CITY OF WHITEHORSE EVENT PLANNING GUIDE

CREATING SUPPORTING DOCUMENTATION

UPDATED JUNE 2021

Introduction

Thank you for considering the City of Whitehorse as the place to host your event.

Public events and festivals bring energy and vibrancy to our streets and public spaces, and make an important contribution to the wellbeing and economy of the municipality. They are also a great way to celebrate the community's diversity and talents, and increase cultural understanding and awareness.

Producing events can be a complex process and there are many legislative requirements and WorkSafe guidelines that need to be adhered to. To ensure that all events in Whitehorse are safe, well managed and successful, Council has developed this Event Planning Guide to assist with all of the requirements for producing events within the municipality.

Creating Supporting Documentation

This guide has been created to complement the Event Permit Guide, and provides guidance on how to create the supporting documentation required by Council to run medium-large scale events. It may be of use to new event organisers or community groups, who are unfamiliar with the creation of event planning documentation.

It covers the following documentation:

- The Event Plan
- Emergency Management Plan
- Food Vendor List
- Risk Management Plan
- Accessibility Plan
- Traffic Management Plan
- Waste Management Plan

Questions? Please contact the
Events Officer on 9262 6352
or arts@whitehorse.vic.gov.au

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1. The Event Plan

An Event Plan is an operational document that provides an overview of the event and all of the elements that require planning or consideration. It breaks these elements into different sections that explain the actions the event organiser will take to deliver each element. The size, scope and complexity of the event will determine the level of detail that should be included in the event plan.

Once complete, the event plan will become a valuable document for those working on the event in the future, especially in the case of voluntary organisations where event organisers may change from year to year.

Your Event Plan should cover:

- **1.1 Accessibility Summary**
- **1.2 Communications**
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1.1 Accessibility Summary

An accessibility summary provides an overview of the accessibility plan and the steps that will be taken to ensure that the event is accessible for audience members, participants, performers and staff with physical, intellectual and psychiatric disabilities.

1.2 Communications

A considered communication plan will assist with the smooth delivery of the event and should cover strategies for pre-event and at event communications.

Communications before the event

During the initial planning phase event organisers will need to identify the key stakeholders and determine the level and type of communication is suitable for each stakeholder. Stakeholders will vary from event to event but may include:

- People affected by the event, for example event information letters may be sent to residents and businesses within a 500m radius of the event site
- Council departments, for example stakeholder meetings may be organised with relevant Council departments and Victoria Police
- External authorising bodies, for example VicRoads
- Victoria Police, Ambulance Victoria and Metro Fire Brigade

As mentioned above, the way to communicate with each stakeholder will be different. For example; stakeholder meetings may be organised with relevant Council departments and Victoria Police; and the external authorising bodies may issue specific forms to be completed and submitted.

Communications at the Event

At the event, event organisers will need to consider how they will communicate externally with the audience and public, and how internal communications with staff, volunteers and contractors will be managed.

External Communications

When communicating with the public it is advisable to use a combination of mediums to ensure that everyone can understand the information you are presenting. This may include:

- A public address system (PA)
- Site signage
- Manned information point
- Printed programs and guides
- Online/downloadable programs and guides
- Site maps

Internal Communications

Internal communication between staff, volunteers and contractors at events often needs to be instant, private and interruption free. For small events communication using mobile phones is appropriate, the use of two-way radios is recommended to manage medium and high impact events.

When planning internal communications the areas that you should consider:

- *Radio channels*: Two-way radios can be programmed to have multiple channels, and organising channels so that similar services are grouped together will make it easier to contact the right person and as a general rule you should have separate channels for:
  1. Security and Emergency Services
  2. Site management
  3. Stages and artist liaison
  4. Additional channels for site crew, electricians, food and stall vendor management and traffic management etc.
- *Communications log*: If you are using two-way radios at your event it is a good idea to assign someone to keep a radio log of all key communication. A radio log records the messages relayed at your event. This information is vital if an emergency or crisis situation arises and it also aids future planning for similar events.

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- *Radio sign-out*: Two-way radios are very expensive to replace if they go missing. Make sure you number your radios and have each staff member sign their radio and any accessories in and out.

- *Two-way Radio use*: All staff, volunteers and contractors should be trained in the use of radios. This includes how to make a call, receive a call, change channels and change the battery.

Top Tips for Using Two-way Radios

Making a call:

- Wait for any radio communications to cease – never talk over other radio users.

- Press the radio call button and wait 2 seconds, make the following call 'Your name for the name of person that you need to speak to' for example 'Kylie to David'.

- Wait for the person that you want to speak has confirmed that they have heard the call.

- Press the call button, wait two seconds and communicate your message

Receiving a call:

- Wait for the caller to complete their call – never talk over other radio users.

- Press the radio call button and wait two seconds, make the following call 'Go for your name' for example 'Go for David'. If you are busy and unable to talk, let the caller know.

- Listen to the caller's instruction or question.

- Press the call button, wait two seconds and communicate your reply message.

- End the call with 'over' or 'received'.

In an Emergency:

- When you have an emergency situation that requires attention immediately, but there is already voice traffic on the radios, it is important to have an emergency code to clear the radio traffic.

- The code must be simple, memorable and not alarm or create hysteria with other users or general public that may hear

Always remember that whatever your say over the radio can be heard by all radio users and sometimes the general public.

1.3 Contact List

Event organisers should develop an event specific contact list that includes the name, role, company/organisation, landline and mobile phone contact of everyone that has been involved in the planning of the event or that will be present on the event day. This list should include all the event staff, contractors, performers, any site related contacts, Council contacts and emergency services contacts.

1.4 Crowd Management

It is the responsibility of the event organiser to ensure audience safety is maintained at the event. Security officers are able to assist with monitoring and controlling crowd behaviour and movement, keeping access paths and emergency exits/entry points clear. In emergency situations they can also act as wardens and assist with the evacuation of the event site. Event organisers will need to hire accredited security officers for medium impact and high impact events. Where alcohol will be served or sold event organisers will be required to hire accredited security officers. For events with over 500 people it is good practice to consult with Victoria Police and Emergency Services and if necessary arrange for them to have a presence onsite.

Event organisers should always consider audience safety when creating site plans including the position of entry and exit points, access paths around the site, fencing and barriers, the location of stages, marquees and other infrastructure such as toilets. The design and placement of direction signage should also be considered in relation to crowd safety.

When creating a crowd management plan it is a good idea to have an understanding of the capacity of the event site and the size, demographic and nature of the crowd attending your event.

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1.5 Event Overview

An event overview provides a snapshot of the event and will enable the reader to have a broader understanding of the event as a whole. The summary may include details of:

- Name of your event
- Event location
- Event date(s) and opening times
- Set-up / pack-down date(s) and times
- Event type
- Event purpose
- Description of entertainment and activities
- Estimated attendance and audience demographics
- Description of how the event will be marketed and promoted

1.6 Event Running Sheet

The running sheet outlines what is happening at your event and when. It lists all activities, deliveries and production requirements in the order that they are scheduled to occur and covers the set-up/pack-down and event period. A good running sheet will allow the event organiser to track the progress of the event and ensure that everything runs to schedule.

An example running sheet can be found below:

Time	Activity/Action	Responsible	Company
7am	Unlock gate 2 for deliveries	Event organiser	Event company
7.15am	Marquees delivered and set up	Marquee customer representative	Marquee company
7.45am	Bins and skip delivered	Waste officer	Waste company

1.7 Environmental Sustainability Summary

An environmental sustainability summary provides an overview of the Environmental Sustainability Plan and the steps that will be taken to ensure that the event reduces its negative environmental, social and economic impacts.

1.8 Fire Safety

It is the event organiser's responsibility to ensure that the event is equipped with appropriate firefighting equipment and that staff are properly trained in their use. It is also their responsibility to ensure that all caterers and food vendors have adequate firefighting equipment for the type of food preparation equipment they are using. For high impact events, WorkSafe recommends that event organisers seek advice from the fire authority or a fire safety consultant in the planning phase.

Fire Fighting Equipment

WorkSafe recommends that each marquee, where appliances are being used will require at least one appropriately rated fire extinguisher to be available, no further away than 10 metres from the heat source. This recommendation also applies to marquees or temporary structures fitted out with electrical equipment and any generators.

Pairing the hazard with the correct type of firefighting extinguisher is vital. If the incorrect type of fire extinguisher used on a certain type of fire it could have fatal consequences.

The table below shows the correct types of extinguishers to use on a specific hazard. Also see the Council's Fire Safety Fact Sheet.

Hazard	Fire Fighting Equipment Type
Gas fired BBQ	Dry powder type fire extinguisher
Deep fryer (chips, donuts etc.)	Dry powder type fire extinguisher or wet chemical type fire extinguisher
Food warmer	Dry powder type fire extinguisher
LPG cylinder store or decanting area (less than 1000 litres total gas stored)	Dry power type fire extinguisher
LPG cylinder store or decanting area (more than 1000 litres total gas stored)	Dry powder type fire extinguisher or carbon dioxide type fire extinguisher.

