



WHITEHORSE⁷
CENTRE₇

HANDBOOK

Whitehorse Centre
Effective 01/09/2018

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Introduction

Welcome to the Venue Hire Handbook for the Whitehorse Centre.

This handbook, when used in combination with the *Conditions of Hire*, acts as a central reference point for all information relating to venue hire at the centre.

The handbook contains an overview of the hire process and facilities available at the Centre. Most of the information contained herein relates to theatre bookings and/or more complex functions and events.

You may find some of the information in this document does not apply to your event – however the information is included here should you ever need to refer to it.

Please refer to the *Conditions of Hire* for detailed policy information relating to your hire.

If you have any questions about the information contained in this document please contact the Centre Co-ordinator on 9262 6590.

The Venue

The Whitehorse Centre complex contains a number of hireable facilities:

Theatre	408 fixed seats plus 6 wheelchair spaces
Waratah Room	Multi-purpose meeting and function room
The Studio	Ballet studio
Soundshell	Ballet studio and multipurpose performance space which opens out to create amphitheatre stage suitable for outdoor concerts.
Commercial Kitchen	A commercial kitchen

Additionally, the Whitehorse Centre staff manage the following facilities, located outside the centre:

Willis Room	Meeting room adjacent to Whitehorse City Council Civic Centre
Courtyard Room	Community meeting room at rear of Nunawading Library.

Refer to the site map at the end of this handbook for locations of each venue.

Facilities and Amenities

The following facilities are provided within the Centre:

- Toilet facilities (located in foyer and dressing rooms)
- 1 x Accessible toilet (located in foyer)
- A wireless, lightwave system using headphones or a neck loop is available for use within the theatre and can be requested by patrons when booking tickets. An audio loop for patrons wearing a hearing aid with a T-switch is also available.

The centre comprises the following facilities for theatre hirers:

- Orchestra pit (seating maximum of 22 players & 1 Musical Director)
- Counterweight flying system
- Lighting and sound equipment (refer to the technical specifications at the rear of this document)
- Dressing Room facilities with showers and toilets (max 42 people)

Theatre Hire

When initially making a booking at the Whitehorse Centre you will be issued with the following paperwork:

- A Letter of Offer confirming your booking.
- The Venue Hire Agreement. This includes the centre's *Conditions of Hire* and *Cost Estimate / Quotation* for hire

Confirming Your Booking

To confirm your booking you are required to:

- Sign a copy of the Letter of Offer and return it within 30 days of receiving it
- Sign the Conditions of Hire and return it within 30 days of receiving it
- Provide a copy of your current Public Liability Insurance (min value \$10,000,000)
- Pay a deposit of \$200 or 20%, whichever is the greater

Your booking is not confirmed until all these items have been received.

Conditions of Hire

Please refer to the *Conditions of Hire* supplied with your *Letter of Offer*. This contains all the information you need to know about Theatre Hire. Included in the conditions is information on cancellation policies.

Below is a summary of some of the main points:

The centre has a duty of care to the public and venue hirers. To ensure your safety in the building the following Whitehorse Centre staff are required to be employed during your hire:

- A Supervising Technician is required at all times the theatre is in use.
- Three centre ushers are required on duty for performances. The minimum shift is 4 hours.
- If you are using the counterweight flying system you must employ a Head Fly Person at all times when the system is operating. This includes bump-in, bump out, rehearsals and performances.

Staff overtime rates are payable after midnight and for shifts prior to 7am. Technicians also receive overtime after 8.5 hours in one shift.

Some other key points to remember:

- The theatre opens 30 mins prior to the advertised performance time, to ensure all patrons are seated within a reasonable time. Please ensure the stage is clear and you are ready for this to happen.
- The Centre reserves the right to request an interval for any performance longer than 1 hr 15mins.
- Dressing Room space for up to approx 42 people is provided with theatre hire. Additional space for larger groups is subject to availability and must be requested at the time of booking.
- All performers and hirers must access the centre via the Stage Door at all times.

Bump Out of Theatre

When bumping out a show all hirers are reminded to take all set, props etc away and leave the stage and workshop in a neat and tidy state. You need to place all rubbish in the dump master bin located around the side of the centre, near the external door to the studio. Please be mindful of noise after midnight for the consideration of our neighbours.

Any hirer who leaves the stage or workshop in a dirty or damaged state will be charged clean-up costs on an hourly rate.

All items belonging to the centre must be returned to the Supervising Technician on duty.
There is to be no glitter to be left on the stage floor or back of stage.

Loading Dock

Access to the loading dock is available for the unloading and loading of scenery and other items onto the stage, at a time agreed with centre staff.

Cars may be driven around to the loading dock to unload, however, they must NOT be left parked at the rear of the centre.

The dock must be left clear at all times for emergency vehicle access (e.g. Ambulance).

