own backup power supply.

13.6   Safety Officers?

Safety Officers are responsible for the safe operations of fire safety equipment, evacuation procedures, safety barriers, exits and the use of naked flame. Consult with the Fire Services and the Building Surveyor as to how many safety officers are needed for your event and what the training requirements are.

Who are the event's safety officers?

Name:	Contact:
Name:	Contact:
Name:	Contact:

13.7 Fire Fighting Appliances/Portable Fire Protection Equipment

Fire fighting equipment must be supplied:

- For buildings – in accordance with the Building Code of Australia. Consult your building owner, and Municipal Building Surveyor for minimum requirements;
- For outdoor venues – as determined by the Municipal Building Surveyor in consultation with the local Fire Services;
- For temporary structures – Consult your Municipal Building Surveyor for minimum requirements; and
- For kitchen / cooking equipment - Consult your Municipal Building Surveyor and Fire Services for minimum requirements.

The local council will monitor fire prevention and preparedness measures to ensure relevant standards are met. Organisers and health personnel should consider potential fire hazards in the planning process and discuss any concerns they may have with the municipal building surveyor and fire services.

Will portable fire protection equipment be strategically located throughout the venue for initial attack by the public and/or safety officers?

YES ☐   NO ☐

Mark their location on the site map.

13.8 Fire Danger Period

During the months from December to March fire danger is high. Consult with the fire authority as to how fire danger can be minimised. For outdoor events held on public land, the land manager may require a fire plan to be completed as a condition of permit. On days of total fire ban, it is a requirement to obtain a permit from the fire services to use an open flame for any purpose, including cooking, heating for temporary stalls marquees or in the open.

13.8.1 INCIDENT RISK MINIMISATION STRATEGIES

The fire services must be consulted if the event is to be conducted on a day of total fire ban or during the fire danger period.

Has a day of total fire ban or fire danger period been considered?

YES [   ]   NO [   ]

Has a plan been submitted to the fire service?

YES [   ]   NO [   ]

13.9   Water Supply

Are hydrants or suitable static water supplies available for the fire service?

YES [   ]   NO [   ]

14.0 SECURITY & CROWD CONTROL

14.1 Types of Security

Choosing appropriate security is essential to the success of an event and the safety of the public. Different types of events require different types or combinations of security. The event organising committee needs to examine the risks involved with the event by asking for example, "What could happen?" or "What if?" The answers will determine whether police, private uniformed security or peer security is required.

What type of security has been selected for the event?

| |
| |
| |

If a security firm has been contracted, provide details.

Name of Company:	
Licence Details:	
Contact Person:	Phone/Mobile:
Number of Security Personnel at Event:	

Who is the police contact for Victoria Police?

Name:	
Station:	
Phone:	Mobile:
Fax:	Email:

14.2 Security Plan

Developing a security plan with the security provider will clarify roles and responsibilities of security staff. The attitude of the security personnel should be friendly and professional in order to help maintain a positive atmosphere among patrons. The main responsibilities to consider are crowd control, cash protection, equipment protection and the procedure for confiscated or prohibited items.

To enable security personnel to perform their duties effectively, it is vital that they be appropriately briefed prior to the event. This briefing must provide security personnel with:

- Details of the venue layout, including entrances, exits, first aid posts, and any potential hazards;
- Clear direction on the management of unacceptable behaviour;
- Details of emergency and evacuation plans, such as raising alarms, protocols for requesting assistance and evacuation procedures; and
- Instruction for the operation, deactivation and isolation of any on-site machinery and utility supply in case of emergency.

Additionally, security personnel must:

- Be able to communicate with each other and First Aiders;
- Be able to communicate with other security providers, if applicable.

Each company that provides a security or crowd controlling function at the event must be a part of the planning for the event and be licensed under the Private Agents Act 1966. This includes security for performers. **These agencies must attend briefing meetings with police and other emergency services.**

What security arrangements have been made for?

Cash:
Prohibited Items:
Equipment:
Crowd Management:

Other roles and responsibilities of security personnel include:

- Control of access to stage or performance area;
- Security control at entrances and exits;
- Minimise risk of fire by patrolling areas;
- Control of vehicle traffic and marshalling;
- Searches for alcohol, drugs and weapons; and
- Assist emergency services if necessary.

14.3   Lost & Stolen Property/ Lost Children

What arrangements have been made for lost or stolen property and lost children?

