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Wodonga Council
Event management planning guide

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Appendix four  Community risk management plan template
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1 Introduction

1.1 Introduction
Wodonga is a great city in which to host events. Organising any event requires considerable hard work and planning. An event organiser needs to be aware of any current and applicable statutes, regulations, by-laws, approved and associated codes of practice relating to the event or individual elements of the event to take appropriate action. This guide demonstrates a range of issues to be considered and resources available that can assist in making for a successful occasion. Event organisers are reminded of the need to make their own enquiries about the issues relating to events in Wodonga. Wodonga Council hopes you find this planning guide of assistance.

1.2 Working with Wodonga Council
Wodonga Council can help ensure your event runs smoothly and is successful. This document can be used to streamline your approach to planning by outlining the responsibilities of Wodonga Council and external bodies, as well as identifying appropriate resources to assist with your event. It can be used as a guide when hosting any event within the city, providing handy tips and advice along the way.

Wodonga Council values community events and the contribution they make to the community. Wodonga Council can provide a variety of assistance in the staging of your event including:

- Event advice (such as food safety, traffic management and waste management);
- Hiring and booking of recreation reserves, parks or areas of open space (including lawn mowing, irrigation, line marking and footpath sweeping);
- Funding through Wodonga Council’s Community Impact Grants;
- Local laws advice;
- Marketing and promotions;
- Event resources (Wodonga Venue Guide, event management and fundraising books for loan at Wodonga Library); and,
- Community education workshops on event management topics.

To contact Wodonga Council’s events team, please refer to the contacts page at the end of this guide.

2 Event planning

2.1 Event purpose and concept
Defining the purpose and concept of your event is an essential starting point of the event management process. Successful events have a clearly stated aim as well as an overall purpose. Each event will have its own set of objectives. You and your event committee should brainstorm some aims and objectives of the event and ensure these are specific, measurable, achievable, realistic and have a time frame.

2.2 Develop an event management plan
Planning is the most important part of running a successful event. Event management planning includes all activities and issues associated with the event and how you are going to plan for them. Your event management plan must include the following important documents:

- Key objectives and measures;
- Project plan, critical path and/or task list listing all the tasks required to deliver the event (appendix one is a sample task list);
- Project budget;
- Program, schedule or run sheet (including contact list);
- Site plan and other details about the venue;
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- Traffic management plan;
- Security brief;
- Contracts with suppliers and entertainers;
- Catering contracts;
- Event promotion/marketing;
- Waste management plan;
- Emergency management plan, including map of evacuation;
- Risk management plan;
- Public liability insurance;
- Wet weather/contingency plan;
- First aid; and,
- Infrastructure and equipment list.

For events that are held annually, a lot of the documentation can be utilised for future years.

2.3 Research
Before investing a lot of time and money into an event, it is important that you research its concept to evaluate the likelihood of its success. You can do this by investigating other similar events that have been held locally or in another location. You should consider any available market research about these events in terms of audience participation and community acceptance. Through the process of researching, you will be able to establish the viability of the event for a Wodonga audience. Then, you can go ahead and plan your event with confidence, implementing and facilitating it in the most appropriate and effective way.

2.4 Organising group/planning committee
It is important to establish a committee with identified roles and responsibilities, or share the workload with professional staff. Dependent on the nature and scope of the event, you may seek the services of a company to help in the planning and management of the event, or some components of the event. A pre-determined fee will apply. Using an external organisation to manage or partly manage the event does not diminish your responsibility to fulfil obligations outlined in this guide.

2.5 Timing
The timing of your event can be crucial to its success. It is important to find out when other events are being staged in the Albury, Wodonga and North East Victoria region so that your event does not suffer from poor attendance. Remember to find out when public holidays are and to be mindful of school holidays. Spring and Autumn are particularly popular times to stage local events. To avoid disappointment, please consult with Wodonga Council’s events co-ordinator or visit visitalburywodonga.com

Consideration also needs to be given to the time of day your event will be run. This must fit with your event concept and target audience. For example, you wouldn’t start a family event at 9pm or hold it during the heat of the day between 11am and 3pm in the summer months. Also, be mindful of the length of the event as this can impact significantly on costs and participation numbers. Once you have identified a date, notify your key stakeholders and place it in their diaries.

3 Budget
In order to successfully plan your event, you will need to develop an accurate and comprehensive budget (appendix two is a budget template). Ensure your GST status has been determined (where applicable) and you are aware of business GST requirements. For more information, go to business.gov.au
3.1 Income
As ticketing is an important means of crowd control, you must consider a ticketing process that involves advanced ticket sales, tickets purchased at the event or both. Your event management plan needs to address:

- Whether the tickets are pre-sold, sold at the gate or both;
- Information provided from the tickets about the event; and,
- A description and/or a copy of the ticket.

3.1.1 Ticketing
If your event is ticketed, it is important to consider where, how and when ticket sales will commence. Depending on the event, pre-selling tickets at a discount price may be a method in securing income early in the planning stage.

The Cube Wodonga is able to sell tickets to an event in Wodonga. A commission will apply for this service. For more information contact The Cube Wodonga.

3.1.2 Sponsorship
Both financial and in-kind sponsorship can contribute to the success of your event. Financial sponsorships assist towards increasing the event budget to be utilised in the planning and organisation of the event, and in-kind sponsorship can provide appropriate goods or services to contribute to improving the quality of your event, or reduce your expenses in your budget. Seeking sponsorship from businesses and organisations can be time consuming and frustrating if you are not strategic in your approach. When shortlisting potential sponsors, make sure their philosophy matches with your event concept and target audience.

Types of sponsorship
Determine what are the costs and requirements associated with each area of the event. Can any of these be offered as sponsorship packages, including:

- Naming rights, sponsoring entire event or sponsoring particular activity within the event;
- Logos prominently placed in advertising and promotional material;
- Signage rights;
- Product sampling or giveaways at event;
- Stalls or information booths at event;
- Licensing rights;
- Merchandising;
- Media coverage;
- Publicity opportunities; and,
- Retail and trade incentives.

Benefits to the sponsor
Determine what benefits the event can offer to sponsors and what are the costs associated with them (such as tickets and hospitality):

- An increase in brand, product and corporate awareness;
- Media coverage;
- An increase in sales; and,
- The generation of awareness and goodwill within the community or target audience toward that particular organisation.

By researching the potential sponsors priorities and guidelines for sponsorship in advance, you can align your approach and submission to these goals. Does the event have a similar target audience to the sponsors? What are the sponsors marketing objectives? What are the sponsors motivations? How can your event provide an opportunity to help their sponsor meet their goals?
Sponsorship prospectus
The event sponsorship prospectus, the selling tool for sponsorship, should include the
below information, which will assist in ‘selling’ the event:
• Brief overview of the event – objectives, date, time, venue;
• Information about your organisation – structure, brief history;
• Key target markets – who attends your event;
• Benefits the event delivers;
• What the event can provide to sponsors and how those benefits will be delivered;
• Outline the opportunity to be involved and costs;
• Any referees or endorsements; and,
• Your contact details and timelines.
You should also ensure you use high quality pictures and proof your prospectus.

It is recommended that you contact the appropriate manager in person to give your
sponsorship request maximum impact. A face-to-face meeting is often the most effective
way to sell your event.

Sponsorship is a commercial investment and not a donation. Both parties must benefit
from sponsorship arrangements.

3.1.3 Wodonga Council Community Impact Grants
Wodonga Council values the contribution that arts, culture, festivals and events make to
a dynamic, diverse and holistic community. These aspects are documented in its Cultural
Services’ Plan 2102-2017. One way the council seeks to support a range of public
entertainment and engagement opportunities is through the Community Impact Grants.

For more information about applying for this funding program for events in Wodonga,
please visit the council’s website.

3.1.4 Grant funding sources
Finding and applying for grants can be a complex and time consuming process often
requiring a lead time of up to six months before your event.