Foyer

Some notes on use of the foyer:

- The foyer is a general service area for all rooms, as multiple clients may be using the centre at the same time.
- Exclusive space in the foyer is not included in the hire of any part of the Centre. During theatre rehearsals, the foyer is not available to the theatre client, except as an emergency exit.
- The Centre operates the bar in the foyer during performances and functions and access for patrons is required at all times.
- The foyer display permissible for theatre performance clients is an 8-panel screen with front-runner surface, suitable for velcro attachments. This screen is placed in front of the side wall near the main entrance into the foyer. Materials are not to be attached to the walls of the foyer. Clients wishing to display items must do so within this limit.
- Posters advertising forthcoming shows may be placed (by Centre staff) on the pin boards in the entrance air lock. Maximum poster size is A2.
- No other items may be hung in the foyer or on the exterior of the Centre. If a client has exclusive use of the centre, requests for additional display space will be considered on a case-by-case basis.

Merchandise Sales

- The Centre may provide space for the sale or provision of client's merchandise and other goods, if possible. An application must be made to the Centre Co-ordinator prior to the proposed selling dates, as approval will not be given on the day. The provision of space may be subject to a fee of 10% of gross merchandise sales.
- The 10% fee is not payable for programme sales, fundraising or collection of membership fees by not-for-profit groups. The sale of all other items, regardless of whether the client is commercial or not-for-profit, is subject to the fee.
- One trestle table will be allocated for merchandise sales.
- One trestle table may be allocated for ticketing.

Lost Property

Lost property left in the Centre is held for 3 months, after which time it is donated to charity. If you have lost an item please contact the Administration Office on 9262 6590.

Ticketing

The Whitehorse Centre owns and operates an in-house ticketing service under the name Whitehorse Tickets.

Whitehorse Tickets is a service available for all venue hirers and clients wishing to ticket external events.

All venue hirers are required to use the tickets supplied by Whitehorse Tickets for performances at the Centre. There are two options available, Full Box Office Service and Ticket Printing.

Whitehorse Tickets operates a computerised ticketing system that is capable of handling multiple sessions and prices, logo placement on tickets, reserved seating and general admission events.

Our dedicated Box Office staff can accept payment via credit and debit cards, cheque and cash. Tickets can be purchased over the counter, by phone or via our website.

Please note there is a phone handling fee payable of \$4.00 per transaction and an internet fee of \$3.00 per transaction. Both fees include postage of tickets up to one week prior to performance.

Full Box Office Service Inclusions

- We sell all tickets and provide Box Office staff on the night of the performance
- Your black and white logo on tickets (subject to IT compatibility)
- We process credit cards (Visa, Mastercard and EFTPOS only)
- We provide a printed ticket sales report outlining ticket income, audience percentages and other useful information
- Marketing opportunities in Whitehorse Centre publicity material (when available)

Ticket Printing Inclusions

- We supply you with text format pre-printed tickets – this can be either allocated seating or general admission
- A table in the foyer to assist you with ticket distribution prior to your performance (please note access to the Box Office is for Centre staff only)

For more information and Ticketing Request Forms please contact the Box Office Co-ordinator on 9262 6590.

Marketing

Hirers are responsible for the successful marketing of their event or production.

The Whitehorse Centre can offer the following limited marketing support:

- Display space in the airlock for posters and flyers for your event (max size A2)
- Space to display banners on Whitehorse Road

Additional support is provided free of charge to events when clients elect the full ticketing service and at least 75% of the seats are on sale through Whitehorse tickets, and include:

- A page on the centre's website.
- Entry into the Whitehorse Centre's Enews in the month of the performance
- Entry into the Whitehorse News (Whitehorse Centre's What's On) – space permitting.
- Entry in the quarterly What's On brochure.

Please discuss your marketing requirements with the Centre Co-ordinator at the time of confirming your booking.

Banners

Situated near the Whitehorse Centre sign, at the car park entrance, are two poles on which up to three banners at a time may be attached. Organisations holding an event at the Whitehorse Centre or in the Civic Centre precinct may attach a banner to the poles. All banner artwork must be approved by the Centre Co-ordinator.

If more than one client at a given time wishes to attach a banner, the first event chronologically receives the top space, with the banner of other events attached underneath, again in chronological order. Once an event has finished, it's banner will be removed and lower banners may be moved up the poles accordingly.

Freestanding signboards are not permitted anywhere on the Council precinct, and banners may not be attached to the Whitehorse Centre sign.

- Organisations are responsible for attaching and removing their own banners, subject to space being available.
- Organisations are to notify the Whitehorse Centre of their intention to attach a banner. Centre staff will advise the appropriate level to which the banner may be attached.
- The banner is to be tied to the poles using ropes or string. No adhesive of any kind is to be used on the poles.
- The required banner size is 220cm (wide) x 80cm (high).
- Banners may be attached as soon as the space is available (subject to authorisation).
- Banners must be removed immediately at the conclusion of the advertised event.
- It may be necessary to move or remove a banner should an earlier event wish to erect a banner at any time. Should this be required, Centre staff will contact the hirer to arrange appropriate action.

Flyers

You may leave a supply of flyers at the Centre to be displayed in the foyer. Please note the handing out of flyers is not permitted within the centre or the wider City of Whitehorse Council precinct.