14.4   Pre-event Briefing & Post Event De-Briefing of Security Personnel

Date of Post-Event Security Briefing:
Date of Pre-Event Security De- Briefing:

14.5   Access to Event by Key Stakeholders

Security staff must be briefed on who is allowed unrestricted access to the event. This may include:

- Council staff
  - Building Surveyors and/or inspectors
  - Town Planners
  - Environmental Health Officers
  - Municipal Fire Prevention Officer
- Municipal Emergency Resource Officer
- Fire Authority (MFB or CFA)
- Ambulance
- First Aid
- Environmental Protection Authority
- Department of Human Services
- Police
- Vendors
- Entertainers
- Victorian WorkCover Authority

15.0   FIRST AID & PUBLIC HEALTH

15.1   First Aid

The provision of First Aid is critical to any event. First Aid Posts must be appropriately equipped and easy to find by patrons. The number of posts required depends on the size of the event. Use the table below as a guide. You will have been informed as part of Phase One how much notice First Aid providers require. Generally the Rural Ambulance Victoria or the Metropolitan Ambulance Service requires six months notice for large-scale events (> 10,000 people) and 1 month for those of a smaller scale.

First Aid room(s) must be provided to the satisfaction of the First Aid Provider. At a minimum, the rooms must be fitted with:

- A floor;
- Chairs and tables;
- Easily identified signage that is visible at night, power and running water, and adequate lighting.

The figures below were suggested by St John's Ambulance Australia to the Health Department of Western Australia:

Patrons	First Aiders	First Aid Posts*
500	2	1
1,000	4	1
2,000	6	1
5,000	8	2
10,000	12	2
20,000	22+	4

*The number of First Aid posts required would depend on what first aid room facilities are available.

At concerts, where large numbers gather close to the stage or a mosh pit has the potential to develop, a First Aid Post should be established behind the stage barrier.

15.2 Who is supplying First Aid at the event?

Name of Provider:		
Contact:	Phone:	Mobile:
Name of Provider:		
Contact:	Phone:	Mobile:
Number of First Aid Posts:	Number of First Aid Personnel at each post:	
Contact:	Phone:	Mobile:
Grid References of First Aid Posts:		

Have you arranged for the First Aid Posts to be regularly serviced?

YES ☐   NO ☐

15.3 Waste Management

A waste management plan should be developed, similar to a cleaning schedule for toilets and food premises. Consider a "Waste Wise" event. Contact your local council for information on how to make the event environmentally friendly.

The aim of the plan will be to prevent build-up of waste on site and to provide for the efficient and safe removal of waste. The plan will detail how waste is to be removed and stored and how surveillance will take place. Inadequate waste management can result in safety hazards, odours, attract animals and pests and aid in the transmission of communicable diseases to both staff and patrons.

Instruction must be given to staff on the hazards associated with waste and safe handling methods. They must be provided with appropriate protective equipment.

Is there a Waste Management contractor for the event?

YES ☐   NO ☐

Contact Person:	Contact Details

If no waste management contractor, describe the waste management plan:

| |
| |
| |

How will waste management staff be trained and who will train the staff?

| |
| |
| |

15.3.1 TYPES OF WASTE

FOOD PREMISES

Food waste has the potential to attract pests and animals and cause odours. Waste should be placed in bins then removed to a separate, covered waste collection location that is well distanced from any food consumption, preparation or storage areas.

PATRON WASTE

Bins should be provided around the site. If the event is outdoors, covers should be provided. If possible, recycling facilities should be provided

FIRST AID POSTS

First Aid Posts will generate their own waste and may need biohazard waste removal. Arrangements must be made for its disposal.

NEEDLE AND SYRINGE DISPOSAL

Drug use at events must be considered and planned for. Aside from the effects of the drug, the presence of injecting equipment causes a safety hazard for patrons and staff.

Sharps containers should be provided at the event. Generally these are located within toilets, however other locations may be considered appropriate. Sharps containers suppliers can be located under Medical Supplies in the Yellow Pages.

Cleaning and security staff must be briefed on the dangers associated with used injecting equipment and instructed on safe handling methods. Please consult Appendix 2 for instruction on safe collection and disposal of discarded needles and response to needle-stick injuries.

15.4 Swimming and water areas

Purpose built swimming areas must comply with Water Purification Standards for Swimming Pools and Spa Pools. This is available from DHS and Vic Swim. Where other water bodies are in the vicinity of the event, such as dams and rivers, these should be assessed for suitability against the National Health and Medical Research Councils Australian Guidelines for Recreational Use of Water. The water should also be inspected for additional hazards including current, depth, steep, slippery embankments and submerged objects or snags.

Are there swimming and water areas at the venue?

YES ☐   NO ☐

List swimming and water areas and associated hazards with grid references:

15.5 Noise

Events can create noise levels much higher than normal. Music amplifiers, refrigerators, generators, and crowds are all contributing factors. It is important to monitor the level of noise produced by the event to minimise disruption to local residents and businesses.

At events where noise levels are very high, such as rock concerts, air shows and motor racing, employees exposed to high noise levels for prolonged periods must be provided with adequate ear protection. The audience should also be warned of the dangers posed and advised of measures to protect their hearing.

Noise pollution from events probably causes the majority of complaints to authorities from the surrounding community.

Describe the activities/mechanisms likely to create higher noise levels at your event.

Describe how you will monitor and minimise noise levels.