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In addition: A fire blanket of 1.2m x 1.8m in size needs to be provided in each stall/tent/marquee where deep fryers are installed. The blanket should be securely hung adjacent to the fryer.

Save Lives Before Property

If you or your safety wardens are not confident in the use of fire fighting equipment, the best course of action is to evacuate and secure the area and call the fire brigade. Do not risk your own life to fight a fire if you are not trained in the use of firefighting equipment.

The fire safety summary may include details of:

- Quantity, type and location of all fire fighting equipment
- Details of all staff trained in the use of fire fighting equipment
- Method you will use to check that all caterers / food vendors have appropriate fire fighting equipment
- Contingency plan if event falls on a day of total fire ban

Total Fire Bans (TFB)

Some Council sites do not allow events or activities to operate on days that have been declared TFB days, for example Blackburn Lake. If your event site is closed due to a TFB, Council will not give permission for the event to run on that day.

Events in sites that are not affected by TFB will require a fire permit to allow gas-powered appliances to be lit and used on a day of total fire ban. The fire authority issues such permits and strict requirements must be adhered to. A community organisation, a charitable organisation or an organisation involved in fundraising may apply for permission to light a fire to prepare meals for other people in the course of their business. These permits are issued by – and at the discretion of – local CFA district offices, CFA headquarters or MFB zone offices. See www.mfb.vic.gov.au for full details.

1.9 First Aid/Medical Provision

For all events including sporting activities, Council requires the event organiser to provide an adequate level of first aid cover. The level of cover required can range from a single first-aider to a full medical team with ambulance. Council advises that event organisers engage a recognised first aid provider, such as St John Ambulance, to assess the level of cover required and provide that cover.

Event organisers should also advise Ambulance Victoria of the event as part of the stakeholder notification plan.

Event organisers will also need to consider where the first aid point(s) will be positioned, allowing for emergency vehicles to easily reach them. It is good practice to check what facilities the provider is supplying and which they require the event organiser to supply. It is common for event organisers to provide, marquees, tables, chairs, electricity and lighting.

Please provide the following details in the event plan:

- Providers name, Australian Business Number and registered address
- Number and location of first aid points
- Level of coverage (number of staff and level of expertise)

Details on how the event team is to respond in a medical emergency should be included in your Emergency Management Plan.

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1.10 Infrastructure and Temporary Structures

Details of all event specific infrastructure or temporary structures including marquees, staging, seating stands, prefabricated buildings and scaffolding should be included in the Event Plan. Furthermore some structures will require an Occupancy Permit or Siting Permit.

Permits for Temporary Structures and Places of Public Entertainment (POPE)

Council's Planning and Building Department is responsible for administering and enforcing the City of Whitehorse's responsibilities under the Building Act 1993, Building Regulations 2018 and Building Code of Australia under the National Construction Code. This legislation is designed to ensure that the minimum levels of safety, health and amenity are achieved and maintained. To ensure that the required standards are met by Event Organisers they may be required to apply for one or more building permits. Fees do apply for all building permits.

Siting Permit – Temporary Structures

Siting Permits are required for any prescribed temporary structure.

A prescribed temporary structure is either one or a combination of the following structures used as an assembly building/place of public entertainment:

- A stage or platform exceeding 150m2
- A tent, marquee or booth with a floor area greater than 100m2
- A seating stand that accommodates more than 20 persons
- A prefabricated building with a floor area exceeding 100m2
- Some marquees, scaffolding and inflatable structures may also require siting approval

Places of Public Entertainment (POPE) Permits

Under the Building Act 1993 it is required that places of public entertainment being enclosed or substantially enclosed and over 500m2; or to which admission can be gained by payment of money or the giving of other consideration need to obtain a POPE Permit from the Municipal Building Surveyor.

Event organisers that are using existing buildings as a place of public entertainment, should seek guidance from Council's Municipal Building Surveyor as to whether a occupancy permit is required.

Application Process

For events requiring Siting Permit Temporary Structures Permit or Places of Public Entertainment Permit, applications must be lodged to Council's Municipal Building Surveyor at least 15 business days before the set-up is scheduled to commence. Applications should include the following information:

1. Completed Permit Application form
2. Two sets of scaled site plans illustrating the surrounding area and the location of the proposed temporary structure in relation to other buildings and surrounding features
3. If applicable a copy of the Occupancy Permit issued by the Building Commission
4. Applicable fees

Additional information about the application process and requirements can be requested from the Planning and Building Department on 9262 6482.

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1.11 Insurance

Event organisers of all public events must hold a current Public Liability Insurance Policy for a minimum of $20 million dollars. This policy must be valid over the set-up, event and the pack-down.

Event organisers are also responsible for ensuring that all suppliers, performers and contractors have their own current Public Liability Insurance Policy for a minimum of $20 million dollars. Copies of the suppliers, performers and contractors documents should be collected in advance of your event and stored onsite in the event Control Centre or at the information point or electronically via an easily accessible method.

1.12 OHS Summary

Occupational Health and Safety is an important aspect of all events, as it concerns the welfare of employees, contractors, performers and volunteers. Event organisers, have a 'duty of care' under the Occupational Health and Safety Act 2004. Liability arises where a person is 'exposed' to the risk of injury to health and safety. This means a person does not actually have to be injured but merely exposed to the risk of injury.

An OHS summary provides an overview of the risk management plan, emergency management plan and provides details of the steps that will be taken to ensure that all staff, contractors, performers and volunteers are fully briefed about the event site, understand the emergency procedures and emergency evacuation plan, the activities occurring at the event and the event organiser's expectations.

It is also the event organiser's responsibility to ensure that all staff and contractors have sufficient accreditation or qualifications to perform their role, and that they are wearing appropriate personal protection equipment for the work that they are completing.

It is the responsibility of the event organiser to understand their legal obligations and to identify and reduce any risk to occupational health and safety, not just simply deal with the consequences.

1.13 Resident Notifications

Resident notifications are a key element of pre event planning, especially for public events where event organisers want the local residents to form part of the audience. As such, it is important to advise local residents of the event a few weeks before it is to take place, giving them the opportunity to attend, or avoid the event.

For medium to high-impact events, organisers should distribute a notification letter two to four weeks before the event to all residences and businesses within a 500m radius of the event site. Council will be able to help identify the addresses that need to be included in your distribution.

A copy of the letter must be submitted to Council's Event Officer for approval five working days prior to your proposed distribution date.

The letter should contain the following details:

- The name of the event organiser(s)
- The name, date and location of the event
- The purpose of the event
- Number of audience/participants expected
- Details any disruptions to residents and businesses
- Details of any road closures or changed traffic conditions or changes to public transport services (if applicable)
- A contact name and number to contact during prior and during the event.

Event organisers can include the following in their event plan:

- A copy of the letter
- Details of date, the area and the quantity of letters distributed.

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1.14 Site Plan

A site plan is a detailed, to scale drawing of an event site, with the exact locations of all facilities marked. This may include:

- Accessible paths, car parks and toilets
- Amusement rides and inflatables
- Drinking water locations
- Emergency evacuation points and access routes
- Emergency vehicle entry points and access routes
- Entrances and exits
- Event operations centre
- Fire extinguishers
- First aid posts
- Food/vendors/stalls
- Generators or power boxes
- Information point
- Lost children/property site
- Marquees
- Parking
- Site office and/or operations centre
- Stages
- Toilets

Site Plan Considerations for Parks and Open Space

Any event operating within a park or open space in the City of Whitehorse must adhere to the following requirements:

- Temporary structures must not be placed within 4.5 metres of tree trunks or 1.3 metres of garden beds.
- Council does not allow pegging/staking of temporary structures in some parks and open spaces, in spaces where pegging/staking is banned all structures must be weighted using sand, metal or concrete weights.

1.15 Toilet Facilities

Ensuring that an event has adequate toilet facilities for all attendees is a key component of pre-event planning, and it is the event organiser's responsibility to ensure that these facilities are in place.

The number of toilets that need to be provided depends on a number of factors including crowd numbers, event duration, patron gender and the service of alcohol. Event organisers should also consider facilities required by children, the elderly and people with a disability.

The following guides can assist event organisers determine the number of toilets required at your event:

Toilet facilities requirements for events without alcohol

Patrons	Males			Females		Accessible
	Toilet	Urinal	Hand basin	Toilet	Hand basin	Unisex
<500	1	2	2	6	2	1
<1000	2	4	4	9	4	2
<2000	4	8	6	12	6	*
<3000	6	15	10	18	10	*
<5000	8	25	17	30	17	*

Toilet facilities requirements for events where alcohol is available

Patrons	Males			Females		Accessible
	Toilet	Urinal	Hand basin	Toilet	Hand basin	Unisex
<500	3	8	2	13	2	2
<1000	5	10	4	16	4	3
<2000	9	15	7	18	7	*
<3000	10	20	14	22	14	*
<5000	12	30	20	40	20	*

*Quantities to be determined in consultation with Council Staff to ensure needs of expected audience is met.