Sponsorship

Any proposal to include logos and/or sponsor displays or signage must be approved by Centre Management prior to the event. The Centre reserves the right to refuse signage or displays, which may potentially conflict with Centre suppliers or sponsorship agreements.

Soundshell Hire

The open space area between the Whitehorse Civic Centre and the Whitehorse Centre is available to hire subject to Centre Coordinator approval.

The open space area between the Whitehorse Civic Centre and the Whitehorse Centre may be available for groups for casual bookings between the hours of 7am and 12am weekends and public holidays and between 8am and 10pm weekdays subject to:

- Receipt of a written application detailing all aspects of the proposed event.
- The purpose of the event being consistent with the ideals and objectives of Council.
- Approval in writing being obtained from Council's responsible officer.
- The condition of the site being suitable for the proposed event.
- Where applicable, fees and bond being received.
- Evidence of public liability insurance to the value of \$10,000,000.

Where casual use is granted the user group will be responsible for the removal and off-site disposal of rubbish generated by the groups' activities.

Various fees are payable for use of the lawns, soundshell and toilets. A bond is payable prior to the event. ***The sound shell DOES NOT come with any theatrical lighting or large audio equipment.***

Function Spaces

The Whitehorse Centre and wider Council complex have the following rooms available to hire for functions. Capacities are as follows:

	Theatre	Waratah Room (Full)	Waratah Room (Half)	Studio	Courtyard Room	Willis Room
Sq.M.	-	234	118	120		
Height	-	2.75m – 4.5m	3m – 4.5m	-	-	-
Banquet	-	180	80	-	-	-
Cocktail	-	250	100	-	-	-
Dinner	-	140	60	-	-	-
Theatre	408	220	80	80	50	80
Classroom	-	100	30	30	-	30
Boardroom	-	-	30	24	16	24
U-shape	-	-	30	30	20	30

- Banquet and Dinner capacities are based on the use of round tables, with 10 people to a table.
- Classroom, boardroom and U shape capacities are based on the use of rectangular tables, seating four people to a table.
- Courtyard Room & Willis Room are not located within the Whitehorse Centre building, see site map for locations.
- The Foyer is only available when booked in-conjunction with the theatre and/or full Waratah Room and is subject to availability.
- Equipment such as whiteboards, overhead projectors and screens are available in all rooms. Please confirm your requirements at the time of booking.

Catering and Alcohol

There is no self-catering permitted within the Whitehorse Centre. A contract catering service is in place, to provide catering should you require it.

Two of the smaller meeting rooms, the Courtyard and Willis rooms have small kitchenettes and may be used for basic self-catering (however there is limited crockery).

The Whitehorse Centre has an on premises liquor licence which covers the sale and consumption of alcohol in the foyer, Studio and Waratah Rooms only. Pre purchased alcohol may NOT be brought onto the premises under any circumstances and alcohol consumption is not permitted in the theatre, backstage or the exterior forecourt area.

For further information on catering for functions please contact the Functions Co-ordinator on 9262 6590.

Smoking

The entire Whitehorse Centre is a non-smoking venue.

Theatre Technical Information

Technical Specifications

Please contact the Technical Supervisor for a copy of the current theatre technical specifications. All items included in the specifications are generally available to hirers of the theatre. Additional items can be hired in at an extra cost. Please discuss your requirements with the Technical Supervisor.

The theatre comes set with a standard lighting rig. Any changes to the standard rig must be requested prior to hire. Changes to the rig made during the hire must be returned to the standard lighting rig on the conclusion of hire.

When hiring the theatre you are required to provide details on the technical set up for your event. The documentation is attached with your contract. If you have any questions or need assistance filling out the forms please contact the Technical Supervisor on 9262 6590.

Technical Staff

When hiring the theatre you are required to employ a Whitehorse Centre Supervising Technician at all times. The role of this person is to supervise you whilst in the theatre, and is part of the Centre's Duty of Care towards all theatre users. You may ask this person to operate sound or lighting during a performance, but you must be aware that in the event of an accident or incident they may be required to leave the control booth.

The Supervising Technician cannot act as a flyman during the performance. If you have specific lighting cues that are to happen during the performance and are not going to be

called by a stage manager then it is in the best interest to keep the same technician on duty for the rehearsal and performance. **This may incur technician overtime charges.**

The Centre recommends the employment of an additional Whitehorse Centre Technician in the following circumstances:

- A **STAGE MANAGER** is recommended to be employed where there is limited or no rehearsal time booked on stage prior to your event. This person will assist you to ensure things run smoothly and on time.
- An additional **SOUND** or **LIGHTING OPERATOR** if you have a complex show with a large number of sound or lighting cues.
- If you plan to utilise the theatre fly tower to fly scenery you are required to employ a **FLY PERSON**. This person supervises the bump in, rehearsal, show runs and bump out. Hirers are unable to provide their own supervisory fly person, although you may provide staff to operate the flying mechanism. All personell that are operating flying equipment must go through an induction and signoff process with the Supervising Technician on duty.

Radio Procedures

Whitehorse Centre staff utilise two-way radios to communicate throughout the building. Please be aware that staff communicate via radio according to an internal Radio Procedure Policy. This policy includes comprehensive instruction on the communication prior to performances commencing.