15.6   Alcohol

15.6.1 LIQUOR LICENCE

If you intend selling or supplying alcohol at the event a liquor licence must be obtained from Liquor Licensing Victoria. If alcohol is BYO to the event, the consent of local authorities and Victoria Police may be required.

Will there be alcohol at the event?

YES ☐   Alcohol will be sold and consumed

NO ☐   Alcohol will be prohibited

BYO ☐   Consent has been given by local council

Has a Liquor Licence been obtained from Liquor Licensing Victoria?

YES ☐   NO ☐

Name on License:		
Contact Details during event:	Phone:	Mobile:
Licence Number:	Valid From:	To:

15.7   Proposed Trading Hours

Day 1 Time Start:	Finish:	Day 2 Time Start:	Finish:
Day 3 Time Start:	Finish:	Day 4 Time Start:	Finish:
Day 5 Time Start:	Finish:	Day 6 Time Start:	Finish:

15.7.1 ALCOHOL MANAGEMENT

The management of the sale of alcohol is the responsibility of the Liquor Licence holder. The event organising committee needs to establish areas of the event that are designated for alcohol consumption and sale. Of major concern will be preventing the sale of liquor to minors and unduly intoxicated / disorderly persons and preventing access by minors to liquor sale areas. Responsible service of alcohol must be in accordance with the Liquor Control Reform Act 1998. There are penalties associated with not conforming to the Act. All bar staff must be aware of and/or receive training in the responsible service of alcohol. Contact Liquor Licensing Victoria 9655 6696 for details.

Alcohol is a diuretic and dehydrates the body as seen by frequent urination. Toilet facilities should therefore be provided in or near alcohol consumption areas. Event organisers need to plan for the effects of alcohol consumption. These will include:

- Extra toilets;
- Additional First Aid for:
  - Injuries
  - Drunks
  - Dehydration (especially where patrons rely on alcohol as their only source of fluid intake); and
- Security for disturbances caused by intoxicated persons.

Light and non-alcoholic drinks must also be available – pricing structure should reflect the alcoholic content.

Where are the designated alcohol sale areas?

Total Number:	Grid References:

Where are the designated alcohol consumption areas?

Total Number:	Grid References:

How will alcohol consumption areas be defined? E.g. fences, rails, barrier mesh

How will bar staff be trained and made aware of the Liquor Control Reform Act 1998 and associated penalties?

How will bar staff identify minors?

How many bar staff will be employed?

How will patrons be made aware of the sale and consumption of alcohol and associated rules or conditions? Attach examples.

15.7.2 TYPES OF BEVERAGES FOR SALE

The types of beverages and their cost must be visibly displayed for patrons at each service point. It is not recommended that practices such as 'discounted alcohol sales and event tickets including alcohol' be allowed as they encourage intoxication and may lead to problems.

List the types and costs of beverages for sale at liquor service points:

Drink:	Cost:	Drink:	Cost:
Drink:	Cost:	Drink:	Cost:
Drink:	Cost:	Drink:	Cost:
Drink:	Cost:	Drink:	Cost:
Drink:	Cost:	Drink:	Cost:

15.7.3 CONTAINERS

It is recommended that alcohol be sold or supplied using disposable cups, plastic containers and opened cans. This will reduce the number of alcohol-related injuries.

What types of containers will be used to serve alcohol?

| |
| |
| |

15.8 Infection Control

Potential exists at large events for outbreaks of communicable diseases. Surveillance for the duration of the event involves ensuring infection control plans are in practice and working. This will include:

- Monitoring waste disposal and taking corrective action where excess waste builds up;
- Surveying cleaning of toilet and shower facilities. Cleaning staff must know personal precautions to take when cleaning up vomit and diarrhoea;
- Surveying the site for sewerage leaks;
- Surveying the grounds for needles; and
- Surveillance of food handling practices.

How will event staff be trained to monitor for infection control?

| |
| |
| |

The site must at all times be available to municipal Environmental Health Officers. They are trained in identifying potential problems and will have access to resources to correct the problem.

Has the municipal Environmental Health Officer (EHO) been included in event planning / briefing?

YES ☐   NO ☐

| Name of EHO: |
| Contact Details During Event: Phone: Mobile: |

16.0 FOOD

The provision of a variety of high quality, affordable food at public events contributes to the comfort of patrons, reduces effects of alcohol consumption and can increase revenue. Selling food at or near liquor sale points is essential.

If illness is associated with the event the Communicable Diseases Unit of the Department of Human Services may investigate. Often, this occurs with the assistance of the municipal Environmental Health Officer. The Unit will be seeking information of the planning of the event, and the details of how it was actually run and if this differs from plans. In particular the Unit will require details of:

- Arrangements for the delivery and storage of food;
- Suppliers of food;
- Food handlers; and
- Food handling practices, including food that was prepared in advance and at other locations.
- Waste disposal arrangements;
- Waste disposal practices;
- Toilet facilities;
- Toilet cleaning schedule and methods; and
- Arrangements for disposal of sharps.