Ensure you read all guidelines and background information for the grant. Contact the
funding agency and ask if your event meets the criteria and what the key areas of focus
are for the grant. Try and obtain as much information as possible about the grant before
you submit your application. Ask if your event and the funding body have aligned goals
and whether the event aligns with the guidelines, criteria and outcomes sought. Ensure
the event budget in the application is clear with income and expense items listed. Grant
funding programs can be accessed by visiting the following websites:

| Table one: Organisations which provide funding for events |
|-------------|---------------------------|
| **Organisation** | **Website**                |
| Federal Government |                          |
| Australia Council for the Arts | australiacouncil.gov.au/grants/fundingguide |
| Australian Government: GrantsLink (access to all grants) | grantslink.gov.au |
| Festivals Australia | arts.gov.au/arts/festivals_australia |
| State Government |                          |
| Arts Victoria | arts.vic.gov.au |
| Film Victoria | film.vic.gov.au/funding |
| Parks Victoria | parkweb.vic.gov.au |
| Regional Development Victoria | rdv.vic.gov.au |
If you are successful in securing funding, make sure you are adequately informed about any obligations you are committed to fulfil. For example, often you are required to report back to your funding body after the event. This will mean you have to collect data during the event such as attendance rates and audience satisfaction feedback.
3.1.5 Raffles and fundraising
Should you wish to hold a raffle or if your event is a fundraising event, you will need to ensure that your event complies with laws and regulations set by the Victorian Commission for Gambling Regulation. Under Wodonga Council Local Laws you cannot conduct a raffle or fundraising activities in a public space without a permit. Please refer to wodonga.vic.gov.au for a permit application form.

3.2 Expenses
It is important to account for all costs associated with the event’s activities. Be sure that you do not overspend on this amount, unless you have income to cover the expense. When considering your budget, don’t forget to include the following where appropriate:
- Venue hire;
- Equipment hire (for example, staging, marquees, trestle tables, toilets and bins);
- Audio visual;
- Entertainers and performers (including Australasian Performing Right Association or Phonographic Performance Company of Australia Ltd licence fees);
- Marketing and promotion;
- Signage;
- Catering;
- Power (for example, consumption at venue and generator hire);
- Permit fees;
- Security;
- Traffic management fees;
- Salaries and fees;
- Travel and accommodation;
- Administration (for example, telephone, postage, insurance and art supplies);
- First aid (St John Ambulance); and,
- Contingency (at least 10 per cent is recommended as a guide);

To obtain the best possible price, contact several suppliers with your event requirements and arrange a quote.

3.3 Cash handling
Should you have a float or the need for cash handling at your event, ensure your staff adopt safe cash handling practices, for example, avoid counting cash in front of event attendees. Ensure you have plenty of change in your float to meet the demands of your event. WorkSafe Victoria has produced a Cash-in-transit guide to managing occupational health and safety in the cash-in-transit industry. For more information visit worksafe.vic.gov.au

4.0 Venue
4.1 Venue selection
A venue needs to be selected depending on its suitability to your event’s concept. Correct venue selection is a critical success factor for an event. Consideration needs to be given to:
- Availability and capacity;
- Cost of using the venue;
- Indoor/outdoor requirements;
- Location and approximate travel time to get there;
- Proximity to public transport, accessibility and adequate car parking;
- Catering facilities and liquor licensing;
- Heating and air conditioning;
- High visibility to attract passing traffic;
- Provision of infrastructure. For example, power, water, toilets, lighting, safety equipment such as fire extinguishers and shelter from weather;
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- Site layout;
- Wet weather options; and,
- Audio visual options.

Wodonga Council produces the *Wodonga Venue Guide* to assist event organisers with researching venues in Wodonga for your event. For further information, visit Wodonga Council’s website or contact the council’s customer focus team to receive a copy.

4.1.2 **Council parks and reserves**
If you wish to use a recreation reserve, public reserve, park or area of open space within Wodonga, you will need to book it through Wodonga Council. To find out about using a Wodonga Council park or reserve, visit wodonga.vic.gov.au, complete the parks and reserves booking form and submit it to the council.

4.2 **Venue/site map and checklist**
A site map should be drafted for your event identifying the utilities and services. The event site plan should indicate north orientation and boundary roads. Other considerations are:
- Directional signage location (non-roadside) with site features, such as buildings, trees, gate and fences;
- Portable drinking water sites;
- Entry and exit points, emergency access and disabled access;
- Event management area;
- First aid stations;
- Possible emergency evacuation areas;
- Fire extinguishers;
- Greens rooms for performers;
- Information booth(s);
- IT equipment – PCs, IT connection, projectors and screens;
- Kitchen or catering facilities;
- Liquor licence/wet and dry areas;
- Lighting for night time events;
- Location of temporary and/or permanent toilets (including disabled);
- Lost and stolen property/lost children;
- Media area;
- Parking (refer to traffic management plan) and disabled parking;
- Performance/entertainment locations;
- Power supply (single or three phase), both existing and temporary;
- Registration area;
- Restricted areas;
- Rubbish bins;
- Seating and/or shade (natural or built);
- Security location;
- Staff/ back of house area;
- Stages and marquees;
- Stalls - food vendors or markets;
- Structures (art and design);
- Telephone access;
- Gas control; and,
- Proposed vehicle access routes.

4.3 **Electricity**
The provision of power for your event is not a council responsibility. Event organisers are urged to carefully assess the power needs of all their activities to provide the required amount of power.
Power comes in two forms; single-phase power and three-phase power. Single-phase power involves a 240kw power outlet. Most domestic loads are single phase. Three-phase systems allow you to power larger motors and other devices such as generators. If using a portable power source such as a generator for your event, power must be earthed. Ideally, these should use bio-fuels and not be unduly noisy.

Most events usually only require access to single-phase power; although, some such as food vendor vans, audio or concert lighting set-ups require a three-phase power supply. It is important when planning your event that you consider the needs of the stakeholders attending the event to ensure that you have adequate resources and a sufficient power supply.

Safety issues must be carefully considered when dealing with power. Worksafe has produced the Electrical Installations On Construction Sites - Industry Standard guide and electrical hazards checklist for event organisers to refer to. Some considerations include:

- Ensure that a 10 amp extension lead with 1.0 mm² flexible cables cores is a maximum 25 metres in length to the power source;
- All electrical equipment and power leads must be tagged and tested by an electrician in the last six months;
- All electrical leads must be covered with approved safety pads to prevent damage by both pedestrian and motorised traffic;
- Ensure that electrical leads and connections are waterproof;
- Generators and distribution boards should be cordoned off from public access; and,
- Potential hazards relating to power must be addressed and included in your risk management plan.

It is also advisable to employ an electrician to be onsite on the day of the event to test and tag any electrical leads or items, to ensure that nothing has been overlooked.

For more information, visit the Energy Safe Victoria or Worksafe websites.

4.4 Dial before you dig

If you are pegging (legs to marquees) or digging at your event, you must ensure that any work undertaken will not damage electricity cables or gas pipelines (or water and communications infrastructure). Tough laws and penalties apply to essential services infrastructure damage. It is an offence to damage cables or pipes, whether the damage is deliberate or a person has been reckless or negligent. The legislation is not designed to penalise responsible people who ‘dial before they dig’ or landowners carrying out normal activities that do not endanger underground infrastructure. Nor do they stop qualified people lawfully doing gas work on pipelines or electricity work on cables. Additionally, damage to underground infrastructure can result in major personal or business expense, injuries and even death.

The Dial Before You Dig initiative is a free national community service that can help you avoid damage to underground pipes and cables. To lodge your request for information for your event go to the Dial Before You Dig website.

4.5 Temporary structures

If you are intending to erect temporary structures for public entertainment at your event, you must follow the following guidelines. A temporary structure includes:

- A booth, tent or marquee or other temporary structure with a floor area more than 100sqm;
- A seating stand (whether enclosed or not) for more than 20 people;
• Stage or platforms (including sky borders and stage wings) exceeding 150sqm floor area; and,
• Pre-fabricated buildings more than 100sqm.