Locating toilet facilities

It is good practice for toilet facilities to be located on flat ground, in well lit, easy-to-access areas. Any accessible facilities should have a path

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right to the door for ease of access.

Toilet facilities should be located away from food outlets, storage and preparation areas. Sharps disposal facilities should also be provided and toilet facilities need to be cleaned and restocked regularly.

Please include the following in your event plan:

- Supplier name, ABN and registered address
- Quantity and location of toilet facilities
- Cleaning schedule - when they will be emptied, restocked and cleaned (if applicable)
- If the toilet facilities are permanent, you should include this information also

1.16 Waste Management

A Waste Management Plan outlines the steps that event organisers will take to manage the litter and commercial waste created by the event, both on the event site and in the surrounding streets. For high and medium impact events, Council may require the event organiser to engage a professional waste management company to oversee waste collection, sorting and recycling.

When planning for waste management strategy, event organisers should always endeavour to be as sustainable as possible. This may include;

- Researching ways to reduce waste, for example, request that food vendors limit the amount of packaging they use when selling food and designing all the operational and directional signage so that it can be reused.
- Ensuring that the waste from the event is disposed of appropriately. Recycling should be separated from waste to go to landfill and if commercial composting facilities are available any food waste should be composted.
- All event organisers are required to leave the event site in the same state as when it was handed over by Council. As such, when your event finishes, all displays, promotional material, excess rubbish and commercial

waste needs to be removed and the area left in a clean and tidy condition. If Council is required to undertake any re-instatement, additional cleaning or removal of rubbish, you may incur a charge to restore the area to its pre-event condition.

The biggest cause of damage to event sites is caused by oil spills when cooking. Council recommends that event organisers look at placing oil matting under BBQs and deep fryers and carefully consider the placement of food stalls in their site plan. If your event is likely to have more than 10 food stalls, talk to your waste management supplier in the planning stage of the event to ensure you have adequate coverage for the food waste that will be created.

1.17 Alcohol Management

Event organisers are responsible for ensuring that alcohol misuse and abuse is controlled at their events. If alcohol is to be served, sold or consumed at the event a section on alcohol management should be included in the event plan and the activity should be examined in the Risk Management Plan.

For events that will be selling alcohol a Temporary Limited Licence or Major Event Licence must be obtained from the Victorian Commission for Gambling and Liquor Regulation. These licences can take up to three months to be approved. Written approval must also be obtained from Victoria Police.

If alcohol will be served but not sold at the Event the Event Organiser must include this information in the Event Permit Application Form. This will ensure that the appropriate conditions are included in the Event Permit. The Consumption of Alcohol in a Municipal Place or Road is regulated by Community Laws and failure to advise Council that alcohol will be consumed at an Event is in breach of the permit conditions, and may result in the Event Permit being cancelled.

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Alcohol Dry Zone

Under local laws, Council prohibits the consumption of alcohol in prescribed areas and the Events Officer will be able to advise if the proposed event site falls within the dry zone.

BYO Functions

Alcohol can be consumed as part of an event/gathering in a park or reserve provided that the alcohol is consumed in moderation by the person/s that brought the alcohol into the park or reserve and in accordance with legal age restrictions and other applicable laws in regard to alcohol.

Alcohol Management

The alcohol management strategy should outline the steps that will be taken to ensure that alcohol consumption is monitored and controlled and may cover:

- Preventing the sale of liquor to minors and unduly intoxicated/disorderly persons,
- Preventing access by minors to liquor service/sales areas
- The proposed location of alcohol service/sales areas and any dry areas
- The proposed timings of alcohol service/sales
- The number of security personnel who will manage the area
- The type of alcohol that will be available
- The containers in which it will be served (plastic or cardboard containers required for outdoor events)
- Provisions for container collection during and after the event
- It should also include the name, contact details and RSA Certificate of the person that will be managing the sale or service of alcohol at your event.

1.18 Amusement Rides and Inflatables

Amusement rides and inflatable's present one of the highest risks to the event. If not installed or supervised properly the risk of injuries occurring or inflatables becoming airborne increases greatly.

Using experienced, accredited suppliers is essential when booking amusements, rides or inflatables for events.

All amusement rides and inflatables should be regularly maintained and comply with Australian Standard AS 353. It is good practice to select a supplier that is a member of the Australian Amusements Association.

Suppliers must be able to supply you with current public liability insurance certificates of currency, ride registration and current certificates of inspection. Ride operators must have current Working with Children Checks and be over 18 years of age. These documents should be collected in advance of your event and hardcopies stored onsite in the event Control Centre or at the information point.

It is good practice for amusements, rides and inflatables to be located on a level surface, away from hazards such as roads. Inflatables pose the additional risk of becoming airborne in high winds. The activity should also be assessed in your Risk Management Plan for the event.

If amusement rides and inflatables are to be included at an event, the event organiser must include this information in the Event Permit Application Form. This will ensure that the appropriate conditions are included in the Event Permit. The provision of amusement rides and inflatables in a Municipal Place or Road is regulated by Community Laws and failure to advise Council that they will be included at an event is in breach of the permit conditions, and may result in the Event Permit being cancelled.

The summary may include details of:

- Supplier name, Australian Business Number and registered address
- Name and short description of the amusement rides and inflatables hired for your event
- Confirmation that the appropriate documentation has been provided and checked
- Description of the location of the amusement rides and inflatables at your event

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1.19 Animals

Activities with animals include (but are not limited to) petting zoos, demonstrations, displays and animal rides.

If you are going to include an activity with animals at the event you will need to include a summary of this in the event plan. The activity should also be assessed in your Risk Management Plan for the event.

The summary may include details of:

- How the animals will be used
- The species and number of animals of each species to be used
- The supplier/owner of the animals
- Health status of the animals
- Facilities available to the animals throughout the event
- The time period the animals are to be used and any rest periods
- Who is responsible for monitoring and caring for the animals throughout the event

Event organisers should also request copies of the supplier's Public Liability Certificates of Currency, and Working with Children Checks (where applicable).

1.20 Event Operations Centre

An event operations centre or event control is the central operations office for the event. The centre is normally managed by one or more event control officers who are fully briefed about the event, the site, the command structure and the Emergency Management Plan. Hard copies of all key event documentation including the event plan, risk management plan, emergency management plan, site map, insurance documents, event run sheet and contact list are stored here. The event control officers also sign contractors and staff in and out, issue radios and log event communications. In the case of emergencies, this is where the emergency control organisation would meet to discuss the implementation of the emergency management plan.

High impact events held in the City of Whitehorse must have an event operations centre set-up for the duration of their event. Council may wish to determine the location of the event operations centre after consulting the relevant public authorities and the event organiser. The event organiser must bear any costs associated to the centre, which may include room hire and catering costs.

1.21 Fireworks, Pyrotechnics and Firecrackers

Displays of fireworks, pyrotechnics and firecrackers pose a high risk to the audience and people within the immediate vicinity of an event site. As such a written permit to discharge fireworks is required from Council's Community Laws Department 21 days prior.

Event organisers must take a number of steps before Council will consider granting permission for a display including:

1. Engage a technician who has a current WorkSafe issued pyrotechnician's Licence and have them create a plan for the display (including firing plan and risk assessment)

2. The pyrotechnician must notify WorkSafe of the display by completing the Notification of intention to discharge fireworks form. They must also contact the appropriate fire authority to inform of the proposed display. The Event Organiser should request copies off this documentation

3. Submit all details of this plan for the display including the WorkSafe documentation, time, date, location, stakeholder notification plan and pyrotechnician's contact details to Council's Community Laws Department at least 21 days prior to the Event

4. Any additional documentation requested by Community Laws is to be provided with request such as copies of current public liability insurance to the minimum value of $20 million

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5. Firework permit fees may be charged to the applicant

6. Once approved by Council, the stakeholder notification plan should be implemented to notify nearby residents affected.

If displays of fireworks, pyrotechnics and firecrackers are to be included at an event, the Event Organiser must include this information in the Event Permit Application Form. This will ensure that the appropriate conditions are included in the Event Permit. Displays of fireworks, pyrotechnics and firecrackers are regulated by Community Laws and failure to advise Council that they will be included at an Event is in breach of the permit conditions and may result in the Event Permit being cancelled.

Please provide the following details in the event plan:

- Pyrotechnician's name or business name, ABN and registered address
- Date and time of the display
- Location of the firing zone, size of shells and details of the firing zone and safety/exclusion zone
- Short description of the display to be included at the event
- Confirmation that the appropriate documentation has been provided and checked
- The activity should also be examined in the risk management plan for the event

For any event with a firework, pyrotechnic or firecracker display Council requires confirmation that the MFB has been advised of the display. In some cases Council may insist that the MFB is onsite for the duration of the display.