Standard procedure states that the Front of House Duty Officer and Supervising Technician must agree that they are both ready to proceed with the show via radio before the show commences.

If you would like further clarification of the use of two-way radios within the centre, or the procedures to be followed in order to commence a show, please contact the Technical Supervisor.

Risk / Hazard Assessments

All theatre hirers are required to complete an assessment on any hazards potentially associated with staging their event. Centre staff generally undertake risk assessments of events in the theatre, especially when scenery is being utilised. You may wish to undertake your own Risk Assessment to assist our staff. Please discuss this with our Technical Supervisor prior to your booking.

Examples of Hazards you are required to declare:

- Smoke Machines
- Lasers
- UV Light
- Pyrotechnics
- Firearms
- Flying of people
- Animals
- Patrons on stage

Emergency Procedures

All exits and fire extinguishers are clearly marked within the Centre. Clear access to these exits and equipment must be maintained at all times and all exit signage is to remain visible and uncovered at all times.

Door latches within the facility are not permitted to be taped down for either convenience or to reduce offstage noise during performances.

In the event of an emergency the hirer's first point of contact should be the Supervising Technician, and failing that, the foyer Duty Officer or a member of office staff on duty. In the event of a required evacuation the Supervising Technician will co-ordinate the staff response.

First Aid

There are a number of first aid kits located within the centre. Please see any staff member for access. The majority of Whitehorse Centre staff are Level 2 First Aid trained, and there will always be at least one person on duty with first aid qualifications for each event. In the event of an accident please inform the Supervising Technician in the first instance and/or the foyer Duty Officer.

Hirers undertaking dance routines and/or with large cast numbers should consider bringing additional first aid kits within easy reach of the stage. Dance schools are advised to bring ice / heat packs with them into the theatre.

OCCUPATIONAL HEALTH & SAFETY

The City of Whitehorse and in turn the Whitehorse Centre take OHS in the workplace seriously. All hirers of the theatre are supervised and theatre technical equipment is maintained on a strict schedule. If you have any concerns about your safety in the building please contact the Technical Supervisor.

All theatre users are required to view the Centre OHS Induction CD. On this disc are two presentations involving managing risks in the Centre. There are also a number of useful documents including safety guidelines for working in the entertainment industry. All theatre users are required to view this CD which is issued to all new theatre hirers. If you require a copy please contact the Technical Supervisor.

Detailed OH&S information and requirements have been established pertaining to the use of certain equipment and access to certain areas of the venue. This documentation must be signed off as read and understood to the satisfaction of the Supervising Technician prior to access or use of certain equipment is permitted.

Theatrical flying and rigging operations

Any person undertaking flying operations must have been trained by a Whitehorse Centre Technician, and be competent to operate the relevant equipment to the satisfaction of his or her employer, the producing company and the Centre. All personnel that are operating flying equipment must go through an induction and signoff process with the Supervising Technician on duty. **For all bump in and bump outs a Whitehorse Centre Technician will be on duty to assist in flying and provide training.**

The client must adhere to the following when flying:

- Only ever rig loads appropriate to your level of training – if in doubt, ask;
- Ensure that all persons are protected from injury by means of appropriate barriers;
- Check braking systems of flying systems prior to use;
- Test that cabling and winches of flying systems are in line with manufacturer's recommendations;
- Maintain a lifting register for all cables and ropes.

Particular considerations in respect of movement of people include:

- No-one must ever ride on hooks, slings or loads;
- Use a safety factor of 10:1 when suspending people;
- Use safety lines with ratings in accordance with Australian Standards;
- Plan aerial performance sequences with appropriate rigging for the size of the performer(s) and the task to be completed – include consideration of the need for crash mats, safety netting, appropriate emergency and contingency procedures – lighting, set or sound changes must be communicated to both riggers and aerial performers. Only an Advanced Rigger (RA) can be responsible for flying performers.

Safe working practices for flying and rigging include:

- Never exceed safe working loads;
- Ensure items being flown have been designed and constructed in a manner appropriate for flying;
- Ensure flown items are safely and appropriately attached to scenery bars;
- No flown scenery item will be flown with sash cord or fishing wire
- Do not move scenery on the bar whilst in mid air
- Use the correct rated strops supplied by the venue
- Use correct batten straps when hanging scenery.
- When moving down scenery, warn those below (during a performance this will be via appropriate communications systems);
- Lower loads onto timber to avoid sling crushing.

Work Involving Heights

Policy

It is the policy of Whitehorse City Council to ensure that all work performed over a height of 2000mm from ground level is done in accordance with the Worksafe regulations including the use of an approved safety harness. If this work involves ladders, then a Risk Assessment will firstly be done to reduce as far as is practicable the risk of a fall. It must include consideration of those working below.

Procedures

Where there is potential for a person to be injured by a fall from a height, appropriate precautions must be taken, including:

- Wear a fall arrest device when one is specified;
- Do not undertake work requiring the use of fall arrest or restraint devices until you have been given appropriate training in their use and maintenance - including how to avoid pendulum effect injuries;
- Check that all harnesses, lanyards, fall arrest or restraint devices are manufactured and maintained to Australian Standards;

Height rescue procedures must be developed for every workplace where work at a height is undertaken.