All temporary structures with a floor area more than 100sqm need to be approved by a qualified engineer. Wodonga Council may require an inspection to determine if the permit is being complied with. Thus, it is advisable to make use of a registered building practitioner when erecting such a structure.

Public entertainment cannot be conducted at a place without an occupancy permit. A place of public entertainment includes any place/building having a floor area more than 500sqm which is enclosed or substantially enclosed; or to which admission can be gained by payment of money or other consideration which is used or intended to be used for an entertainment or meeting to which admission may be ordinarily gained by members of the public (The Building Act of 1993 and Building Regulations 2006). Further information can be found on the Victorian Building Authority’s website.

For further enquiries on temporary structures, please contact Wodonga Council’s building and planning teams.

4.5.1 Place of public entertainment (POPE)
A place of public entertainment (POPE) is defined as an area greater than 500m² which is used for public entertainment and is either:
• Enclosed or substantially enclosed; or
• To which admission is gained by giving of money or other consideration.

Requirement for occupancy permit
Pursuant to sections 49 and 50 of the Building Act 1993:
• A person must not conduct public entertainment in a POPE unless an occupancy permit has been issued for the venue. Note: Conduct is defined as having a direct financial interest in the proceeds or profits generated by the event; and,
• The owner or occupier of a POPE must not for fee or reward permit the place to be used for the purpose of providing public entertainment unless an occupancy permit has been issued for the venue.

Note: These requirements bind the Crown, Victorian and Australian governments and their agencies.

If your event is defined as a place of public entertainment, an occupancy permit through Wodonga Building Services at Wodonga Council, must be obtained prior to your event.

4.6 Toilets
Toilet facilities must be able to cater adequately for the number of patrons attending your event. The Building Code of Australia, Volume one, Victoria Appendix, Section Vic H102.4 – Sanitary and amenity facilities in places of public entertainment must be adhered to. Table two also outlines the number of toilet facilities required for events. These figures may be reduced for short events as shown in table three. Disabled access to toilets must be provided as well. It is essential that these facilities be maintained in a clean state throughout the entire event.

If the event is held in a venue such as a park or reserve with existing public toilets and if the appropriate booking system has been applied, Wodonga Council will ensure that the toilets are cleaned prior to the event. You will, however, be responsible for maintaining their cleanliness during the event. It is recommended that toilets be cleaned every two to three hours by contracted cleaning staff, depending upon volume. Don’t forget to buy lots of toilet paper. If your venue does not offer an adequate number of toilets, you will
have to hire portable toilets. Ensure toilets are well lit so as not to provide a security hazard, and are located away from food storage and food service areas.

Table two: recommended number of toilets and washbasins

<table>
<thead>
<tr>
<th>Patrons</th>
<th>&gt;8hrs = 100%</th>
<th>6-8hrs = 80%</th>
<th>4-6hrs = 75%</th>
<th>&lt;4hrs = 70%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male - 50%</td>
<td>Female - 50%</td>
<td>Male - 50%</td>
<td>Female - 50%</td>
</tr>
<tr>
<td></td>
<td>Toilets</td>
<td>Urinals</td>
<td>Basins</td>
<td>Toilets</td>
</tr>
<tr>
<td>&lt; 500</td>
<td>&lt; 250</td>
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<td>1</td>
<td>2</td>
</tr>
<tr>
<td>&lt; 1000</td>
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<td>10</td>
</tr>
</tbody>
</table>

Source: Code of practice for running safer music events and festivals

Department of Health Victoria
4.7 Water
At your event, ensure that staff and volunteers have ready access to free water during the event. Clear directional signage must indicate where to locate water stations. Under the Building Code of Australia, event organisers must:
- Provide one drinking fountain or drinking tap (not a washbasin) for every 200 patrons or part thereof;
- Provide drinkable water that is freely available;
- Provide signage to the water; and,
- Place drinking taps in areas that do not form a bottleneck of patrons.

More information provision of water at events can be found in the Code of Practice for running safer music festival and events by the Department of Health at health.vic.gov.au

4.7.1 North East Water drink tap water station
North East Water has a mobile water station available for large-scale public events. The drink tap water station is subject to availability and eligibility criteria. For more information and bookings, visit newater.com.au

4.8 Waste management
Whether your event is a major festival or a small celebration, provision must be given to the appropriate collection and disposal of waste and recycling during and after your event. Careful planning will ensure that you have sufficient facilities, such as rubbish bins, recycling bins and mini skips, to dispose of all rubbish and recyclables.

As the event organiser, it is your responsibility to manage the event’s waste and leave the venue in a clean and tidy condition. This can be done through a waste management plan. Existing bins and toilets that are onsite should be included in the waste management plan. It is your responsibility to clean and monitor them during and post event and ensure you have organised enough staff/volunteers to help with this job.

What generates waste at an event?
- Boxes, bottles, napkins and plastic wrapping from food and drink vendors;
- Contractors’ signage, cables, materials and equipment;
- Event organisers’ ties, string, signage, tape and so on;
- Animal nurseries;
- Everyone uses the bins and (may) litter the ground; and,
- Toilets (both existing and portable).

The event waste management plan should include information about:
- Cleaning and restocking of existing and temporary toilets prior and during the event;
- Provision of extra toilets;
- Empting existing onsite bins;
- Monitoring and emptying temporary bins during the event;
- Delivery and emptying of skips. As a guide, for every 1000 people, it is suggested that there be provided 10 x 240L waste bins and 10 x 240L recycle bins. Should your event include catering, such as food vendors or a barbecue, you should also consider providing organic bins for event patrons;
- Ensuring contractors (stallholders and food vendors) are responsible for managing the correct disposal of their own waste;
- Pick up of ground litter;
- Cleaning of event infrastructure such as tables and chairs;
- Hire professional cleaning staff who have the right equipment and cleaning stock and make sure they are there at the right times to monitor and clean; and,
- Communicating the event waste management plan to event participants.
As a first step you should assess who will generate waste at the event and estimate how much.

Wastewater cannot be disposed of down stormwater drains. This water needs to go into a sewer outlet.

For more information about bin placement and number of bins for your event, see the Waste Wise Events Bin Placement and Maintenance Guidelines at ecorecycle.sustainability.vic.gov.au

4.8.2 Bin caps
Events bin caps (these are the red, green and yellow caps that sit on top of wheelie bins) are available for community event organisers in Wodonga to support the waste system. Caps can be booked two weeks prior to your event (pending availability) from the council’s waste coordinator.

4.8.3 Sustainable event management
When planning an event in Wodonga, there are many ways in which to reduce the impact it could have on the environment. Some suggestions to assist with your event becoming more environmentally-friendly may include:

• Source local food vendors and entertainment;
• Encourage the use of public transport in all your advertising material by providing relevant route and service information;
• Encourage food and beverage vendors to use reusable or recyclable products and packaging whenever possible (for example, use insulated paper for hot drinks and paper cups for cold drinks – no polystyrene, use cellophane wrap or paper instead of cling wrap, use paper plates not plastic, avoid products that are excessively packaged);
• Use of energy efficient lighting;
• Use of environmentally-friendly cleaning products;
• Provide recycling facilities on event days in as many forms as possible (plastic, cardboard, food scraps);
• Look into providing water trailers for events instead of bottled water;
• Provide and promote bike valet parking;
• Avoid the use of biodiesel generators at your event (unless you can be sure that the biodiesel is from waste oil sources);
• Prohibit the use of balloons at your event; and,
• Reduce the number of flyers/paper handouts given away at your event.