1.22 Noise Management

Events that are set-up in public spaces must comply with the SEPP N.2 Policy and Whitehorse City Council's Community Local Law 2014, which regulates all noise affecting public places. The noise limit for outdoor venues is 65 dB(A) when the measurement point is located outdoors.

If there is to be amplified sound at an Event, for example, music playing through a PA system, Event Organisers will need to include the details in the noise management section of the Event Plan. This information must also be included on the Event Permit Application. This will ensure that the appropriate conditions are included in the Event Permit. Events including amplified sound are regulated by Community Laws and failure to advise Council that they will be included at an Event is in breach of the permit conditions and may result in the Event Permit being cancelled.

Event organisers should also consider the noise generated during the set-up/pack-down period suppliers and production vehicles, amusement rides, generators and the audience when creating a noise management plan. For example, local residents are often happy enough with noise being created during an event, but scheduling a 6am toilet delivery or 7am sound-check on a Saturday morning may create problems.

Please provide the following details in the event plan:

- Details of all noise generating activities at the event
- Steps you will take to reduce noise
- Details of how noise will be monitored during the event
- Hours when noise will be generated
- Contact number for noise complaints.

To reduce noise impacts event organisers can:

1. Schedule the event set-up/pack-down to avoid early mornings and late nights

2. Angle speakers and locate amplifier devices as far away as possible from neighbours

3. Select quieter alternatives.

Careful noise management is an important factor for the success of an event. Ensuring that no one in the local area is negatively impacted by the noise created by an event is an essential requirement of all events in Whitehorse.

Questions? Please contact the
Events Officer on 9262 6352
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1.23 Permits, Licences and Approvals

It is the event organiser's responsibility to ensure that they have received all necessary licences, permits and approvals for the event. See the Event Permit Guide for full details.

This section of the Event Plan must include a summary or list of all the permits, notifications and approvals that have been issues. Copies of all permits, licences and approvals should be included as an appendix to the Event Plan.

1.24 Power and Lighting Plan

Most events require power for activities such as food stalls, amusement rides, and staging. A power and lighting plan provides an overview of this and may include the following details:

- Supplier name, ABN and registered address of the electrician and / or generator company

- Site plan with all power outlets/generators marked; all supplied points marked and all temporary and permanent lighting towers marked

- Risk management – all electrical equipment needs to be tagged and tested; cables will need be flown, or covered with matting or tray; generators fenced.

- Contingency plan in the event of a power blackout.

Some parks and open spaces will have permanent power boxes that event organisers may request use of as part of their application; if approved, user fees will be charged on electricity consumed.

For medium and high-risk events all electrical installations are to be managed by a qualified electrician.

All electrical equipment used at an event needs to be tagged and tested.

Amusement ride and inflatable operators, caterers and stallholders may provide their own generators. They need to conform to the event operators Risk Management Plan.

Council recommends that event organisers use solar or biodiesel fuelled generators where possible, and that exact power requirements are calculated and appropriate sized generators are sourced so as to reduce the greenhouse gas emissions of the event.

1.25 Signage Plan

A signage plan outlines details of the type and location of any signage to be installed at or in advance of an event. Event signage has many purposes including.

- Advance warning and promotional signage
  - Variable message signs are used to advise of road closures
  - Real estate boards can be used to promote events
  - Regular park user notifications – events that will affect regular park users require advance warning signage to be erected in the park a minimum of 10 working days in advance of an event

- Operational and directional signage
  - Directional signage located strategically around the site will assist the audience to find: toilets and accessible toilets/baby change facilities, information points, water stations, first aid, exits, lost children points, drop-off and pick-up zones, accessible parking bays and waste and recycling facilities.
  - Operational signage might include: No access; This area is closed; Performer exclusion zone; Site office

- Decorative signage
  - Often corflute or laminated signs are positioned strategically around events to advise attendees of the program, stage timings, sponsors and activity locations via site maps.

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When creating signage you should comply with AS 1428.1; this will ensure that your signage is suitable for people with reading difficulties or visual impairments. You should avoid using all capital letters for example, use 'Drop-off Zone' not 'DROP OFF ZONE', and use a sans serif font such as Arial, Verdana and Helvetica.

Event organisers will need to seek permission to install any advance warning or advance promotional signage, and a Council Events Officer will be able to assist in this process. The amount of temporary signage permitted in open spaces to support an event is outlined in Council's Parks and Recreation Signage Guidelines. Any signage erected must not be tied to trees.

1.26 Street Trading

If the event will include the selling of goods and services, a summary of this activity will need to be included in the event plan. The event organiser will also be required to apply for a temporary street trading permit on behalf of all the traders at the event. Applications can be made through Council's Planning Unit, a minimum of 20 working days from the event.

The Planning Unit can contacted via Council's Customer Service hotline on 9262 6333

1.27 Traffic and Pedestrian Management Summary

A traffic management summary provides an overview of the event's Traffic Management Plan, including how traffic will be managed during set-up and pack-down, pedestrian management strategies and details of any full or partial road closures.

Questions? Please contact the
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2. Emergency Management Plan

The emergency management plan is a document that outlines the procedures that event Control Organisation will implement in the case of an emergency situation. It will include details of the:

- **2.1 Event Command Structure**
- **2.2 Warden Roles and Responsibilities**
- **2.3 Emergency Evacuation Points**
- **2.4 Emergency Vehicle Access Routes**
- **2.5 Emergency Contacts**

Emergency Control Organisation

The emergency control organisation is the group of people appointed by the event organiser or emergency planning committee (see below) to direct and control the implementation of the events emergency response procedures.

The size of the organisation will vary depending on the size and scope of your event. The minimum requirements for the organisation at events in Whitehorse are to have a Chief Warden and Deputy Chief Warden. Larger, more complex events may need the following:

- Communications Officer
- Area Wardens
- Traffic Wardens
- Security Wardens

Emergency Planning Committee

The emergency planning committee is the group of people responsible for creating, reviewing and updating the events emergency response procedures. Some members of the committee will also be a part of the emergency control organisation, but the committee may also include representatives from the police and emergency services and any specialty contractors, for example, your event security contractor or traffic management contractor.

The committee meet at regular intervals in the lead-up to the event to discuss the measures that will be taken to ensure that the event is safe and that adequate emergency procedures are in place.

It will also outline the steps that wardens should take if an emergency situation arises, and should cover:

- **2.6 Adverse or Extreme Weather**
- **2.7 Armed or Dangerous Offenders**
- **2.8 Bomb Threat**
- **2.9 Evacuation Procedure**
- **2.10 Fire, Explosion and Smoke**
- **2.11 Gas Leak or Hazardous Material Spill**
- **2.12 Medical Emergency**

2.1 Event Command Structure

In advance of the event, it is important to determine the event command structure or chain of command for decision making in emergency situations. This will ensure that any emergencies are dealt with in an orderly and controlled manner.

An example chain of command can be seen below, but the structure will change depending on the number of people in the emergency control organisation and the roles that they have been allocated.

Chain of Command

Chief Warden
⬇
Communications Officer
⬇
Deputy Chief Warden
⬇
Area Warden
⬇ ⬇
Traffic Warden   Security Warden

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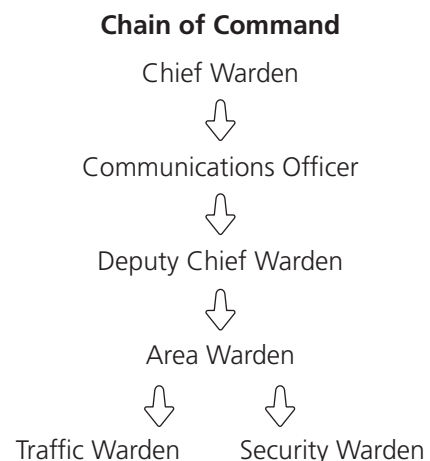
2.2 Warden Roles and Responsibilities

Chief Warden:

- Investigate the reported incident and decide whether to declare an emergency

- Be ready to take control of the response to the emergency situation until the arrival of the emergency services

- Lead the emergency control organisation in executing the emergency plans and evacuation procedure

- Monitor and record the response to the evacuation procedure

- Ensure that the appropriate emergency services are notified, met on arrival and briefed

- Take responsibility for the welfare of the event attendees throughout the emergency

- Wear the appropriate Chief Warden identification

- Ensure that all members of the emergency control organisation are wearing appropriate identification

- Delegate tasks to the wardens and communications officer

- Be familiar with the site layout, including exits, paths of travel, the location of the evacuation assembly points and any site hazards

- Acting under the direction of the emergency services

- Give the emergency control organisation the all clear when the festival site is ready for re-occupation