16.1 Food Act 1984

The Food Act requires that all food businesses be registered with the local council in which they are located. On 2 January 2002 new legislation comes into effect that requires all new food businesses to have a Food Safety Plan. Existing businesses will need to comply when their registration is renewed after this date. This includes facilities provided for staff and entertainers. Contact Food Safety Victoria for further information:

Hotline: 1300 364 352 (toll free business hours)

Address: Level 16; 120 Spencer Street

Melbourne Victoria 3000

Fax: (03) 9637 5320

The Food Act is enforced by Environmental Health Officers who approve applications for registration and have the power to enter food premises to ensure the Act is being complied with. Security must be briefed not to obstruct their entry to the site.

16.2   Food Premises Requirements

- Food premises must be provided with running water to enable cleaning of equipment and hand washing
- Sullage must be removed from the food premises
- Hand washing facilities must be separate to those provided at toilets

16.3   List of Vendors

List the food businesses and type of food being provided at the event:

	Business / Vendor Name	Contact Phone During Event	Type of Food	Council Reg. No. & Event Permit No.
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

16.4   Food Outlet Queues

Queuing for food at past events has created problems due to excessive waiting times and general poor planning of services. The following suggestions are made:

- To reduce queues, food and drink outlets should be open as patrons arrive and remain so for the duration of the event;
- Breaks in main acts (if applicable) should be long enough to allow service of patrons; and
- Mobile vendors could be utilised to service the crowd; and
- Where there are numerous activities, co-ordinate finishing times.

17.0 INFRASTRUCTURE / FACILITIES

17.1 Toilets

The number of toilets to be provided will depend on a number of factors including:

- Anticipated crowd numbers;
- The sex of patrons (women require more facilities than men);
- If alcohol will be available; and
- The duration of the event.

If existing facilities are not adequate, additional portable units must be made available. The Australian Emergency Manual recommends the following as a guide:

Toilet Facilities for events where alcohol is not available

Patrons	Males			Females	
	WC	Urinals	Hand Basins	WC	Hand Basins
<500	1	2	2	6	2
<1000	2	4	4	9	4
<2000	4	8	6	12	6
<3000	6	15	10	18	10
<5000	8	25	17	30	17

Toilet Facilities for events where alcohol is available

Patrons	Males			Females	
	WC	Urinals	Hand Basins	WC	Hand Basins
<500	3	8	2	13	2
<1000	5	10	4	16	4
<2000	9	15	7	18	7
<3000	10	20	14	22	14
<5000	12	30	20	40	20

The above figures may be reduced for short events as follows:

Duration of event	Quantity required
8 hrs plus	100%
6-8 hrs	80%
4-6 hrs	75%
Less than 4 hrs	70%

Toilet facilities must be:

- Well lit so as not to provide a security and safety hazard
- Provided with soap and hand drying equipment;
- Odour free
- Cleaned and re-stocked regularly
- Located away from food storage and food service areas
- Accessible for people with disabilities
- Provided with nappy changing facilities
- Provide with sharps disposal facilities
- Supplied with condoms at some events
- Appropriate for wet weather

Portable toilets, where the event is longer than four hours, must be located so they can be pumped out during the event. **Vehicles pumping out portable toilets must not block access by emergency services.**

How many toilets will be provided at the event?

Male	
Female	
Disabled	

A cleaning schedule should be established for toilets. Toilets must be cleaned, restocked with supplies regularly and desludged as often as necessary.

Who will be responsible for the cleaning of toilets?

Name:
Contact Details During Event: Phone: Mobile:

17.2 Water

Events must have sufficient supply of freely available potable water, and clear directional signage to water. Outdoor events that expose patrons to the elements must take due care for their health and comfort.

At outdoor events, organisers must:

- Provide one drinking fountain or drinking tap for every 200 patrons or part thereof. A washbasin does not constitute a drinking fountain or tap. This is consistent with the requirements of the Building Code of Australia;
- Provide potable water that is freely available;
- Provide signage to the water. This could be included in site maps that are provided with tickets to the event and at the information centre; and
- Not place drinking taps in areas that have the potential to form a bottleneck of patrons.

Is the location of water clearly signposted and marked on the site plan?

YES ☐   NO ☐

How will extra water be supplied to patrons on very hot days if needed?

What is the source of water – reticulated, tank, other?

17.3   Shelter

Shelter should be available wherever patrons or staff and volunteers (including First Aiders) may be located for an extended period of time and where weather conditions dictate that it is required. This may include:

- Transport pick up and set down areas;
- Spectator and official viewing areas;
- Seated eating areas
- Pedestrian thoroughfares;
- First Aid Posts and Medical Centres;
- Competitor and officials marshalling areas;
- Entrances and ticketing areas; and
- Optional area for patrons when needed.

Describe below where shelter will be provided at the event. Provide a grid reference if possible.

Will sunscreen be available at the event?