4.9 Disability access
Your event should aim to cater for participants as well as patrons, with a wide range of disabilities including cognitive, sight or hearing impairment, limited or wheelchair mobility. To limit problems and expense, consider the following in event planning:

• Have you provided disabled parking close to the event?
• Are entry doors/gates wide enough and easy to open?
• Is signage to key amenities easy to read?
• Does your marketing include accessibility information to the event?
• Are activity areas (stage, market stalls) wheelchair-accessible?
• Have you provided seating space for wheelchairs?
• Can a person in a wheelchair move about through your site layout?
• Have you provided accessible toilets?
• Is there proximity and good lighting for hearing impaired people to lip read OR, an Australian sign language interpreter to sign key information? And,
• Is there an audio/spoken presentation to enable sight impaired people to follow important parts of the program?
If there is catering at your event, have you provided:
- Drinking straws?
- For special dietary needs?
- Seating and tables?
- Room for wheelchairs or walkers to move around? And,
- Event staff to assist as required?

For information about your responsibility to provide adequate disability access at your event, you can refer to Accessible events guidelines and checklist for organisers, chairs, speakers and MCs written by the Department of Human Services. This publication can be found at dhs.gov.vic.au

If you are running a ticketed event, ensure you are aware of the Companion Card. The Companion Card is issued to eligible people with a significant, permanent disability, who can demonstrate that they are unable to participate at most community activities and venues without lifelong attendant care support. Participating entertainment, leisure and recreation venues/activities will issue the cardholder with a second ticket for their companion at no charge.

For further information about the Companion Card visit companioncard.gov.au or contact the Victorian Companion Card Program on 1800 650 611.

4.10 Lighting
Adequate lighting is a key safety and security factor. Consider sunrise and sunset times, and any lighting needed for set-up through to packing up after the event. If your event is held at night time, ensure you also have emergency lighting should your regular power supply fail.

More information about lighting at events, including strobes and lasers, can be found in the Code of Practice for running safer music festival and events by the Department of Health at health.vic.gov.au

5 Program

5.1 Programs and performers
You need to define clearly the reason for hosting your event giving careful consideration to your target audience. The program content should be selected to support the concept underpinning the event. Activities should be tailored to meet these requirements. A range of performers to keep people interested from the event’s start to finish should be chosen to complement activities. If your event is targeted at children, remember to also cater for parents and carers in the programming.

It can be challenging to source appropriate performers that fit into your event’s theme. You can use the services of agencies to assist you in locating these performers. You may also require licenses from the Australasian Performing Right Association and Australasian Mechanical Copyright Owners Society (APRA AMCOS) or Phonographic Performance Company of Australia (PPCA). APRA AMCOS is a non-profit member organisation with more than 87,000 members who are songwriters, composers and music publishers. APRA AMCOS licenses organisations to play, perform, copy, record or make available its members’ music. The PPCA is a non-profit member organisation that provides licences to Australian businesses to play recorded music in public. PPCA offers blanket licences that cover thousands of record labels and millions of recordings across a vast range of genres.
5.2 VIP protocols
5.2.1 Recognition of indigenous land owners
An Acknowledgement of Country is a means by which all people can show respect for Aboriginal culture and heritage, and the ongoing relationship the traditional custodians have with their land. An Acknowledgement of Country would be used at minor functions such as public speeches, seminars and meetings. On such occasions, a chair or speaker may begin by acknowledging that the meeting is taking place in the country of the traditional custodians. For example:

“I would like to acknowledge the traditional custodians of the land on which we are meeting. I would also like to pay respect to the Elders both past and present and extend that respect to the Elders from other communities who may be here today.”

At major functions such as conferences, naming and/or opening ceremonies, major exhibitions and other functions where official guests and dignitaries are in attendance, it is important that an Elder be asked to conduct the ‘Welcome’. In addition, other welcoming activities such as music and dance may be used under the direction of the Elder.

5.2.2 Wodonga Mayor and/or councillor involvement
You may wish to have the Wodonga Council Mayor or councillor/s attend your event. To extend an invitation, please forward a request in writing to Wodonga Council or phone the executive assistant on (02) 6022 9300.

5.2.3 Australian and Victorian governments
Both Australian and Victorian governments have protocol books and Order of Precedence, which list forms of address and protocols that must be followed if you have royalty, members of state or federal parliament, or local councillors attending your event. For more information, view the Department of Premier and Cabinet website at dpc.vic.gov.au

5.3 Carnival and circus
Carnivals and circus have a code of practice A Good Neighbour Code of Practice for a Circus or Carnival, October 1997. This code aims to protect the amenity of residents and provide a degree of certainty to the circus and carnival industry by setting out the relevant requirements to be met if a site is to be occupied by a circus or a carnival for short periods. For more information visit dtpli.vic.gov.au

5.4 Mechanical rides or jumping castle
While mechanical rides, jumping castles and other inflatables can be a major attraction and provide additional revenue for organisers, they also require careful monitoring and organisation.

If you are planning any kind of mechanical ride or inflatable, you will need to ensure that the providers of the equipment have public liability insurance to the value of $20 million and that their rides have been maintained as per the Occupational Health and Safety Regulation 2007. If your event is being held on council land, you will need to submit this to council. Some equipment may not be able to be used in certain weather conditions, for example, a jumping castle in high winds.

5.5 Helicopters
If your event involves the use of a helicopter you need to advise Wodonga Council as soon as you become aware of it.

The council will advise you if there are any suitable public locations to land the helicopter near the event and require you to submit a risk management plan for your event, as well
as apply for a planning permit if the landing site is within 500 metres from a building which is considered a sensitive use (such as a dwelling, child care centre, education centre and hospital). For more information contact the planning team at Wodonga Council.

If a helicopter is to land in a municipal place, a local laws permit from Wodonga council will also be required.

The helicopter pilot is required to abide by the rules, regulations and safe practices of the Helicopters Federal Aviation Association.

**Landing site issues to manage**
- Cordon off or closing of an area
- Advisory signage
- Weather assessments
- Protection of assets, buildings, windows, vehicles, temporary structures
- Briefing of passengers regarding helicopter safety
- Ground crew to manage the public
- Fire extinguisher
- Traffic Management

**5.6 Run sheet**
Develop a running sheet that sets out when things take place on the day of the event. The document should include items such as set-up of equipment, arrival of VIPs and presentations of awards. The smooth running of an event is dependent upon the people involved knowing what, where and when activities are occurring. Running sheets are critical to ensure that everyone is aware of what is happening and whose responsibility it is to make it happen.

**5.7 Audio visual**
If your event requires audio visual, you must consider the type of equipment you will need. In doing so, you will need to consider:
- Requirements of performers (performers will often provide technical specifications for this);
- The venue size;
- Green room (change room with mirror and water);
- If the event is held indoors or outdoors;
- The anticipated size of the audience;
- Time of day;
- Proximity to residential areas;
- Access to power;
- Stage and staging (for example, access to the stage and stage surface);
- Rigging points for lights;
- Lead covers;
- Microphone and lectern for speeches; and,
- Crowd barriers.

Make sure you test all equipment before your event commences.

**6 Marketing**
As an event organiser, you will be required to be an effective communicator. You will need to plan ways to promote your event to the community and key stakeholders and relay messages to participants on the day of the event.
6.1 Event marketing plan
An event marketing plan will be needed to detail how you will promote your event (appendix three is an event marketing plan template).

Your plan should describe how your target market will hear about your event. It should detail all the promotional opportunities that you will be using for the event. These may include advertising, public relations, internet, social media and direct mail. The plan should include who is responsible for each promotional activity or item and the proposed date for completion.

It is important to ensure that any commitments made to sponsors regarding advertising and promotion is incorporated into your marketing plans.

6.1.1 Target market
Defining the event target market helps you to focus the event marketing efforts on the most profitable/popular segment(s): the people who are most likely to attend the event.