- Conduct post-incident debriefs and act on issues identified

Communications Officer:

- Needs to be proficient in the operation of all communication methods used on the event site

- Manage all communications on behalf of the Chief Warden including the notification of the emergency services

- Wear the appropriate communications officer identification

- Know the evacuation procedure and emergency plans

- Be familiar with the site layout, including exits, paths of travel, the location of the evacuation assembly points and any site hazards

- Participate in post-incident debriefing

Deputy Chief Warden:

- Act under the direction of the Chief Warden and emergency services

- Control and direct emergency control organisation activities in designated areas of the site as directed by the Chief Warden

- Wear the appropriate Deputy Chief Warden identification

- Know the evacuation procedure and emergency plans

- Take control of a designated area to conduct searches or to secure

- Operate the methods of communicating on site

- Be familiar with the site layout, including exits, paths of travel, the location of the evacuation assembly points and any site hazards

- Participate in post-incident debriefing

Area Warden:

- Act under the direction of the Chief Warden and emergency services

- Control and direct emergency control organisation activities in designated areas of the site as directed by the Chief Warden

- Wear the appropriate area warden identification

- Know the evacuation procedure and emergency plans

- Operate the methods of communicating on site

- Be familiar with the site layout, including exits, paths of travel, the location of the evacuation assembly points and any site hazards

- Participate in post-incident debriefing

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Traffic Wardens / Security Wardens

In an emergency situation any traffic wardens or security wardens onsite can be utilised by the area wardens to assist with clearing and securing the areas under their management. The traffic wardens will also be able to stop and hold traffic if required and with assistance from the emergency services.

2.3 Emergency Evacuation Points

Consideration will need to be given to the locations that the audience can be evacuated if an emergency situation arises. It is essential to have multiple potential evacuation points so that the Chief Warden can select the most suitable point for the emergency at hand. For example, if there is a hazardous material spill the Chief Warden will select the evacuation point that is up wind.

The emergency management plan should include details the location of each emergency evacuation points, and they should be clearly marked on the site plan.

2.4 Emergency Vehicle Access Routes

It is essential that emergency vehicles can easily enter the event site. Emergency vehicles require a 3m emergency lane, which needs to be worked into the site plan, where possible there should be multiple emergency vehicle entry points.

2.5 Emergency Contacts

An emergency contact list is a reduced version of the event contact list. It contains the name, role, company/organisation, landline and mobile phone contact of the emergency control organisation members and the emergency services.

2.6 Adverse or Extreme Weather

The adverse weather plan outlines the steps that will be taken to manage the set-up/pack-down or event if faced with extreme heat; high winds; torrential rain; thunderstorms or electrical storms, at any point throughout the set-up and delivery of the event. This plan will form a key part of the emergency management plan.

In the lead up to the event, Council recommends that event organisers monitor the Bureau of Meteorology website (www.bom.gov.au), so that you are adequately prepared for the forecast weather conditions over your event.

2.7 Armed or Dangerous Offenders

The armed or dangerous offenders response guide will outline the steps that staff, volunteers or contractors should take to manage and report armed or dangerous offenders. This guide should outline the actions that the first responder should take to limit the damage to the event and to control the emergency situation. In addition, an offender checklist – which outlines all key elements that should be reported to police to help identify the offender – should be easily available to all staff, volunteers and contractors. A template of an offender checklist can be found at the back of this guide.

2.8 Bomb Threat

The bomb threat response guide outlines the steps that staff, volunteers or contractors should take to manage and report a bomb threat. This guide should outline the actions that the first responder should take to limit the damage to the event and to control the emergency situation. In addition, a bomb threat checklist – which outlines all key elements that should be reported to police – should be easily available to all staff, volunteers and contractors. A template of a bomb threat checklist can be found in at the back of this guide.

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2.9 Evacuation Procedure

The evacuation procedure will outline the steps that need to be taken by the emergency control organisation if an emergency situation arises that requires a full or partial evacuation of the event site. It will include details of the roles and responsibilities for all members of the emergency control organisation.

The most common examples where an evacuation may come into affect at events are gas bottle fires, adverse weather - flash flooding and bomb threats.

The evacuation procedure should also cover strategies in place to assist people with a disability, which may include how people with limited mobility and people who use wheelchairs will be safely evacuated.

2.10 Fire, Explosion and Smoke

The fire, explosion and smoke procedure outlines the steps that staff, volunteers, contractors, members of the emergency control organisation upon discovering or being notified of a fire, explosion or smoke.

When drafting the procedure it is advisable to always direct staff, volunteers, contractors or members of the emergency control organisation to save life before property, and to avoid attempting to extinguish any fires unless confident in the use of extinguishers.

2.11 Gas Leak or Hazardous Material Spill

The gas leak or hazardous material spill procedure outlines the steps that need to be taken by staff, volunteers, contractors or members of the ECO upon discovering or being notified of a gas leak or hazardous material spill.

When drafting your procedure it is advisable to always evacuate patrons upwind of the affected area, to shut off the gas supply or source of the

leak and to remove any sources of ignition. As with fires, spills or leaks should not be cleaned up by staff, volunteers, contractors or members of the emergency control organisation unless they are appropriately trained. For hazardous material spills, locating the 'Material Safety Data Sheet' will aid the emergency services in their treatment of the spill.

2.12 Medical Emergency

The medical emergency procedure outlines the steps that need to be taken by your staff, volunteers, contractors or members of the emergency control organisation should a medical emergency occur.

Medical emergencies can occur at any point throughout the set-up/pack-down or event, and your planning should cover all eventualities. As such it is essential that you have a first aid trained member of staff onsite at all times. For medium and high impact events where a professional medical contractor will be onsite, you ask for guidance in creating your procedure.

Make sure that any first aiders or medical professionals are fully briefed in the procedure; so that they understand their role and responsibility should a medical emergency occur.

Assisting People with a Disability

All your emergency planning should include how you will assist people with a disability, which may include how people with limited mobility and people who use wheelchairs will be safely evacuated.

If you are using an existing building you may wish to discuss strategies with the manager or owner of the building. You should also consider WorkSafe and Occupational Health and Safety Regulations.

Questions? Please contact the
Events Officer on 9262 6352
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3. Food Vendor List

All food vendors at an event are responsible for lodging a Statement of Trade (SOT) on Streatrader prior to the event taking place. In order to ensure that all SOTs are lodged, event organisers with the sale of consumable goods or promotion of consumable goods at their events must prepare a spreadsheet that gives the following details of each of the food and drink vendors:

- Trading name
- Streatrader trading number
- Name and contact number
- Type of food to be served or sold
- Site plan detailing where all of the food vendors are located
- Contact details of the event organiser who is responsible for organising the food vendors.

This spreadsheet will be submitted to Council's Environmental Heath Unit for processing 1 month prior to your event.

Food Safety Management

Providing food and beverages at public events is important for patron comfort, reducing the effects of alcohol consumption and revenue raising. Whether providing a hot banquet meal, coffee or wine tasting all food providers must be either registered or have notified the principal Council under the Food Act 1984.

Selling food includes paying for a ticket to enter the event with food being provided as part of the ticket price and offering foods for furtherance of trade (e.g. handing out food samples to promote a product).

All food businesses and community groups that sell food from a temporary or mobile food premises within Victoria are required to register or notify using a state-wide single registration and notification website called Streatrader.

Streatrader is an online system specifically designed for food businesses and community groups that sell food from a temporary site, such as a stall, van, trailer or community hall.

To operate a temporary or mobile food premises, for example at a festival or market in Victoria, all food vendors must:

1. Apply online to register or notify the principal Council of the intention to operate a temporary or mobile food premises anywhere in Victoria.

The principal Council is the place where the business or community group:

- Prepares food before trading, or
- Stores the food before trading, or
- Stores the equipment for the stall or tent, or
- Garages the vehicle.

2. Lodge a statement of trade (SOT) to let all relevant councils know where and when they will be trading in their districts. A statement of trade is required to be completed through Streatrader at least five days prior to the event.

Streatrader can be accessed by visiting: streatrader.health.vic.gov.au

It is the responsibility of the festival or event coordinators to ensure all food vendors have lodged a statement of trade with Whitehorse City Council.

For further information please contact an Environmental Health Officer by phoning 9262 6333

Questions? Please contact the Events Officer on 9262 6352 or arts@whitehorse.vic.gov.au

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4. Risk Management Plan

All events, no matter how small, will have some associated risks and it is the event organiser's responsibility to identify potential risks and implement measures to mitigate them.

A Risk Management Plan is a document that identifies the risks associated with your event, measures the risks, estimates the impacts and outlines the actions that will be taken to control them.

Council applies the Risk Management Standard ISO31000:2009 for assessing risks associated with events. Event organisers should ensure they are familiar with the new ISO standard.

A Risk Management Plan should:

- Identify and record details of all the hazards and associated risks that they may cause at your event, and insert them into the appropriate columns in your Risk management table (see diagram 4.1).