YES [   ]   NO [   ]

Where events are spread over large areas, or where a large proportion of patrons are expected to camp out the evening prior to the event, it may be necessary to provide facilities outside the venue. Such an occurrence cannot always be predicted, however it can be planned for as a contingency. It is important that the situation is monitored and that access to shelter and toilets is available outside the event.

17.4   Video Screens

Video or projection screens aid in event management as they can provide:

- Entertainment before and between acts;
- Information regarding facilities and important messages; and
- Close-up vision of on-stage action for spectators as a means of reducing crowd movement toward the stage.

The use of video screens at concerts is strongly recommended.

Will there be video screens at the event?

YES [   ]   NO [   ]

17.5   Telephones

Patrons should have access to public telephones. Where permanent facilities are not available Telstra may arrange for temporary pay phones. Contact Telstra on 1800 011 433. Telephone locations should be marked on the site map.

Number of temporary public telephones at the site:
Number of public telephones already at the site:

18.0   PUBLIC SAFETY

Even in venues darkened for the performance, lighting should always be adequate to identify exits as well as corridors and aisles leading to them. Auxiliary battery power or generators should be installed to provide light in a power outage and to power the public address system. The latter may permit directions to be given to spectators in a power failure, thereby alleviating panic.

As many concerts are performed with only stage lighting, access to the main lighting or house lights is essential in case of an emergency. The location of the controls for these lights, and the operation of the controls, must be known to those on-site responsible for emergencies.

18.1   Lighting & Power

Location of Lighting Control:	Grid Reference:
Location of Mains Power Control:	Grid Reference:

Do you have emergency power & lighting?

YES | | NO | |

Describe emergency power and lighting systems.

It is recommended that an electrician be available for the event.

Name of Certified Electrician:		
Contact Details During Event:	Phone:	Mobile:

All venues and egress paths must be able to be illuminated to 40 lux by lighting that is:

- Independent of the event production lights;
- Controlled from a central position;
- Able to reach the required illumination within three seconds of being energised;
- Supplied from the supply authority mains or a generator approved by the local authority; and
- Enclosed venues must have emergency lighting that will operate if the main electrical source fails
  - For buildings this is lighting that complies with AS/NZS2293.1
  - Outdoor venues must have at least two alternative power supplies

18.2   Temporary Structures

- Stages that are elevated provide a natural buffer zone between the crowd and performers. Patrons' line of sight is impeded if they are close to the stage. This buffer zone is used by security and First Aiders to access patrons needing assistance.
- Barriers in front of stages are to be "V" shaped to deflect a forward moving crowd to the outer of the stage and preventing crushing. This barrier provides the added benefit of preventing patron access to the stage.

18.2.1 STAGES & PLATFORMS

If you intend to erect one of the following Temporary Structures;

- A stage or platform exceeding 150 m^2;
- A tent, marquee or booth with a floor area greater than 100 m^2;
- A seating stand that accommodates more than 20 persons; or
- A prefabricated building exceeding 100 m^2.

Your supplier should have a permit from the Building Control Commission. Before paying any deposits or signing any contracts you should ask your supplier for verification that the Building Control Commission have given approval for the structure involved. All temporary structures must be designed and erected with a margin for safety and a view to potential hazards. This must be done under the supervision of a registered building practitioner, and must conform to local government and building control commission permit specifications and conditions.

Further information can be obtained from the Building Control Commission web site at:

http://www.buildcc.com.au/publications/publications.html/infosheets.

18.2.2 BREAK-AWAY STAGE SKIRTS

- Where stage heights are greater than two metres, the front skirt around the base of a stage must be constructed so as to break-away under the pressure of a crowd surge, thus allowing spectators to be pushed under the stage rather than being crushed against its base.
- This requirement is in addition to the provision of stage barriers in the event that they fail.

18.2.3 TEMPORARY SEATING

Temporary seats are often not secured to the floor or to one another. While this may not present any problems with sedate audiences, more enthusiastic spectators may pose the following difficulties:

- Persons standing on the seats for a better view are prone to injury if balance is lost or they are jostled. In such instances, other spectators can be affected, sometimes caused by a 'domino effect' in closely spaced chairs;
- If an audience becomes hostile, portable chairs can be used as dangerous missiles creating the potential for a significant number of injuries.

Portable, folding, or stacking chairs should be secured to the floor or grouped together by not less than four. Where this is not possible, attachment of the legs of each row of chairs to two long planks, one running under the front legs, and one running under the back, is an alternative solution.

Will there be temporary structures at the event?

Stages & Platforms:	YES		NO	
Break-away Stage Skirts:	YES		NO	
Seating:	YES		NO	
Marquees/Tents:	YES		NO	

Has a permit or permits been sought or sighted for temporary structures?

