



CITY OF



WHITEHORSE

# AUDIENCE WELFARE

Looking after the welfare of your audience is vital for the success of any event. Having enough toilets, adequate first aid facilities, a tidy site and drinking water available make a huge difference to the way people experience events.

- First Aid**
- For small events, at least one qualified first aider is required on your event site at all times. They must also be equipped with an adequately stocked first aid kit.
  - For larger events and large sporting events/tournaments, Council requires event organisers to engage a first aid provider.
  - All first aiders and volunteers are to be fully briefed on emergency management procedures including emergency vehicle access points, should a medical emergency occur. A private/discreet treatment area may also be required.
  - Directional signage should be located around the site to direct patrons to first aid points.

- Toilet Facilities**
- All public events require toilet facilities to be available for patrons. The number of toilets required depends on crowd numbers, event duration and the service of alcohol. Event organisers should also consider facilities required by children, the elderly and people with a disability.
  - Many of the parks and reserves within Whitehorse have existing toilet facilities, which will be suitable for smaller events.
  - Accessible Toilets** – plan on providing toilets for everyone; this means that the facilities provided must be suitably sized for parents who need to use baby changing facilities and people in wheelchairs. Most event toilet hire companies can provide accessible toilet facilities.

- Waste Management**
- 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.
  - All event waste is to be removed from the site by the event organiser.**
  - Make sure you have adequate rubbish and recycling bins available, and processes in place to empty bins and collect any litter dropped on the ground throughout your event.

- Drinking Water**
- Where possible, it is good practice to provide free drinking water to patrons attending your event, especially during summer months. Many parks and reserves are already equipped with water fountains, and event organisers can contact Yarra Valley Water [www.yvw.com.au](http://www.yvw.com.au) to book a purpose built hydration station. If water cannot be provided to the general public, include this in your marketing and always ensure that a supply of bottled water is available for first aid.



Questions? Please contact the  
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