Safe access must be provided for all work at heights where there is potential for a person to fall more than 2 metres, including:

- Where possible, use mobile platforms rather than ladders;
- Ensure mobile access equipment has its wheels locked prior to use
- Do not enter scaffolding until the appropriately qualified person has completed its erection;
- Only ascend/descend facing towards the ladder and hold on while doing so

Safe working practices must be implemented while working at a height including:

- Ensure vision is not obstructed
- Where there are no guardrails, use approved safety harness connected to a certified anchor point;
- Do not work beyond the side of ladders or over guardrails;
- Do not place ladders on other structures to extend their reach;
- Wearing appropriate footwear such as leather and/or steel capped boots or sturdy sneakers with good grip on the sole to minimise slips. Thongs or open toed shoes are not permitted.
- Clothing should have minimal risk of snagging (i.e. no hanging cords/drawstring).
- Long hair should be tied back at all times.

Appropriate precautions must be taken against injury to people below those working at a height, including:

- Take aloft only essential tools and equipment;
- Prior to ascending, secure all tools and equipment with lanyards to prevent them falling on those below, and empty pockets of any unsecured items;
- Implement appropriate control measures to prevent individual pieces of each lantern from creating a risk by falling.
- Signs must be clear, unobstructed and in conspicuous places.
- Hard hats, fluorescent vests and steel capped boots must be worn at all times

Elevated Work Platforms (E.W.P.'s)

Policy

It is policy of Whitehorse City Council that elevated work platforms (EWP) can only be used in the correct and appropriate manner as per manufacturer's instructions.

This policy applies to any work platform where the height can be adjusted - articulation, a scissor mechanism, a telescoping boom or tower or combination of these. These may be either self-propelled, towered or manually moved, to give workers access to work above or below ground level.

Elevated Work Platforms (EWP's) at Whitehorse City Council include self-elevating work platforms such as Cougars and JLG's. Only operators competent in the use of the particular equipment may use it.

Procedures

All outriggers or stabilisers must always be used, and used according to manufacturing specifications.

- Do not exceed the manufacturer's total rated mass – when carrying tools on the EWP.
- No part of the load should extend beyond the handrails of the platform.
- Do not lean out over handrails as this alters the centre of gravity.
- The total load (personnel, tools, material) must be less than 50% of the rated capacity of the platform

- Secure any loads at all times when travelling/moving
- The operator shall only stand on the floor of the EWP. Do not stand on the handrails.
- Be aware of height clearances when operating or travelling with an EWP.
- Never operate the EWP at a height over 2000mm without another person present.
- The operator shall not enter or leave the platform when elevated except in an absolute emergency.
- When working above pedestrian areas cannot be avoided, appropriate actions must be taken to prevent objects falling from the basket. Where applicable, all tools and other loose objects must be secured with lanyards.
- Operators must at all times comply with the relevant Acts, Regulations, Standards and Guidelines
- Persons without a valid EWP license may only operate the EWP if under the direct supervision of a license holder.
- A written report of any malfunctions or damage that occurs during use must be given to the Technical Manager

Pre-Operational Requirements

- Before an EWP is used, it should be inspected and tested by the operator in accordance with the manufacturers or suppliers pre-operational checklist.
- On completion of the check, the logbook kept with the EWP must be filled in.

Selection of EWP

The following requirements should be considered when selecting an EWP:

- Working height and reach
- Mass and bulk of tools, materials and equipment to be elevated
- Electrical insulating characteristics
- Environmental considerations (exhaust emissions /noise)
- Surface level / condition

Use

- At least one trained operator must be in attendance while EWP is in use
- Do not accumulate tools and materials on the platform or in the bag
- Minimum of one person at the base of the EWP during use, with the exception of uneven surfaces or use on the forestage when a minimum of two people must be in attendance of the base
- Be aware to never exceed the working limit
- Do not stand on the kickboard or rail to gain height

Use of Ladders

Definitions

Fall: an involuntary fall from a height of more than 2000mm

Performance: rehearsals and a public performance before a live audience

Policy

It is the policy of the Whitehorse City Council to ensure that all work performed over a height of 2000mm from ground level is done in accordance with the newly implemented Falls from Heights Regulations. If this work must still involve ladders, then a Risk Assessment will firstly be done if practicable, to reduce as far as is practicable the risk of fall.

Procedures

Only ladders designed in accordance with Australian Standards AS1892 and AS1657 should be used, and they should:

- Be designed and constructed with a load rating appropriate to the work
- To be performed;
- Be maintained in good condition and free from oil or grease when used;
- Have non-skid safety feet installed prior to use (if straight ladders).

Particular points when using ladders include:

- Position ladders at a ratio of 1 out to 4 up (75deg), and ensure they extend more than 1m beyond the work level or step off point;
- Tie off or otherwise secure all straight ladders before use;
- Position ladders only on non-slip, flat surfaces;
- Do not position ladders in access areas or within the arc of a swinging door, without taking additional measures to safeguard a person on the ladder – eg locking off the door, displaying appropriate signs,
- Erecting barriers to prevent access to the area where the ladder is being used.