Permit Name:	Permit Number:
Permit Date:	
Description of Structure:	

Permit Name:	Permit Number:
Permit Date:	
Description of Structure:	

Permit Name:	Permit Number:
Permit Date:	
Description of Structure:	

Permit Name:	Permit Number:
Permit Date:	
Description of Structure:	

Permit Name:	Permit Number:
Permit Date:	
Description of Structure:	

18.3   Entry & Exit Details

Entrances and exits must be well designed to cater for the type of crowd, number of patrons and various situations that arise throughout the life of an event. Use the checklist below to ensure entrances and exits are efficient. They should:

❑ Provide for supervision, marshalling and directing of crowds

❑ Provide exit and escape routes

❑ Provide access for emergency services and their vehicles

❑ Separate vehicular and pedestrian access

❑ Provide access for wheelchairs

❑ Stagger entry times by timetabling entertainment

❑ Be kept clear of all other activities

❑ Have sufficient and appropriate barriers, fences, gates and/or turnstiles

❑ Locate ticket sales in the vicinity of but separate from entrances

❑ Provide sufficient staff appropriately trained and

❑ Have control points for searching for prohibited items (glass, weapons, alcohol, drugs, metal containers) that don't impede entrance to the event by crowds.

❑ Provide a secure area for storage of confiscated goods.

❑ Have toilets located nearby

❑ Have site maps located nearby

❑ Have clear, well-lit entrance and exit signs

❑ Provide separate entrances and exits for entertainers and staff

18.4 Gas Cylinders

At many public events, portable pressurised gas cylinders are used to inflate children's balloons, carbonate beverages, provide cooking fuel, etc. Frequently such cylinders are not secured, or are merely fastened to a two-wheeled hand trolley used to move them, which itself is not independently secured.

If such cylinders fall over and the cylinder neck or valve is cracked, the uncontrolled release of the stored pressurised gas can turn the cylinder into a deadly projectile. For this reason, all portable gas cylinders must be secured both top and bottom, by ropes or chains to a structural post, wall, or similar anchor point.

Gas cylinders must comply with AS 1596-1989 and AG601-1995. They should be checked and approved by the Office of Gas Safety and Victorian Work Cover Authority prior to installation.

List all vendors who will be using portable gas cylinders.

Name of Vendor	Grid Reference	No. of Cylinders

How will gas cylinders be monitored?

For all events:

- Aggregate exit widths must comply with the Building Code of Australia. For outdoor events exits should be evenly distributed around the event site; and
- Paths of travel to exit doors must be kept clear of obstructions and electrical equipment.

For events within buildings

- Numbers of exits and distance of travel to a road or open space must comply with Section D of the Building Code of Australia; and
- Exit signs must be provided to comply with AS2293 and be illuminated and clearly visible.

18.5 Fireworks & Pyrotechnics

Fireworks are only to be carried out by licensed pyrotechnicans. The Victorian WorkCover Authority assesses pyrotechnic experience and qualifications to operate and conduct fireworks.

The use of any naked flame or shooting devices is to be approved by the municipal building surveyor.

Will there be fireworks and pyrotechnics at the event?

YES [ ]   NO [ ]

Persons not holding a licence must obtain for a permit from the Victorian WorkCover Authority for a single occasion. The municipal building surveyor and fire services must still be notified of an event involving pyrotechnics or Chinese firecrackers.

Has a permit been obtained?

YES   [   ]   NO   [   ]

Permit number:
Person responsible for fireworks:
Contact details during event: Phone: Mobile:

Where are the areas patrons are restricted from entering (public exclusion zones)?

Site map grid references:
Site map grid references:

18.6   Occupational Health & Safety

The promoter and authorities should be familiar with Victorian Occupational Health & Safety Act 1985, as there is an obligation to provide for the safety of the audience, and appropriate care, safety and training of all personnel working at the event.

What are the relevant occupational health & safety areas to your event?

Describe how you will train staff and volunteers in the relevant occupational health & safety areas to your event:

19.0 EVENT CHECKLIST

The following must be completed in the Event Management Plan

1. Event Details
- ❑ Event Place & Time
- ❑ Event Manager
- ❑ Event Purpose
- ❑ Target Audience
- ❑ Road Closures

2. Committees
- ❑ 2.1 Organising Committee

3. Documentation
- ❑ 3.1 Documentation Checklist

4. Insurance
- ❑ 4.1 Insurance Details

5. Interim Agreements
- ❑ 5.1 Interim Agreements Table

6. Key Stakeholders
- ❑ 6.1 Key Stakeholder Contact List
- ❑ 6.2 Consultation with Key Stakeholders

7. The Venue
- ❑ 7.1 Potential Hazards
- ❑ 7.4 Site Plan

8. Event Co-ordination Centre
- ❑ 8.1 Communication Systems

9. Information Centre
- ❑ 9.1 Information Centre Details

10. Event Staff Training
- ❑ 10.1 Training Details

11. Event Promotion
- ❑ 11.1 Ticketing
- ❑ 11.3 Signage

12. Traffic Management
- ❑ 12.1 Patron Access
- ❑ 12.3 Contingency Plan

13. Emergency Management Plan
- ❑ 13.1 Emergency Co-ordination Centre
- ❑ 13.3 Emergency Medical Plan
- ❑ 13.4 Emergency Tools
- ❑ 13.6 Safety Officers
- ❑ 13.7 Fire Fighting Equipment
- ❑ 13.8 Fire Danger Period
- ❑ 13.9 Water Supply