- Review your existing risk controls (these are the steps that you already take to control risks) and insert the details into the 'Existing risk controls' column.

- Using the Consequence ratings table (see diagram 4.2) determine the consequence of the risk should it occur, for example will it cause an injury or reputational damage.

- Using the Likelihood ratings table (see diagram 4.3) determine how likely it is that the risk will occur.

- Insert the results from step 3 and 4 into the Level of risk matrix (see diagram 4.4) to determine the level of risk.

- From here you need to decide if you want to accept, transfer, avoid or manage / minimise the risk. Use the Risk treatment table (see diagram 4.5) as a guide. If you are confident that your existing controls will manage the risk you can accept it if not you should avoid, transfer or implement further controls to manage the risk more effectively. Include these details in the appropriate column.

- Re-assess the risk based on your additional control measures.

- Allocate the risk to an appropriate member of the event team.

Questions? Please contact the Events Officer on 9262 6352 or arts@whitehorse.vic.gov.au

EVENT PLANNING GUIDE
CREATING SUPPORTING DOCUMENTATION

4.1 Risk Management Table

Hazard	Risks	Existing Risk Controls	Likelihood (A)	Consequences (B)	Risk Rating (A *B)	Additional Controls	Responsibility
Slips, trips, falls and knocks	*Potential bodily injury or pain suffered by staff, volunteers, contractors and the public	* Pre-event checks and repairs on potholes and uneven ground *All electrical cables flown or covered *Any spillages will be cleaned away quickly and warning signage provided *All tent pegs or other protruding items will be demarcated with hazard tape	C	2	M	*Continued monitoring during set-up/pack-down and event *All staff, volunteers and contractors to be briefed prior to commencing work onsite *First aid available onsite at all times	Event manager Risk manager Area wardens
Inflatable amusement rides	*Potential bodily injury or death to staff, volunteers, contractors or the public through inflatables becoming airborne in high winds	*All inflatable amusements will be appropriately anchored and staked in accordance with the Australian Standard *All inflatable amusements will be inspected and signed off for use by the Public Safety Officer prior to use by the public *All inflatable amusements will be operated by suitably qualified staff *Weather conditions will be monitored throughout the day with equipment switched off and deflated if high winds or rain effect the festival site	D	4	M	*Continual monitoring onsite and regular safety checks *First aid available onsite at all times	Event manager Risk manager Public safety officer

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4.2 Consequence Ratings Table

Consequence Ratings Table						
Consequence	**Rating**	**Business Interruption**	**Environmental**	**Financial**	**Human**	**Public Image and Reputation**
Catastrophic	5	Essential service failure / key service removed	Irreversible damage	Above $5,000,000	Death (s) / many critical injuries	National and International concern / exposure
Major	4	Service or provided needs to be replaced	Harm requiring restorative work	Up to $5,000,000	Single Death / multiple critical injuries	State wide concern / exposure
Moderate	3	Temporary recoverable service failure	Residual pollution requiring cleanup work	Up to $500,000	Single minor disablements/ multiple temporary disablement	Local community concern
Minor	2	Brief service interruption	Remote temporary pollution	Up to $100,000	Injury	Customer complaint
Negligible	1	Negligible impact, brief loss of service	Brief, non-hazardous, transient pollution	Up to $10,000	Minor first aid	Resolved in day to day management

4.3 Likelihood Ratings Table

Likelihood Ratings Table		
Likelihood	**Category**	**Description**
Almost Certain	A	The event is expected to occur in most circumstances
Likely	B	The event will probably occur in most circumstances
Possible	C	The event may occur at some time within the foreseeable future or medium term
Unlikely	D	The event may occur at some time but not likely to occur in the foreseeable future
Rare	E	The event may occur only in exceptional circumstances

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4.4 Level of Risk Matrix

Level of Risk Matrix					
Likelihood	**Consequence Level**				
	1	**2**	**3**	**4**	**5**
A	Medium	High	High	Extreme	Extreme
B	Medium	Medium	High	High	Extreme
C	Low	Medium	High	High	High
D	Low	Low	Medium	Medium	High
E	Low	Low	Medium	Medium	High

Legend		
Intolerable	Extreme	Risk should not be justified
Generally intolerable region	High	Risk cannot be justified except in extraordinary circumstances
Basic Safety Limit		
As low as reasonably practicable or tolerable region	Medium	Drive risks toward the broadly acceptable region residual risk, tolerable only if further risk reduction is impracticable
Basic Safety Objective		
Broadly acceptable region	Low	Risk reduction not likely to be required as resources are likely to be grossly disproportionate to the reduction achieved

4.5 Risk Treatment Table

Risk Treatment	
Accept the risk	No major concern, periodic monitoring, controls adequate
Transfer the risk	Shift responsibility to another party
Avoid the risk	Do not proceed with the policy, program or activity
Manage (minimise) the risk	Reduce the likelihood of an occurrence or the consequence treatment plan required

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5. Accessibility Plan

Ensuring that the event is accessible for audience members, participants, performers and staff with physical, intellectual and psychiatric disabilities and hearing impairments should form a key part of pre-event planning. Legislation and policy initiatives at federal, state and local government levels identify the importance of community involvement and participation.

The accessibility of an event impacts on the individual, their families and friendship networks. Participation in the life of the community, including community events can facilitate a sense of belonging, provide opportunities for social interactions, reduce social isolation, improve mental health outcomes and engender a sense of personal health and wellbeing. While accessibility is often considered in relation to people with a disability who use wheelchairs, a much broader application is warranted to ensure all people in the community can participate in community events.

The *Disability Discrimination Act 1992 (DDA)* is a Commonwealth legislation that provides uniform protection against unfair and unfavourable treatment for all people with a disability in Australia. Every area and facility open to the public should be open to people with a disability. People with a disability should expect to enter and make use of public places, including events in the same manner as people without disability.

The Commonwealth Disability (Access to Premises – Building) Standards 2010 were introduced and adopted into the Building Code of Australia as well as state legislation and regulations. This legislation provides specific guidance in relation to the built environment with the aim to ensure dignified, equitable, cost effective and reasonably achievable access to buildings and facilities and services provided to people with disabilities.

The *Victorian Charter of Human Rights and Responsibilities 2006* sets out the basic rights, freedoms and responsibilities of all people

in Victoria. Event organisers should become familiar with this legislation and its operation in conjunction with other legislation.

The best accessibility plans are created in the initial planning stages and should consider:

- **5.1 Physical access – arriving, entering and moving around the event**
- **5.2 Buildings, facilities and temporary infrastructure**
- **5.3 Food vendors and market stalls**
- **5.4 Communication and participation (at events)**
- **5.5 Marketing and publicity (advance communications)**
- **5.6 Emergency management**

If you require more information or assistance to ensure your event is accessible you may wish to consult an accredited access auditor (www.access.asn.au)

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5.1 Physical Access

The best way to make an event physically accessible is to think about the requirements that audience members, participants, performers and staff with physical impairments might have. The accessible events checklist will assist you in identifying these needs. The easiest way to ensure that requirements are met are to choose an event site that already has infrastructure in place or only requires small changes to meet these requirements. It is also a good idea to station a volunteer or staff member at entry points to assist people with access requirements on arrival.

Physical Access Considerations

Event organisers should consider the following when choosing your event site:

Pathways

- Is there a continuous path from your accessible parking bays or drop-off and collection point, to the entry of your event and around the site that provides access to all viewing areas, activity areas, service areas and facilities such as accessible toilets?

- Is the path at least 1m wide, with a solid surface, free from loose gravel, tanbark, debris and litter, with no turnstiles, bollards or other obstructions like steps or power runs?

- If there is no path or the pathway is unsuitable, are you able to lay event flooring or temporary portable ramps to improve access?

Typography

- Is the typography of the site suitable? Open flat spaces with minimal hills are preferable.

Parking and Drop-off/Collection Points

- Are there designated accessible parking and drop-off / collection points? If no, is there sufficient space to set-up temporary facilities?

Doorways

- At some events you may be utilising indoor and outdoor space. Look for self-opening or easy opening doorways that allow easy access for wheelchair users, parents with prams and people with walking frames. Please note that revolving doorways are not considered accessible.

5.2 Facilities and Temporary Infrastructure

The next step is to look at the existing facilities and any temporary infrastructure that needs to be hired in for the event and assess its suitability. For temporary infrastructure event organisers will also need to determine the most suitable locations.

Facilities and Temporary Infrastructure Considerations

When choosing and locating facilities and temporary infrastructure event organisers should consider the following:

Accessible Toilets

The event will need to provide toilets for everyone; this means that the facilities provided must be are suitably sized for parents who need to use baby changing facilities and people in wheelchairs. In some cases the event site will have permanent accessible toilet facilities, but if it doesn't event organisers will be responsible for hiring suitable facilities in. Most, if not all portable event toilet companies will be able to provide accessible toilets.