Below is a list of local marketing activities which you may engage for your event in Wodonga:

6.1.2 Advertising
The Australasian Association of National Advertisers (AANA) has developed and reviewed advertising codes applicable in Australia including the AANA Code of Ethics, to ensure that advertisements and other forms of marketing and communications are legal, decent, honest and truthful, and that they have been prepared with a sense of obligation to the consumer and society. For more information visit aana.com.au

6.1.2.1 Basics of designing a poster/advert
Below are some pointers to use when designing a poster/advert for your event:

Size:
Create artwork to a standard paper size. It is better to make an A3 file that can be reduced to other sizes than an A5 that pixelates at bigger sizes.
Basic sizes, width x height:
- A5: 148.5mm x 210mm;
- A4: 210mm x 297mm; and,
- A3: 297mm x 420mm.

Page set-up:
Decide whether you want your poster to be portrait or landscape. Most posters are portrait (210mm wide x 297mm high) and therefore fit better with other posters on a promotion board that way.

The general rule is nothing goes within 3mm of the edges unless that is how it is supposed to look. Words and design that runs close to the edges does not always look good on posters.

Space:
Writing is hard to read when it’s laid over photos or designs. Try to leave space where headings and details can go.

Sponsor logos:
Sponsor logos should go at the bottom. It is best to put them on white space as most business logos are designed to be on white and are supplied that way.

Photos:
If a photo is of a person it must have a written consent form.

Information to include in your event adverts, posters and flyers should include:

- Name of the event;
- Date and time;
- Location/venue;
- Cost; and,
- Contact details.

6.1.2.2 Print advertising in local and regional newspapers

- The Border Mail, phone (02) 6024 0555
- Albury Wodonga News Weekly, phone (02) 6022 5800
- Out and About (published by The Border Mail), phone (02) 6024 0501
- North East Media (including Wangaratta Chronicle and Ovens and Murray Advertiser), phone: (03) 5752 1058
- North East Tourist News (published by North East Media), phone (03) 5723 0100
- NECANA newsletter – Defence area newsletter, phone 0434 710 056, email necana@aapt.net.au

6.1.2.3 Television

- PRIME7 Albury (7mate), phone (02) 6025 1444, email albury.news@prime7.com.au
- WIN Albury (GEM, GO), phone (02) 6058 2699, email albnews@winvic.com.au
- Southern Cross Ten (SC10, One and 11), phone: (02) 6022 4600, email southernnews@sca.com.au

6.1.2.4 Radio

- Star FM 104.9, phone (02) 6022 4600
- The River 105.7, phone (02) 6022 4600
- 1494 2AY, phone (02) 6023 4111
- Edge FM 102.1, phone (02) 6056 5248
- ABC Goulburn-Murray, phone 1300 147 222
- Alpine Radio, phone (03) 5754 4554
- North East Broadcasters, phone (03) 5722 1566

6.1.3 Outdoor advertising

6.1.3.1 Noticeboards

Many local cafes and businesses around Wodonga have noticeboards where you can place a promotional poster or information about your event. Please check with the cafe/business owner before putting up the poster/flyer. If your event is a sporting event, local gyms and sporting facilities may also have a noticeboard where you can display a poster and information about your event.

Local hotels may also be able to display information relating to your event to their guests. For a full list of Albury Wodonga hotels visit visitalburywodonga.com.au

Wodonga Council’s community noticeboards, foyer displays and bus shelter display panels are used to promote council events, activities, programs and services. The community noticeboards are at the following locations:

1. Coles, High St (at rear of building facing car park);
2. Woodland Grove (on Cafe Grove building);
3. Baranduda Community Centre;
4. Kangaroo Store (Bonegilla); and
5. Wodonga Sports and Leisure Centre (below stairwell)

Content will only be accepted from:
• Wodonga Council venues and business units (for example, Wodonga Building Services hot topics, The Cube Wodonga performances);
• Australian or Victorian government departments relating to programs, services, awareness campaigns or legislation relevant to the Wodonga community (for example, Department of Health smoking bans);
• Community groups and/or organisations supported by Wodonga Council through council’s funding programs (for example, Carols by Candlelight); and,
• Community groups and/or organisations partnering with Wodonga Council to deliver activities, programs or services (for example, Gateway Community Health, Garage Sale Trail).

Council officers reserve the right to not display content if it is deemed to be of an unsuitable quality or inappropriate content. G rating classification (or equivalent) is required for all content. G classified media is for general viewing. The impact of the content is very mild.

Where space does not permit all content to be displayed, council projects and significant events with economic benefit to the city will take priority. While it is not guaranteed that your poster will be placed on the council’s noticeboards, event organisers can drop off five A4 posters at Wodonga Council offices, addressed to the marketing team for consideration.

6.1.3.2 The Cube Wodonga Big Screen
The Cube Wodonga Big Screen offers the Wodonga community a vibrant and accessible forum for the showcasing of film, information about community organisations and community events. To book the screen, contact The Cube Wodonga.

6.1.3.3 Other outdoor advertising options in Wodonga
There are several planning and local laws surrounding other outdoor advertising mediums, including A-frames, roadside signage, shipping containers, mobile billboards and visible message boards.

Outdoor advertising in relation to an event should not be located more than 500 metres from the event site and is only allowed for 21 days prior to the event. For more information in relation to the planning permits and locals laws for this, please contact the planning and civic services teams at Wodonga Council.

6.1.4 Direct mail
If planning a direct mail campaign for your event (for example, a letterbox drop to residents or through your organisations database), local advertising distributors can be contacted and can provide their coverage and costings.

If you are using a database, please ensure you are aware of privacy laws. There are laws that can help Victorians protect their privacy. The Privacy Act 1988 (Commonwealth) covers the handling of personal information (including health information) by federal government organisations, credit reporting organisations and parts of the private sector (excluding small businesses). For more information, visit Privacy Victoria on privacy.vic.gov.au

6.1.5 Public relations
Tourism Victoria provides a Working With Media kit for organisations that wish to use the media as a means of promoting your event. This can be downloaded from the Tourism Victoria website at tourism.vic.gov.au/industry-resources/industryresources/working-with-the-media/

6.1.5.1 Newsroom media contacts
Compiling a concise media contact list is vital when distributing media releases. Local media contacts:

- admin@2rem1073fm.com.au
- albnews@winvic.com.au
- albury.news@prime7.com.au
- alburywodonga.regional@abc.net.au
- kdavies@wodonga.vic.gov.au
- news@edgefm.com.au
- news@radio2ay.com.au
- newsdesk@awnw.com.au
- newsroom@bordermail.com.au
- newsroom@localtoday.com.au
- oakfm1013@optusnet.com.au
- paulm@team.aceradio.com.au
- play@bordermail.com.au
- southernnews@sca.com.au
- newsdesk@theage.com.au
- newsdesk@heraldsun.com.au

6.1.5.2 Local newsletters and magazines
Other local industry newsletters and magazines:

- Wodonga Chamber of Commerce newsletter
- Wodonga Council quarterly business newsletter
- Murray Hume Business Enterprise Centre
- NSW Business Chamber

6.1.6 Free website listings for events
Below are some suggested free websites to promote your event (subject to website owner approval).

Details you may include are date, time, location, a short blurb about the event, the event website, contact details should the general public wish to email or call someone about the event, as well as a picture or logo in jpg format.

- Albury Wodonga destination website - visitalburywodonga.com
  To have your event listed here for free, create a listing via eventsvictoria.com
  Once your listing is completed and approved by Visit Victoria, it will automatically feed through to visitalburywodonga.com. All event listings created on eventsvictora.com must meet Australian Tourism Data Warehouse content standards.
  Please contact the Wodonga Visitor Information Centre on 1300 796 222, or tourism@wodonga.vic.gov.au if you require further assistance.
- The Border Mail - bordermail.com.au/community/events
- My Community Connect - mycommunityconnect.com.au
- 2AY - 2ay.com.au/community/add-event
- Prime7 - au.prime7.yahoo.com/v1/lifestyle/infonet/infonet-events

6.1.7 Social media
Social media is a powerful tool to gain exposure for your event. Below are some ideas about different mediums to promote your event through social media.