14. Security
- ❑ 14.1 Types of Security
- ❑ 14.2 Security Plan
- ❑ 14.3 Lost Property/Children
- ❑ 14.4 Security Staff Briefing & De-Briefing

15. First Aid & Public Health
- ❑ 15.1 First Aid
- ❑ 15.2 Waste Management
- ❑ 15.3 Swimming & Water Areas
- ❑ 15.4 Noise
- ❑ 15.5 Alcohol
- ❑ 15.6 Infection Control

16. Food
- ❏ 16.3 List of Vendors

17. Infrastructure/Facilities
- ❏ 17.1 Toilets
- ❏ 17.2 Water
- ❏ 17.3 Shelter
- ❏ 17.4 Video Screens
- ❏ 17.5 Telephones

18. Public Safety
- ❏ 18.1 Lighting & Power
- ❏ 18.2 Temporary Structures
- ❏ 18.3 Entry & Exit Details
- ❏ 18.4 Gas Cylinders
- ❏ 18.5 Fireworks & Pyrotechnics
- ❏ 18.6 Occupational Health & Safety

20.0 POST EVENT DEBRIEF & EVALUATION

20.1 Post Event Debrief

De-briefing is a process whereby participants in an event have the opportunity to discuss and report to event organisers; what worked, what didn't work, why didn't it work and how can it be fixed. An evaluation form distributed prior to de-briefing will give direction and clarity to the discussion. Event organisers, key stake holders, event staff, security, contractors, vendors and entertainers should all be given the opportunity to debrief and evaluate the event. The success of the next event can be markedly improved when recommendations and suggestions for improvement are considered.

Fill out the De-briefing meeting details below and on the form overleaf. Photocopy the form and distribute to event organisers, key stakeholder representatives, and representatives or managers of other parts of the event. Keep track of whom you have given the form to.

A De-briefing Meeting will be held:

Day:	Date:	Time:
Venue:		
Chaired By:	Contact Phone:	
Duration of Meeting:		
Return Evaluation Form to:		
By:		

Form Distributed To:

Name	Contact Phone

21.0   POST EVENT DEBRIEF & EVALUATION FORM

A De-briefing Meeting will be held:

Event Name:		
Day:	Date:	Time:
Venue:		
Chaired By:	Contact Phone:	
Duration of Meeting:		
Return Evaluation Form to:		
	By:	

21.1.1 EVALUATION

Name:
Organisation:
Area Responsible For:

List or describe what you thought was successful or worked well in the area you were responsible for or involved in:

List or describe what you thought was NOT successful or did not work well in the area you were responsible for or involved in:

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List or describe your recommendations for the area you were responsible for or involved in:

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List or describe what you thought was successful or observed working well in the whole event:

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List or describe what you thought was NOT successful or did not work well in the whole event:

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List or describe your recommendations for the whole event:

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Register of Incidents/Action Taken

Name of Event:	
Event Manager:	

Date & Time of Incident	Description of Incident	Persons Involved	Action Taken

Appendix 1. Event Specific Considerations

Tattooing and Body Piercing

Due to the high risk of spread of infection where skin penetration procedures such as tattooing and body piercing are carried out, mobile tattooing and body piercing businesses are not permitted unless every place where the procedure is undertaken complies with the Standards of Practice for Tattooing and Body Piercing.

Any person wishing to conduct a mobile tattooing or body piercing business must register with the municipal council every premise in which tattooing or body piercing is carried out.

In Victoria it is against the law to tattoo any person under the age of 18 years.[1]

The Standards of Practice are available from you local council or the Department of Human Services on (03) 9616 7777.

The event organiser should ensure that any operation of this type occurring on the event site is appropriately registered.

Camping

Two types of camping may occur at events:

- Solicited
- Unsolicited

Whatever type occurs, advice must be sought from council's environmental health officers.

The event organiser as a part of the event, arranges solicited camping. Use of the camping ground may be inclusive of entry to the event, or it may be used upon payment of a separate fee. In either situation, the responsibilities of the event organiser and landowner remain the same.

Unsolicited camping arises where patrons, of their own accord, camp out overnight prior to the event. When this is predicted organisers need to monitor the situation to ensure no harm comes to patrons and surrounding property is protected. Even if camping out is not predicted, this should be covered by the contingency plans.