Where possible accessible toilets should be located on a flat, solid surface adjoining the accessible pathway.

Consider whether the site has an adult height adjustable change table and hoist as this may be required for use by people with a disability who attend your event.

Staging

Temporary staging should be accessible, stair and ramp access should incorporate handrails. Where stair only access is provided consider the hire of an adjustable ramp. Permanent stages should have suitable ramps or lift access, to ensure that all artists or presenters can easily access the stage.

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Marquees

When locating marquees and activity sessions it is good practice to position them on a flat surface, adjoining the accessible pathway.

Rest Areas

It is good practice to set-up designated rest areas around your event site. Groups of chairs with arm rests should be located at regular intervals adjoining the main accessible path. Quiet spaces can also be used by parents.

Viewing Areas

Are viewing areas accessible to people who use wheelchairs? If not are there designated alternative viewing positions?

Facilities by Request

Where you are intending to provide facilities on request, such as interpreters, it is important that this highlighted in all promotional and registration information.

5.3 Food Vendors and Market Stalls

It is also the event organiser's responsibility to ensure that food vendors and market stalls are set-up in such a way that can meet the requirements of people with advanced needs.

Food Vendors and Market Stall Considerations

When advertising for food vendors and market stalls, the following criteria should be included in vendor application forms, and checks should occur prior to the event commencing to ensure all requirements are met:

Service counter height

Request that all food vendors and market stalls set-up a low section of the service counter or lower the whole counter so that it is at a suitable height for everyone to use, including small children and wheelchair users.

Signage

Decorative signage can be very difficult for people with visual impairments and people for whom English is a second language. Vendors should be instructed that any decorative signage including menus and pricing should also be printed in an accessible format that is using large print, contrasting colours – black text on white or light coloured paper, in a Sans Serif font such as Arial or Helvetica.

Dietary Requirements

When selecting food vendors try and ensure that there is a variety of cuisine available, which will be suitable for a range of dietary requirements including vegetarian, gluten free and lactose free.

5.4 Communication and Participation

Creating an accessible event isn't simply about ease of access. To make an event truly accessible, every effort should be made to ensure that audience members, participants and performers with physical, intellectual and psychiatric disabilities and hearing impairments can fully engage with and participate in the event.

Communication and Participation Considerations

A few keys areas to consider when planning the program for the event include:

Creative Program

Does the program include activities that will engage for a broad range of participants? Are staff appropriately trained to assist people who may have difficulties participating? Have any performers with a disability been included in the program?

Signage

The same standards that you set for your food and market vendors should be followed for all event directional signage and programming signage. Site maps should be easy to understand and clearly display the locations of all accessible facilities.

Questions? Please contact the
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Printed Programs

If decorative printed programs are being created, a plain formatted, plain English, large print program (12 point or bigger) in contrasting colours – black text on white or light coloured paper, in a sans serif font such as Arial, Verdana or Helvetica should also be produced for those with vision impairments.

Interpreters

It is important to know and understand the audience. If the event will attract a culturally diverse audience event organisers may wish to organise for multi-lingual interpreters to be positioned at the information point.

AUSLAN Interpreters

In order to enhance the event experience of attendees with hearing impairments, event organisers should consider enlisting the services of an AUSLAN interpreter. Interpreters may be stationed at the Information Point to provide general event information, or by the stage to interpret a performance or speech. Allocating reserved seating that enables audience members to have a direct line of sight to the AUSLAN interpreter is best practice.

Hearing Loop

In some facilities they may be able to provide hearing loop facilities. This will mean that guests with hearing aids can easily listen to performances. If this facility is available, seats should be reserved for hearing impaired people within the operating area of the hearing loop. This information should be highlighted on promotional material.

5.5 Marketing and Publicity

Event organisers that have made every effort to make an event accessible should spread the message loud and clear in the lead up to the event.

Marketing and Publicity Considerations

When creating the event marketing and publicity campaign, event organisers should consider the following:

Mobility Map and Creative Program

A mobility map informs people of how to get to the event and the facilities and amenities that are available on site and where they are located. It is essential to include the details of all the facilities that you have available in your marketing material. If your event has a website, publish the mobility map in advance of the event. A good mobility map will include bus, train or tram routes, the number and location of accessible parking bays drop-off and pick-up zones, accessible toilets, or hearing loop facilities are located. Make sure to include program highlights.

Accessible Marketing Material

Any marketing material created for the event should also be in an accessible format. Use the same guidelines as when creating signage and programs.

Remember to be honest, for an event to be truly accessible there are very strict Australian standards that must be followed – but that doesn't mean that event organisers shouldn't advise of all the measures that they do have in place, as this will greatly increase the ease of access and the ability of guests with physical, intellectual and psychiatric disabilities and hearing impairments to enjoy and participate in the event.

It is important to remember to only advertise accessible facilities, amenities and services that you are able to deliver. It is important that these facilities, amenities and services comply with relevant legislation and regulations.

Spread the Word

If you have been able to implement a range of accessibility measures, make sure you let the community know. Target local the community centres, retirement homes in order to increase your audience

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Further Reading and Australian Standards

- Australian Human Rights Commission
  www.humanrights.gov.au

- *Disability Discrimination Act 1992*
  www.legislation.gov.au

- *Commonwealth Disability (Access to Premises – Building) Standards 2010*
  www.legislation.gov.au or www.humanrights.gov.au

- Meetings and Events Australia. Accessible Events: A Guide for Meeting and Event Organisers
  www.meetingsevents.com.au

- The Association of Consultants in Access
  www.access.asn.au

- *Victorian Charter of Human Rights and Responsibilities Act 2006*
  www.humanrightscommission.vic.gov.au

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6. Environmental Sustainability Plan

Council encourages all events organisers to think about their event in terms of sustainability and include considerations of the environmental, social and economic impacts in the procurement and delivery phases.

An Environmental Sustainability Plan should consider:

- **6.1 Event Site**
- **6.2 Waste Reduction and Recycling**
- **6.3 Energy Use and Reducing Carbon Emissions**
- **6.4 Purchases and Hire of Goods and Services**

Council Sustainability Requirements

- Recyclable or reusable packaging to be used by all vendors or packaging made from materials that have been recovered

- Waste to be separated into landfill and recycling; with recycled waste sent to a recognised recycling facility for processing

- Public transport options encouraged and included in marketing material

- No balloons and no polystyrene products

- Fair Trade certified items such as uniforms, tea and coffee be used where possible. Using local suppliers is also prferred to help support local traders and economy,

Council's Sustainability Team is available to assist event organisers to create and plan their sustainability strategy they can be reached on 9262 6333

6.1 Event Site

One of the first steps when planning an event is the selection of the event site, and taking the following factors into consideration will aid in the creation of a sustainable event.

Event Site Considerations

Location

The best event sites are walking distance from train stations and bus stops, with secure bicycle parking provided for those audience members wishing to cycle. If car parking space is limited incentivise audience members to carpool, cycle or catch public transport by offering a freebie or event souvenir.

Permanent Infrastructure/Facilities

Temporary hire and purchase costs for events can easily accumulate, and a good way to keep them down and to organise a more sustainable event is to choose a site with permanent facilities that can be used – this might include toilets, shelter or kitchen facilities. The more facilities available, the less event organisers will need to purchase or hire.

Impact of the Event

Event organisers should also look at the impact that your event will have on the site. Are there patches of natural vegetation that may be damaged by the audience? Or will the planned entertainment affect the daily movements of the native animals?

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6.2 Waste Management and Recycling

Events create a lot of waste – from printed marketing material and signage, to food and product waste and site decorations, and without careful planning a lot of things will get thrown away. It is the event organiser's responsibility to limit the amount of waste created and manage its disposal.

Waste Management and Recycling Considerations

The best way to reduce the amount of waste that goes into landfill is to reduce the amount of waste created. A few ideas are to:

- Buy, hire or make reusable signage
- Limit your printing, for example don't order 10,000 flyers if your event has a capacity of 5000.
- Decorate creatively - use fabric flags and bunting, potted plants and flowers instead of streamers and balloons.
- Request all food vendors to use less packaging and ensure that all packaging is recyclable. For example pizza can be served on a recycled paper plate, instead of a bulky cardboard box. Alternatively, request for packaging to be made from recycled materials to suppor the circular economy.

Make it easy for your audience to dispose of their waste

Most people will separate their recyclable waste into the correct bin if given the opportunity. To ensure this happens make sure there are enough bins, conveniently located throughout the event site and that the recycling bins are clearly labelled, with images of the sorts of waste that can be recycled.

Make it easy for vendors to dispose of waste correctly

Food vendors and stalls create different types of waste to the audience, and event organisers should ensure that they have appropriate back of house disposal facilities for the traders.