- Facebook - Make it easy for Facebook users to keep up with event news by creating an event page listing. Your event page is also a great place to encourage networking before the event. Make it easy to share your event. You can also custom audiences to allow you to show ads to people who have already visited the event website. Advertisers can even show event ads to Facebook users who left the website before purchasing a ticket.
• LinkedIn (if it’s a business event)
• Twitter - pick a hashtag for your event for use across all social media channels. Attendees and remote watchers can monitor on Twitter or start a Twitter contest (awarding prizes or free entry for people that can correctly answer marketing trivia via their Twitter feed or hiding prizes around the event, take pictures of their locations and post on Twitter for event attendees to find)
• YouTube - Get the event entertainment to produce teaser content - a simple video would be ideal, or create a highlight reel from prior events.
• QR codes – a type of bar code. Typically a smartphone is used as a QR code scanner, displaying the code and converting it to some useful form URL for an event website.
• Set up an official Flickr gallery for the event, and encourage attendees to take photos and upload them.
• Voting or sending out text messages.
• Podcast.
• Instagram.
• Add your event to your email signature - add a hyperlink to your event website to further spread awareness about your event.

6.2 Signage
Appropriate signage can also be used to promote your event and direct people to amenities/locations at the event. Signs should be installed to provide safe, easy access and movement at your event. Directional signage that indicates where toilets, exits and information booths are located is strongly recommended. Sponsor’s requirements should be taken into consideration when hanging signage. Signs are recommended to provide information about:
• Public phones;
• Entrances and exits;
• Ticketing (including services for people with a disability);
• Toilets;
• Water;
• First aid posts;
• Camping areas and facilities;
• Parking, including disabled parking;
• Information centre;
• Rules relating to alcohol consumption;
• Lost and found;
• Public transport pick-up and drop-off;
• Security;
• No smoking/alcohol consumption (if appropriate);
• Program details;
• Emergency services; and,
• Notice of closures to footpaths or walkways.

If you choose to promote your event using signage, be aware that some signs will require a local laws permit. Please check with Wodonga Council and allow sufficient time for approval of permit requests. Please submit your signage permit a minimum of four weeks prior to your event.

Please note that signage anchored by star pickets/pegs should be approved by council to ensure electrical, gas and telecommunication underground services on council owned land are not affected. Please remember to remove any signage at the end of your event.

6.3 Wodonga Visitor Information Centre
The Wodonga Visitor Information Centre (VIC) is located in Hovell St, Wodonga. Staff can promote your event to visitors passing through the region. The VIC can display an
A4 poster and/or brochures promoting your upcoming event. Feel free to chat to the friendly staff on 1800 796 222 and let them know about your event.

6.3.1 Visitor information centres – regional
If you have a poster or flyer for your event, regional visitor information centres may display these in their centres. You will need to contact the relevant visitor centres to enquire.

- Albury Visitor Information Centre – 1300 252 879
- Yackandandah Visitor Information Centre – (02) 6027 1988
- Beechworth Visitor Information Centre – 1300 366 321
- Rutherglen Visitor Information Centre – 1800 622 871
- Chiltern Visitor Information Centre – (03) 5726 1611
- Corryong Visitor Information Centre – (02) 6076 2277
- Bright Visitor Information Centre – 1300 551 117
- Wangaratta Visitor Information Centre – 1800 801 065
- Corowa Visitor Information Centre – (02) 6033 3221
- Holbrook Visitor Information Centre – (02) 6036 2422

6.4 Professional photography and video recording
If planning to engage a photographer at your event and you intend to use the images in the future for promotion or in a publication, please ensure subjects provide consent of their image being used, as per the Privacy Act 2001.

6.5 Notifying residents
It is important to advise residents and local businesses in close proximity to the event venue, that your event will be taking place. You can notify residents by conducting a letterbox drop in the surrounding areas, including the following information:

- Name of the event;
- Event purpose;
- Number of participants;
- Any disruptions to residents and businesses;
- Road closures;
- Event organiser contact name and number;
- Public transport and disruptions; and,
- Any excessive noise.

7 Event safety and regulations
As an event organiser, there are a lot of legal issues you will need to consider beyond the artistic and creative considerations. The Arts Law Centre of Australia provides information and checklists relating to the legal issues to consider when planning and running an event. For more information, visit artslaw.com.au

Worksafe has produced the Major Events, Advice for Managing Safely publication which provides practical guidance to major event organisers, venue owners and suppliers about the management of safety risks at major events and meeting their duty of care through integrated event safety planning. For more information visit worksafe.vic.gov.au.

7.1 Insurance
It is your responsibility to ensure the safety of staff, volunteers event patrons, general public, contractors, and any equipment that you may own or have hired for the event. It is important to be aware of the different types of insurance available for events, and to discuss your requirements with your insurance provider to ensure your event and associated activities are covered. The below are different types of insurance which may need to be covered.

- Public liability
• Property and equipment
• Product liability
• Personal accident (volunteer insurance)
• Professional indemnity
• Cancellation and abandonment cover
• Cyber liability
• Risks and costs associated with poor attendance or ticket sales
• Weather insurance to protect outdoor and seasonal events

7.1.1 Public liability insurance
Public liability insurance provides financial protection from damage or injury claims made against the event organiser. Public liability insurance may be obtained just to cover the event (including set up and pack down time) or the event may be covered under the organiser’s annual public liability insurance cover. Once you have paid the public liability insurance, the insurance provider will issue your event/organisation a Certificate of Currency. Event organisers need to ensure their public liability insurance policy will cover their event activities.

Public liability insurance is mandatory for all events taking place on council land. If your event is held on council land or within council property, you will need to submit your Certificate of Currency for public liability insurance to council with a minimum of $10 million cover. Your event date must be within date range on the Certificate of Currency for it to be valid for the event. You may also need to ensure that there is adequate insurance cover for any volunteers. Various insurance companies offer a community group insurance scheme with cover available for most community events, celebrations and festivals. Two organisations are localcommunityinsurance.com.au and communityinsurance.com.au

All event organisers are advised to minimise their own public liability exposure by ensuring all contractors, performers, food vendors and other suppliers at your event supply you with a current certificate of currency (public liability insurance) prior to their participation at the event. This is particularly important where high risk activities such as fireworks, mechanical rides, animal petting zoos or large stages are concerned. Please note that a tax invoice is not a certificate of currency and is not accepted as a certificate of currency. For other insurance enquiries, please contact the council’s risk and workplace safety officer.

7.2 Risk management plans
Prior to your event, it is vital that you make an informed assessment of all possible risks associated with the event. Through careful analysis, you must identify any potential hazards that could pose a risk to anyone involved in the event. It is important to include others in this process including emergency services, venue managers and risk assessment officers.

A risk management meeting, attended by key stakeholders, should be held to ensure that possible risks are identified and managed. This should be documented in a risk management plan which will allow you to minimise the risks involved for running of your event.

For events with high risk activities on council land, Wodonga Council will require a copy of your risk management plan to be submitted as part of the venue booking process. Appendix four is an event risk management plan template. For risk management enquiries, please contact the council’s risk and workplace safety officer.
7.2.1 Safework method statements (SWMS)
Under the Occupational Health and Safety Regulations 2007, a SWMS must be prepared before high risk construction work begins and if anyone's health and safety is at risk because of the work. But SWMS can be used for other specific activities at events.

Event-related high risk construction work includes:
- Working at heights of more than two metres;
- Removal or disturbance of asbestos;
- Diving;
- Trenches or shafts deeper than 1.5 metres;
- Temporary supports for structural alterations;
- Powered mobile plant;
- Explosives; or
- Work that is in, on or near:
  - Electrical installations or services;
  - Roads or railways in use by traffic;
  - Water/liquids that pose a drowning risk;
  - Telecommunications towers;
  - Pressurised gas distribution mains or piping;
  - Artificial temperature extremes;
  - Contaminated or flammable atmospheres; or
  - Chemical, fuel or refrigerant lines.