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1 Extracted from 'Standards of Practice for Tattooing and Body Piercing. Health (Infectious Diseases) Regulation 1990'
Vic Department of Human Services

Solicited camping

Where camping is provided as an option to patrons, this must be addressed as part of the risk assessment described in Part 7.1. The practice usually involves patrons pitching tents, sleeping in cars or 'under the stars'. Generally speaking, the following locations should be avoided:

- Low lying areas;
- Areas adjacent to rivers and creeks;
- Areas near power lines; and
- Trees that may drop branches, especially during a severe storm.

Access to the camping ground should be in a controlled manner. Sites should be allocated to patrons upon their entry. This will also enable collection of data on numbers present. The sites must be marked out in an organised fashion to allow unhindered access of emergency services. Patrons must not be permitted to 'set up camp' in a random fashion.

Similar services to that provided during the event must also be provided to campers. This will include:

- Toilets;
- Water and shelter;
- Security;
- Waste management;
- Infection control;
- First aid and medical care; and
- Food.

If not addressed separately here, please refer to the relevant section in the main part of the document.

Health protection

Safe sex and other messages should be promoted at overnight events. A range of agencies can provide assistance and material. Contacts include:

- Department of Human Services
- Community Health Centres

Personal Hygiene

If possible, showering facilities should be provided at a level that will cope with demand. If this is not possible then patrons should be so advised. Suggested minimum requirements for facilities for campgrounds base on 2-3 nights camping are as follows:

Sex	WC	Urinal	Hand Basins	Shower
M	1 per 50	1 per 100	1 per 75	1 per 100
F	1 per 25	NA	1 per 75	1 per 100

However, experience has shown that where audiences attend an outdoor event without washing facilities, any nearby water area will be employed as a makeshift swimming/bathing/washing area. This may create further problems.

Event conclusion

At the conclusion of the event the site must be returned to a satisfactory condition with particular attention applied to waterways.

Appendix 2. Needles & Syringes

Needle and Syringe Disposal

Drug use at events must be considered and planned for. Aside from the effects of the drug, the presence of injecting equipment causes a safety hazard for patrons and staff.

Sharps containers should be provided at the event. Generally these are located within toilets, however other locations may be considered appropriate. Sharps containers suppliers can be located under Medical Supplies in the Yellow Pages.

Cleaning and security staff must be briefed on the dangers associated with used injecting equipment and instructed on safe handling methods.

SAFE COLLECTION AND DISPOSAL OF DISCARDED NEEDLES AND SYRINGES

1. There is no need to be alarmed.

2. Avoid touching the needle with your fingers or hands.

3. Pick up the used needle or syringe by the blunt end, away from the point. When doing this it is preferable to wear gardening gloves or to use a brush and pan or tongs.

4. Never attempt to replace the protective cover of the needle if the needle is exposed.

5. Put the needle and syringe in a container with a well-secured lid.

6. Rigid plastic containers with lids are best (e.g. plastic bottle with a screw top lid). Do not use glass that may shatter or aluminium cans that may be squashed.

7. Make sure the container is tightly sealed.

8. Put the sealed container in a rubbish bin.

For further information contact:

- The Communicable Disease control Unit on (03) 9616 7777
- An environmental health officer at your local council

Needlestick Injuries

A person who is pricked or scratched with a discarded needle has only a very remote risk of being infected with Human Immunodeficiency Virus 9HIV) from blood in the needle. There is, however, a possibility of Hepatitis B or Hepatitis C infection. Like HIV/AIDS, Hepatitis B and Hepatitis C can both be caused by blood-borne viruses.

Tetanus spores that live in the soil may also cause infections if they are transported into the body through broken skin caused by a discarded needle.

WHAT TO DO IF YOU HAVE A NEEDLESTICK INJURY..

1. Wash the area gently with soap and running tap water as soon as possible.

2. Apply an antiseptic and sterile dressing.

3. Contact your local doctor or hospital emergency department as soon as possible.

    - Tests may be done to see if you are already protected from Hepatitis B. If not a course of vaccinations may be given. This will be most effective if begun within 24 hours following the injury;
    - If you are not vaccinated against tetanus this should be done immediately; and
    - Antibiotics may be given as a protection against other infections.

4. The needle and syringe should be disposed of safely (see 'Safe Collection of Discarded Needle and Syringes').

For further information contact the Communicable Diseases Unit on (03) 9616 7777 or your local doctor.

Adapted from the Communicable Disease Control Unit Health Department of Western Australia March 1995

Non-Compliance

In the short period leading up to the event and after its commencement the identification of non-compliances may arise. Cancelling or ceasing the event, although a legally valid option, may be inadvisable or even dangerous. Riots have broken out in the past when performers have walked out of an event or not turned up.

A better option is to correct the non-compliance. Agencies should ensure they have access to resources prior to the event.

Useful Contact Numbers

Organisation Name	Phone	Fax
Australian Red Cross		
C.F.A.		
Department Human Services		
Liquor Licensing Victoria **(Depends on time & location of event)**		
Met. Ambulance Service		
MFESB		
Rural Ambulance Victoria		
SES		
St John Ambulance		
Vic Roads		
Victoria Police		