This may include oil and waste water disposal, organic food waste, recycling and landfill. If you can't provide suitable disposal facilities make it a condition of trade that all vendors dispose of their own waste off-site.

Ensure that your recyclable waste is recycled

Event organisers shouldn't just assume that the waste that they have painstaking separated will be disposed of at an appropriate recycling facility. If you are hiring a professional waste management company it is important to check what happens to your waste once it is collected, and request that all recyclable waste is recycled.

6.3 Energy Use and Reducing Carbon Emissions

Powering an event creates emissions, produces pollution and uses up precious non-renewable resources. Reducing power consumption through careful planning and using alternate power sources will help create a sustainable event.

Energy Use and Reducing Carbon Emission Considerations

Planes, trains and automobiles

Getting people and infrastructure to and from an event will create more carbon emissions, than any other element. Choosing the right location, with multiple public transport options and encouraging carpooling and cycling, paired with sourcing local suppliers and talent will assist in the reduction of carbon emissions.

Work out your power needs

One of the most common mistakes that event organisers make is ordering bigger generators than required 'just in case'. Knowing all the vendors, lighting and stages power requirements in advance will mean that event organisers can accurately plan and cater for their requirements. Often this will result in a reduction in the number and size of generators hired, and bigger saving in terms of hire and fuel costs.

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Reduce the demand for power

Making small changes such as using more energy efficient equipment, such as LED lights and encouraging people to turn devices off at the power source when they are not in use, will also assist in lowering carbon emissions.

Look for green alternatives

Many hire companies now offer greener biodiesel or solar powered products, including generators and lighting towers.

Use people power

Peddle powered technology means that the audience can get involved and assist with powering the event. Pedal powered stages and cinema make a great addition to event programs and offer a fun insight into how much energy it takes to make objects work.

6.4 Purchases and Hire of Goods and Services

When purchasing and hiring goods and services for an event, event organisers should aim to be as 'green' as possible, this process is often referred to as green procurement and there are a number of online resources that offer guidance and recommendations.

Purchase and Hire of Goods and Services Considerations

Buy and hire locally

The less distance goods need to travel to reach the event the better. Where possible use local suppliers for infrastructure hires including marquees and rides, and use local vendors and caterers. Encouraging suppliers to use locally sourced food and drinks at the event is also a good way to promote sustainability.

Hire or share instead of buying

Products that will be used on a one off basis or on a yearly basis should be hired or borrowed. This strategy will save you money and will also divert waste away from landfill.

Products that are only used annually, can break or become faulty due to underuse. Make connections with other event organisers in the local area and see what event supplies they have in storage and make arrangements to swap or share supplies.

Choose suppliers with good green credentials

A growing number of suppliers are going green. Good things to look for are:

- Companies that are carbon neutral in their production
- Printing companies that use recycled paper and vegetable based inks in their printing processes
- Companies that use fair trade, organic and/or locally sourced products
- For paper and wood products look for Forest Stewardship Council (FSC) accreditation.

Use sustainable and fair trade products for gifts and giveaways

The EnviroShop and Oxfam offer a great range of gifts and promotional items that have been made in a sustainable way, supporting fair trade ideals.

Questions? Please contact the Events Officer on 9262 6352 or arts@whitehorse.vic.gov.au

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7. Traffic Management Plan

Events may require various levels of traffic management; this may include footpath, nature-strip, part and full road closures which may impact upon existing public transport services such as buses, trams or trains. The type and consent required depends on where and how the event impacts upon the existing networks.

Under the Road Management Act 2004, the Co-ordinating Road Authorities consent is required for full and part road closures. In general, events that require a part or full closure of local roads will need Council 'consent' and for Declared Roads a 'Memorandum of Authorisation' is required from VicRoads.

A Traffic Management Plan should consider:

- **7.1 Local Road Full and Part Road Closures**
- **7.2 Event Pedestrian Management**
- **7.3 Traffic Management Plans**
- **7.4 Road Closure Newspaper Advertising**

7.1 Local Road Full and Part Road Closures

Some roads are owned/managed by VicRoads whilst most others are owned/managed by Council. To find out who is responsible, check with Council's Events Officer.

A part road closure of a public road can be either a closure of the footpath or nature-strip or a partial closure of the carriageway that leaves 3m of clear carriageway to allow for traffic in either direction. If Council consent is required you are required to submit an 'Application for Consent for Temporary Part Road Closure' which can be accessed using the Temporary Road Closure Application Form.

A full road closure is where it is not possible or it is not proposed to leave 3m of clear carriageway for traffic to travel in either direction. If Council consent is required you are required to submit

an 'Application for Consent for Temporary Full Road Closure' which can be accessed using the Temporary Full Road Closure Application Form.

As detailed in the application form you will be required to provide at least five business days to assess the application, submit a traffic management plan (for pedestrians and vehicles), payment for assessment of the application and completion of the form as required.

Declared Road Full and Part Road Closures

Please refer to the VicRoads website for information on Declared Closures.

7.2 Event Pedestrian Management

When planning an event that will be held in a public open space, event managers must consider maintaining access for members of the general public and allowance must be made for emergency access for ambulance or evacuation. Consequently, all events require the submission of a pedestrian management plan as part of their application for review by Council.

This plan must outline the objectives and strategies for managing pedestrian access and egress at the event site, as well as effectively managing pedestrians not attending the event, but who may be affected by it. Council staff can help the event manager determine the numbers and types of infrastructure required to manage pedestrian movement. The pedestrian management plan should include:

- Minimum of 3m of clear emergency access through the event site
- Locations of barricades
- Locations of diversion and closure signs
- Time and date for installation of infrastructure
- Locations of marshals
- Timing of footway closures and openings
- Public transport pick up and set down areas
- Access for people with disabilities.

Questions? Please contact the Events Officer on 9262 6352 or arts@whitehorse.vic.gov.au

Events that affect public transport

If the event you are planning is likely to affect public transport i.e. additional services, delay, cancellation or diversion to a service, Public Transport Victoria (PTV) requires an event notification form to be submitted. Given that there may be a requirement to submit a Public Transport Plan (PTP), the event notification is required to be submitted as soon as possible due to the time required to assess public transport plans. The notification form (application form) and relevant information can be found on the Event Notification page on the PTV website.

It should be noted that PTV's Information Kit for event organiser's states that allowance of 60 days should be made to allow for assessment of a completed PTP unless otherwise agreed to by PTV.

7.3 Traffic Management Plans

All consent or authorisations for part or full road closure or occupation of a public space require traffic management plan to demonstrate how pedestrian, vehicular and other traffic will be managed such as public transport. The traffic management plan must be designed in accordance with Road Management Act 2004, Worksite Safety – Traffic Management Code of Practice, which includes Australian Standard AS 1742.3 (2002) and VicRoads guidelines. The event manager will need to contract the services of an approved traffic management company and work closely with them to produce the plan.

The traffic management plan must include (but is not limited to):

1. Locations of diversion and closure signs;
2. Locations of road closures and barricades;
3. Identification of the emergency access route:
4. Locations of traffic controllers, marshals and police;
5. Locations of variable message signs (VMS);
6. Time and date for installation of infrastructure;
7. Timing of road closures and openings;

8. Affected public transport operators (e.g. trams, metropolitan trains, bus operators and taxi services);
9. Affected public transport routes; and
10. Details of the impact where relevant such as:
    - service diversions (where to, how long for);
    - changes to bus or tram stops;
    - lists of extra services required;
    - extra customer service staff;
    - times for block and hold if relevant;
    - management of crowds accessing transport services, bus, train or tram stops (e.g. scissor gates, security, ticketing);
    - passenger notification; and
    - PTV notification

7.4 Road Closure Newspaper Advertising

All full road closures must be advertised two days before the event and appear within a major newspaper. A copy of the proposed advertisement must be submitted to Events Officer for approval before publication. We recommend the event manager schedule this advertisement with the major newspapers as soon as possible.

The advertisement must include the name, date and location of the event, and the name and contact number of the event manager. Road closure locations, opening and closing times, the impact on public transport routes (e.g. trams, buses or taxis) and suggested alternative arrangements for vehicle access, vehicle parking and public transport must also be included.

For large/ main road closures it is also recommended that the event organiser hire a Variable Message Signs Board (VMS Board) in advance of the event to advise of the closure.

Questions? Please contact the Events Officer on 9262 6352 or arts@whitehorse.vic.gov.au

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8. Public Liability Insurance

Event organisers of all public events must hold a current public liability insurance policy for a minimum of $20 million dollars. This policy must be valid over the set-up, event and the pack-down period of the event. You must submit a copy of your Public Liability Certificate of Currency that clearly outlines:

- Name of insurer
- Address and phone number of the insurer
- Policy number
- Period of cover
- Public liability value
- Type of cover

9. Questions?

If after reading this guide you have any questions or need further information, please contact the Arts and Cultural Services Department by phoning 9262 6352 or emailing arts@whitehorse.vic.gov.au

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