Particular points when using ladders include:

- Do not have people working directly under the ladder.
- Two people shall always be present when using straight extendable ladders, one to foot the ladder

Scaffolding

Definitions

Scaffolding - fixed erected structure complete with a working platform.

Mobile Scaffolding - mobile structure with a work platform.

Policy

It is the policy of the Whitehorse City Council to ensure that all scaffolding used within the confines of the company's premises, conform to regulatory requirements.

Procedures

Scaffolding at heights less than four metres can be erected by a non-certificated person, who has been trained for the task by a competent person.

Scaffolding which exceeds a height of four metres can only be erected, altered or dismantled by a certificated scaffolder.

All scaffolds shall be constructed in accordance with the 'Guidelines for Scaffolding', Australian Standards AS 4576.

Work can only proceed from a scaffold when:

- It is tied into the structure
- It has proper base plates and a stable foundation for the standards
- Guardrails including mid-rails are in place
- There are kickboards on the working deck
- It is fully planked out
- It is adequately braced

Any scaffolding that is defective or incomplete, must not be used, and must be signposted.

Mobile Scaffolding

- All mobile scaffolds over two metres in height should have an internal access ladder, a top-rail, mid-rail and kickboard.
- Mobile scaffolding must only be used on level solid surfaces.
- The castor wheels on mobiles must be locked before using the scaffolding
- No personnel should be on a mobile when it is being moved.
- When moving a mobile, ensure no overhead power lines are in the way.

If over four metres, the scaffolder must ensure all persons are protected, in particular, by:

- Installing appropriate, clear, unobstructed signage during construction;
- Ensuring appropriate barricading against unauthorised entry;
- When completed, certifying scaffolds are safe before anyone uses them.

Safe construction methods used for scaffolds, include:

- Ensure only correct materials for the load are used, in accordance with AS 1576;
- Inspect all equipment and materials before use, and repair or dispose of any rejects;

Safe construction methods used for scaffolds, include:

- Tie scaffold effectively to a building or structure, or erect on firm foundations;
- Brace scaffolding effectively, both longitudinally and transversely, with safe means of access and egress;
- Fully plank out scaffolding more than 1.8m high, with properly supported planks of the correct size, toe boards and continuous handrails to ensure a safe work platform.
- Mobile/wheeled scaffolding must not be moved whilst supporting people, and all wheels must be locked before anyone works on it.

Manual Handling Operations

Definition

Manual handling: any activity requiring the use of force exerted by a person to lift, push, pull, carry or otherwise move or restrain any animate/inanimate object.

Policy

It is policy of Whitehorse City Council that it will provide practical guidance to all employees to meet the legislative requirements for the prevention, identification, assessment and control of risks arising from manual handling.

Ensure that enough crew are present when moving particularly large, awkward or heavy items to ensure safe practice. Where practicable, specific work methods will be designed to reduce risks to health and safety.

Where practicable, mechanical devices will be utilised to reduce potential harm or injury to an employee.

The risk assessment for the production or event must incorporate all manual-handling activities including set transportation, storage, installation and removal.

No person shall be required to lift more than they are capable of lifting on the day.

Where possible, mechanical lifting devices must be used to move anything heavy or awkward. Appropriate aids to reduce the risk of manual handling injuries must be provided such as trolleys, adequate storage, etc. Always ensure the pathway is clear prior to moving anything.

Procedure

For loads that can be carried by the individual:

- Stand as close to the load as possible with feet apart for good balance, bending your knees and straddling the load;
- Always try to lift when standing or at least half-squatting rather than kneeling or not using your legs;
- Keep your back as straight as possible and chin tucked in whilst lifting and carrying;
- Always keep the load as close as possible to your body, with elbows close to your sides making sure you can see where you are going;
- Do not twist your body to change direction, use your feet.

Team lifts:

- Ensure one person is in charge during a team lift;
- Designate the route of movement prior to the lift and remove any obstacles or obstructions;
- Where possible, ensure members of a team lift are of similar height;
- Position people for the lift having regard to the size, shape and balance of the load.

Electrical Safety

Including Testing and Tagging of Electrical Equipment

Policy

It is the policy of the Whitehorse City Council to ensure that routine testing and inspections of electrical equipment is maintained in accordance with relevant legislation and standards, and that safe work procedures are formulated on the basis of specific electrical work hazards and requirements.

It the policy of City of Whitehorse Council that all electrical works must comply with the Australian Standard AS-3000 SAA Wiring Rules and the Code of Practice for Temporary Electrical Installations on Building and Construction Sites.