For further information about SWMS visit worksafe.vic.gov.au

7.2.2 Incidents reporting
When an incident occurs at an event (or during set-up and dismantle), record what happened, what investigations occurred, and what was done to prevent future injury or illness in relation to this incident. Worksafe has information on your legal duties reporting incidents, as well as incident report form templates for you to use. Please visit worksafe.vic.gov.au

7.3 Emergency management plan
An emergency management plan is a vital tool of risk planning. This plan will outline your response in the event of a serious incident in those critical minutes before emergency services arrive to take over. Serious incidents may include:
- Dangerous person(s);
- Explosion or fire;
- An extreme weather incident (for example, lightning strike); or
- Collapse of significant event infrastructure such as a stage.

An emergency management plan should consider:
- Possible emergency interruptions;
- Evacuation procedures (including evacuation points and routes);
- Personnel responsible in emergencies and evacuations, including who will call emergency services;
- How the event will be halted and the public notified;
- Emergency services meeting points;
- Ambulance and emergency vehicle loading areas;
- An incident control centre;
- Lines of communication in order of authority (who will notify key stakeholders, such as the council); and,
- Risk management strategy.

People involved in the staging of your event must be familiar with the contents of the emergency management plan. WorkSafe requires that it be provided with notification of
all serious incidents/near missing involving paid staff. Appendix five is an event emergency management plan template.

### 7.4 Extreme weather conditions

Extreme weather conditions can affect the ability of events to commence. Such conditions could be a heat wave, high winds, total fire ban, heavy rain, electrical storms or a Code Red bushfire threat.

The Bureau of Meteorology (BOM) issues weather predictions that include information on wind, temperature, rain, flood and fire danger. If extreme weather conditions are forecast you should consider modifying, postponing or cancelling your event depending on:

- The severity of the conditions;
- Recommendations from emergency services;
- The activities planned at your event; and,
- Inherent risks on the site.

For example, in the case of a heat wave you might make the following modifications to ensure your event is safe:

- Provide additional shelter and shade;
- Provide additional free water to patrons;
- Provide sunscreen;
- Provide additional first aid to treat any cases of heat stress, and ensure Wodonga Hospital is notified;
- Ensure your workers and volunteers have extra breaks;
- Ensure your workers and volunteers are wearing appropriate clothing such as hats and long-sleeved shirts; and,
- Ensure there is information about symptoms of heat stress freely available.

Wodonga experiences prolonged periods of heat from time-to-time and a common sense approach is always required including SunSmart policies, air conditioning and staying out of the heat (especially for elderly or at-risk groups).

The *Wodonga Heatwave Plan 2015* can be used by event organisers to assist with the planning-for and responding-to heatwave conditions for events. For more information visit wodonga.vic.gov.au

November to April is declared a Fire Danger Period by the Country Fire Authority (CFA). During this time there are restrictions on what activities can occur in the CFA controlled areas.

On days of Total Fire Ban you may need to cancel or modify activities that involve naked flames such as barbeques and fireworks. Alternatively you could apply to the Country Fire Authority for a permit for exemption.

On days declared as Code Red by the Fire Authorities, events in bushfire prone areas should be cancelled or postponed.

### 7.5 Emergency services

It is vital that all emergency services including Victoria Police, Country Fire Authority (CFA), Ambulance Victoria and State Emergency Service (SES) have been notified of the intended event. For some events, first aid (St John Ambulance/Red Cross) as well as Wodonga Hospital should be notified. It is important to do this early on in the process and to have contact with these services in the lead up to the event. Some relevant information to pass on includes:

- Venue, date and times of the event;
- Type of event;
• Road closures and details of traffic alterations including car parks;
• Expected number of people attending the event;
• High risk activities at the event (for example, carnival rides or fireworks);
• Emergency management plans; and,
• Event coordinator’s details, including name and mobile phone number.

It is important to identify and record details of local emergency services even if they are not necessarily attending the event (see Table one). The CFA, police and ambulance should be informed about the event either by letter or phone.

7.6 Contingency plan
The contingency plan is formulated after you have conducted a risk assessment and written your risk and emergency management plans. It is necessary to undertake contingency planning to cater in advance for situations that may possibly arise.

7.7 Wodonga Council local laws
Local Laws prescribe, regulate or determine the activities that can occur in a municipal place and some are applicable for events in Wodonga. These differ from council to council. The full list of local laws can be found on the council’s website and ones which may relate to events include:
• Behaviour in municipal places;
• Camping and caravans;
• Roadside signage;
• Consumption of alcohol;
• Road closures;
• Busking;
• Fireworks;
• Animals; and,
• Noise.

A permit is an authorisation or requirement from the council, in accordance with the provisions the local law.

Permit application forms can be found on the council’s website or at Wodonga Council offices. Non-refundable permit application fees apply and should be lodged and paid a minimum two weeks prior to your event. Depending on the size and requirements of your event, sufficient notice is required in order to process the permit application. This will ensure that all requirements are able to be addressed to deliver a safe and successful event.

7.7.1 Events on private land
While the venue may have given approval for an event to take place on private land, the event organiser may still need to seek approval and apply for permits from Wodonga Council and other authorities. Please contact the Wodonga Council events team to discuss the proposal and receive advice.

7.8 Traffic management
7.8.1 Temporary road closure
If you would like a road or street closed for an event/or activity in Wodonga, you will need to apply to Wodonga Council for a Temporary Road Closure – Events permit.

There are several conditions you will need to meet before Wodonga Council will issue a permit. Often council approval alone is not sufficient and other agencies such as Victoria Police will need to be informed and give clearance for the event or activity to go ahead. Wodonga Council has put together this information to help you plan a safe and successful event or activity.
There are a few items that need to be considered in order to prepare for a road closure. These include:

- Appointing a co-ordinator that will act as the principal point of contact with the council/VicRoads/Victoria Police;
- Working out which roads you will be closing for the event and who owns them (for VicRoads-owned streets, you will need to apply through VicRoads and obtain a VicRoads permit first) – refer below for road ownership details;
- If your event is a race that will impact on any road in Wodonga, you will need to apply for a permit from Victoria Police;
- Complete and submit a Wodonga Council Temporary Road Closure – Events permit application, along with a traffic management plan to Wodonga Council;
- Comply with all council local laws and road rules;
- Obtain public liability insurance of at least $10 million;
- Notify emergency services about the road;
- Notify all affected residents, businesses, taxis and bus companies of the event in writing; and,
- Advertise your road closure, if required, in The Border Mail.

Timeframe: Please allow eight weeks’ notice prior to the date of your event and/or road closure to submit an application.

Safe Work Australia have produced Traffic Management: Guide for Events, which can be downloaded and used for events in Wodonga. For more information, visit swa.gov.au

The following roads are owned by VicRoads:
- High St
- Beechworth Rd
- Melbourne Rd between the Hume Freeway and Melrose Dve roundabout
- Lincoln Causeway
- Osburn/Chapple St
- ANZAC Parade to High St
- Murray Valley Highway
- Kiewa Valley Highway
- Hume Freeway
- Bonegilla Road
- Wodonga-Yackandandah Road

To close any of the above, you will need to obtain a permit from VicRoads first.

**7.8.2 VicRoads event permit applications**

There is increasing demand for special events such as filming, fun runs, cycle races, parades and street fairs on Victoria’s roads. VicRoads supports the use of the road network for these purposes, provided that VicRoads receives adequate notice and information to ensure that each event is safe and doesn’t significantly disadvantage other road users. VicRoads takes into consideration safety, traffic congestion and traffic impacts and the effects of all non-road activities.

Where an event takes place on a VicRoads road, applications can be downloaded from the VicRoads website roads.vic.gov.au. In your application you must include the items listed in the VicRoads events application checklist.

Memorandum of Authorisation Applications
Where an event does not take place on a VicRoads road but traffic management or event signage is necessary, a Memorandum of Authorisation (MoA) for installation of signs is required. MoA application forms can be downloaded from the VicRoads website.