Procedures

The following general rules will minimise the exposure to hazards in relation to electrical equipment and systems of work:

- Use only the correct tool for the job.
- Use only tools that are in good, serviceable condition.
- If in doubt - ask.
- If any piece of equipment is deemed to be unsafe – a defective tag – is to be placed on it and put aside for repairs.
- Always test before touching.
- Hot metal dropping from electric welding is a frequent source of fires and burns. Only perform in a safe environment.
- Metal jewellery should be removed prior to undertaking electrical work as such items may make contact with electrical connections.
- When undertaking electrical work at heights, all tools and other items must be held in place with a lanyard method to stop the risk of dropping such items.
- Do not use aluminium ladders where there is a risk of contact with live equipment.
- Naked flames must be kept away from batteries.
- Eye protection should be worn where there is the risk of a flash.
- Obtain medical attention for even minor injuries, and report ALL electrical shocks.
- A small electrical spark on a switchboard could result in an explosion. Faulty items should not be used.

- If an unsafe act or situation is observed, report it immediately.
- Electrical work conducted in wet or damp conditions is extremely hazardous. It is important that installation complies with special requirements for working in such conditions.

Routine Inspections

Electrical equipment should be inspected regularly. It may become unsafe due to a number of reasons:

- Obvious signs of damage to the electrical equipment.
- Deterioration through use and age
- Inadequate maintenance
- Improper adjustment
- Damage
- Liquid, dust and corrosive vapour etc getting into the equipment
- Covers not correctly replaced on electrical equipment
- "Modifications"
- Missing labels and warning signs

Testing and Tagging

All the equipment covered by this policy shall be tested in accordance with AS/NZS 3760: 1996. Such tests will be executed by persons suitably trained (i.e. TAFE Course) or holding a current electrical licence.

Scope of Equipment

- All portable electrical equipment designed for connection by a flexible power cord shall be subject to testing and tagging at the intervals shown in this policy.
- This may include but not limited to power tools, an iron, lanterns, extension leads, etc. Single-phase equipment including lanterns/cables with multi-pin connectors all require testing.

Identification

Only Whitehorse City Council equipment will be tagged using registered testing tags. Other equipment may be tested but will carry standard tags.

Test Date

- The test tag indicates a 're test due' date.
- Do not use or operate equipment when that date has past, but inform your safety officer/head of department.

Test Frequency

Equipment	Frequency Interval
Portable Power Tools – Earthed	6 Months
Portable Lanterns	12 Months
Extension Leads	12 Months
RCD Extension Leads	12 Months
Portable Power Tools – Double insulated	12 Months
Computers and Portable Appliances – Earthed	12 Months
Laundry Equipment – Irons and Steamers	12 Months
Sound Equipment	12 Months

Lighting

Policy

It is the policy of the City of Whitehorse Council, in order to maintain a safe environment for both patrons and employees, in the event of strobe lighting to be used in a performance, to:

- Display adequate signage informing patrons of possible photosensitive epilepsy inducing lighting effects;
- Recommend that special lighting effects have a frequency of no more than 4 flashes per second; and
- Where more than one strobe light is used, flashes should be synchronised.
- Lighting, including Ultra Violet Light (UV light), has the potential to adversely affect the health and safety of those in the workplace.

Procedure

It is the responsibility of the supervising technician to check the use of lighting effects during rehearsals and prior to the show.

It is the responsibility of the Production Manager to request that all members of the local hiring or touring companies who are known to be photosensitive information them prior to commencing lighting focus, rehearsals or performance.

Ultra Violet Light (UV light)

UV light is part of the light spectrum with wavelengths between 100 and 400 nm. Exposure to UV light affects the eyes and the skin. These effects can be magnified if people are taking certain drugs such as tetracyclines, sulphonamides or oral contraceptives.

UV light can be used in the following situations:

- Fluorescent effects;
- Working near luminaires and pyrotechnics;
- Welding, and
- Outdoor production work.

UV lights should be eliminated or substituted wherever possible. Where the use of UV lights is unavoidable, to control adverse effects of UV light, identify potential sources and:

- Limit access distance to the source where possible;
- Ensure sources are well maintained to prevent leakage;
- Enclose or shield the source wherever possible;
- Ensure replacement of component parts on sources will not increase potential UV;
- Eliminate reflection where possible, and train employees on effects and control measures.

Lasers

Lasers used for effect can create a severe hazard to people in a short space of time. Lasers (Light Amplification by Stimulated Emission of Radiation) produce narrow beams of ordered light rays. They are beams of coherent, monochromatic, high-intensity beams of electromagnetic radiation with a frequency near that of visible light.

They have three basic components:

- The active medium, the substance from which the laser light issues;
- The pump system providing the energy to cause the discharge; and
- The optical cavity that produces the collimated mono-chromatic, or coherent, beam.

Risk assessment must be undertaken detailing:

- Intended scope of use, display in both plan and elevation, positions of laser sources, mirrors and target areas with relevant distances and dimensions;
- The need or otherwise to engage a laser safety officer;
- Control measures in the event of power failure or knocking of the laser device that might result in freezing or displacement of the laser beam;
- For outdoor performances, control measures to ensure no interference occurs with the installation and control of reflection for surrounding structures.

Alcohol and Other Drugs

Policy

It is the policy of the Whitehorse City Council to ensure that at no time shall any illegal drug/s be brought into or consumed in the working environment.

Procedures

The following rules will apply while on the premises of the City of Whitehorse Council grounds and while at work.

No alcohol and drugs shall be consumed in the working environment during working hours

If the City of Whitehorse management considers any person to be intoxicated or under the influence of any drug to the extent that the producing company and/or the venue owner/manager considers the person's performance is affected or the person presents a risk to themselves or to others, they may enforce that person's removal from the work environment.

If unexpected circumstances arise and an off-duty/off-roster employee is requested to work and is under the influence of medication, alcohol or drugs, it is that person's right and responsibility to refuse the request.

If any person is taking medication that may affect their work performance, the producing company and the venue owner/manager must be notified and due consideration given to the ability to perform work tasks.

Sound Levels

Noise or sound energy is created when air is mechanically disturbed leading to small changes in atmospheric pressure, which radiate in the form of waves. Repeated exposure or continued exposure to excessively high sound levels can result in irreversible damage. Specialist equipment may be required to measure sound levels in the workplace.

To preserve hearing, sound level exposure must not exceed 85 dB(A) on average per 8-hour day and, where possible, should be kept below an average of 85 dB(A) per 8-hour day.

Policy

It is the policy of the City of Whitehorse Council to reduce, as far as is practicable the incidence and severity of potential hearing loss resulting from excessive exposure of noise within the working environment. All persons using equipment or engaged in tasks that may result in a sound pressure level greater than 85 dB(A) are to use Personal Protective Equipment.

Procedures

To do this, the following strategies may be employed:

- Identify sources of noise and measure resultant sound levels to identify hazards;
- In workshops, use quiet machines and make sure they are well maintained;
- Enclose or isolate noisy equipment where possible;
- Separate noisy and quiet work;
- Use sound absorbing materials in the workplace (e.g. insulated ceilings, use of screens and baffles) where possible;
- Use of personal hearing protectors.

Note: Provision of protective equipment should always be the last control option considered. A combination of controls may be appropriate however the combination must be based on the control hierarchy.

Use of Orchestra Pit

The use of the Orchestra Pit is subject to approval by the Technical Supervisor. The Orchestra Pit is a place of work for musicians, and any proposed use must be the subject of a risk assessment. A maximum of 22 players and 1 Musical Director is allowed into the pit at any given time for the safety of all users.

Hirers should be aware of the potential risks associated with using the Orchestra pit. These include, but are not limited to:

- Objects such as props may be accidentally dropped into the pit, potentially injuring a musician
- People may trip and fall into the pit injuring themselves and others
- High noise levels can damage musicians hearing
- The use of dry ice / fog machines on stage may flow into the pit, causing a lack of ventilation and therefore decreasing oxygen levels

A Whitehorse Centre Technician will undertake a Risk Assessment of the Pit. This will include the measurement of sound levels using a decibel meter.

Where sound levels exceed 85dB(A), noise control measures, in order of priority are to include:

- The removal of a minimum 3 pit lids.
- Planning schedules of rehearsals or performances to minimise the risk of players being exposed to excessive sound levels
- Optimising separation of players by set-up and/or use of risers and/or screens
- Baffling within the pit to absorb and/or deflect noise. Baffles are already supplied by the Centre. If additional baffles are required these will be supplied at the cost of the client.
- Showing consideration for colleagues within the needs of performance
- Rostering and seating rotation
- Using personal hearing protectors (eg. earplugs)

The Technical Supervisor will determine the number of pit lids that must be removed in order to ensure the orchestra pit is safe to use.

Additional actions that will be taken to reduce risks associated with the use of the Orchestra Pit include:

- Installation of safety nets over the open pit during performances
- The use of a barrier around the pit during non-performance periods
- Taping down of electrical cords
- Establishing a clear access route in event of an emergency

Hirers of the Whitehorse Centre utilising the Orchestra Pit must ensure all consideration has been given to the health and safety of those working on the production. All hirers should seek advice from the Technical Supervisor at initial planning stage when proposing to utilise the Orchestra Pit during a production.

The following conditions must be adhered to at all times with the use of the orchestra pit:

- An orchestra plan must be submitted to the venue of the layout of musicians in the pit prior to the first orchestral rehearsal
- All leads must be secured in the orchestra pit
- There must be clear access for all musicians in the pit to the entry/exit point. 3 crew members must be assigned and trained to lift pit lids when orchestra members are entering and exiting the pit.
- A minimum of 3 pit lids will be removed anytime an orchestra is playing in the pit
- Personal Protective Equipment (PPE) may be required, at cost of the client for orchestra members when working in the pit ie; ear plugs
- As part of the Venue OH&S briefing all members of the pit must be briefed on the evacuation plan of evacuating the orchestra in a sequential manner closest to the exit point. The client and venue technician must ensure the Musical Director is fully aware of this plan and will co-ordinate the evacuation of the pit

For more information on the recommended guidelines for Orchestra Pit use please refer to *Safety Guidelines for the Entertainment Industry* (AEIA/MEAA 2001) and *Employers Guide to OHS in the Entertainment Industry* (AEIA 2004). Both of these publications form part of the Whitehorse Centre OHS Induction CD and are provided with your contract.

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