NOTE: A copy of the VicRoads permit must be forwarded to Wodonga Council, along with the completed temporary road closure permit application eight weeks prior to your event.

7.8.3 Victoria Police permits
Any person wanting to conduct events that are on or involve public roads, such as foot or bicycle races, including a rolling road closure either within the event itself or as a separate event, marathons, half marathons and so on, must obtain a Police Victoria permit to conduct an event on a public road if the event involves more than 30 competitors and one of the competitors will be declared a winner at the conclusion of the event. Permit applications and further information can be found at police.vic.gov.au

Safe Work Australia has also developed a Traffic management: Guide for events document for event organisers on how to manage risks that may arise from traffic movements at public events. For more information visit swa.gov.au

7.9 Noise levels
Music and other noise from events can often be loud and as a consequence noise pollution can occur. Loud music or noise cannot be projected before midday or after 11pm. Under the State Environmental Protection Policy (Control of Music from Public Premise) No. N-2, if your outdoor event involves the use of amplified music or loud noise, you must monitor your sound levels to ensure they don’t breach 65 decibels (dB) for outdoor venues, when the measurement point is located outdoors and 55 dB when located indoors. For indoor venues, this is five dB during the day/evening and eight dB during the night.

The impact of excessive noise on neighbours also needs to be addressed. Refer to 6.5 Notifying residents for details to include when notifying neighbours.

Further information about Victorian state noise regulations is available via the Environmental Protection Authority’s (EPA) website at epa.vic.gov.au/noise, and for information about protecting staff, volunteers and patrons, visit health.vic.gov.au

7.10 Security
In the early planning stages, you will need to determine the likelihood of security issues arising before, during or after your event. You will need to take into account:

- Crowd control issues;
- Overnight protection of event infrastructure if being held over several days;
- The serving of alcohol; and,
- The safe storage of money.

If any of the listed issues cause you concern, Wodonga Council recommends that you consider contracting a security firm for your event. A security brief would then need to be developed in partnership with the security firm. It should include details of:

- The details of any security firms that have been contracted, including licence details and the number of personnel at the event;
- Roles and responsibilities of staff (including a list of people permitted in restricted areas);
- Victoria Police contact details for the event, including station and contact person;
- Crowd control measures;
- Cash protection measures;
- Equipment protection measures;
Procedures for confiscated or prohibited items;
Details of the venue layout, entrances, exits, first aid posts and potential hazards;
Potential issues that may arise; and,
Areas where public access is restricted.

More information about security at events, including how many to contract for your event, can be found in the *Code of Practice for running safer music festival and events* by the Department of Health at health.vic.gov.au

### 7.11 Crowd management

Worksafe has produced the *Crowd Control At Venues And Events* publication, intended for venue and event host employers, crowd control agencies and crowd control staff. The document provides tools and recommendations for controlling entry into events, monitoring and communicating on crowd and individual behaviour, dealing with potentially aggressive or violent behaviour, and coordinating emergency evacuation of an event. For more information visit worksafe.vic.gov.au

### 7.12 Catering

If your event is running for an extended period of time, you may want to consider catering arrangements. These arrangements should enhance the theme and timing of your event and can be promoted in your marketing campaign. Catering options could include:

- Getting participants to bring their own food;
- Getting community groups such as local service clubs to supply food; or
- Booking mobile food vendors.

You also must take into account the cost of food and its impact on your target audience. Expensive meals can deter families from attending an event. Community groups can provide a low cost catering alternative. This is also an effective way of engaging the community in your commercial event and having funds reinvested into the community. Another option is to book a mobile food vendor. You can often charge a nominal fee for mobile food vendors to attend your event as commercial operators. You must ensure that vendors selling food meet the *Victorian Food Act 1984* requirements. Food vendors should provide you with a copy of their current Victorian Food Act registration documentation that shows they meet the requirement. For more information on food vendors, contact Wodonga Council’s environmental health team.

#### 7.12.1 Food hygiene

If you plan to sell or serve any kind of food in Wodonga, you will need a current *Victorian Food Act 1984* registration or notification.

The Victorian act requires registration/notification regardless of whether you are profitable, non-profitable or a charity organisation. Applications can be made through the Streatrader website and must be made at least 21 working days before the event.

Streatrader will identify the risk class and contact council who will assess the application. A *Statement of Trade* (SOT) will also need to be completed five days prior to the event once the application has been approved. If you are already registered with another Victorian council, please lodge a SOT at least five days prior to trading for Wodonga Council to process.

Failure to register or lodge a SOT could result in enforcement action being taken. For further information, please go to the Streatrader website.
7.12.2 Alcohol – liquor licensing
Any person or organisation that intends to supply liquor in Victoria must apply for a licence from the Victorian Commission for Gambling and Liquor Regulation. The type of licence required will depend on the type of event and how you wish to supply the liquor.

There are temporary licence categories available for persons, businesses, clubs or other organisations holding:
- One-off events, such as a ball or presentation night;
- A one-off event requiring an extension of trading hours; and,
- Large-scale or major events.

Further information, fees and application forms can be found at vcglr.vic.gov.au

Once you have applied, your application will be forwarded to Victoria Police and Wodonga Council for comment. When both authorities approve the application, the Victorian Commission for Gambling and Liquor Regulation will advise that the applicant has been successful.

Wodonga Council local laws do not allow for the consumption of alcohol in public places without a permit. For more information visit wodonga.vic.gov.au

7.12.3 Alcohol management
While the consumption of alcohol is part of many social festivities, responsible behaviour is also necessary. To ensure that responsible use of alcohol is encouraged and enforced at all events, organisers are required to prepare an alcohol policy.

Some aspects to include in your events’ alcohol policy are:
- A signed relevant application form for use of a Wodonga Council reserve/facility, with appropriate indemnities and insurances provided;
- A permit from Liquor Licensing Victoria (LLV) (justice.vic.gov.au/alcohol), once you have sent your application in, a copy is forwarded to Victoria Police for comment. Ensure you allow three weeks for this process;
- Responsible Service of Alcohol certificates for those individuals serving alcohol; and,
- Security personnel.

For further information, visit responsiblealcohol.vic.gov.au

7.13 Fire management
Management of fire hazards should be addressed at the risk assessment phase prior to the event. Sources of fire risks at events may include food vendors cooking using LP gas or audio/visual equipment causing electrical fires. To proactively manage these risks, event organisers and staff should conduct pre-event safety inspections to identify and control any potential risks. The appropriate fire extinguishers should be made available in any high risk areas, for example dry chemical (powder) extinguishers for LP gas or electrical fires, and water extinguisher for wood or paper fires. If needed or in doubt, contact the Country Fire Authority.

7.14 Gas cylinder safety
The use of gas such as LPG at an event requires that event organisers ensure each gas user completes a mandatory safety checklist provided by Energy Safe Victoria, Gas Safety at Outdoor Events. Energy Safe Victoria gas inspectors will attend events to conduct spot checks.
To maintain public safety it is essential that all portable gas cylinders are secured. For information about gas cylinders and safety regulations, please contact Energy Safe of Victoria or visit esv.vic.gov.au

7.15 Fuel storage
If there are powered machines at the event or other requirements for quantities of fuel to be stored, you must comply with Australian Standards AS 1940-1993 for handling and storing fuel. You should include material safety data sheets for any hazardous materials.

7.16 Fireworks
Under Victorian state legislation, fireworks may only be included at your event if they are provided and operated by a pro-technician who is licensed by WorkSafe Victoria. WorkSafe Victoria requires a minimum 14 days notification from a fireworks contractor before fireworks are discharged. A copy of the Notification of Intention to Discharge Fireworks must be submitted with the event permit application along with a Safe Work Method Statement (SWMS) from the fireworks contractor, a map of the discharge site indicating safety clearances and a copy of the resident notification letter/flyer. The latter must be provided to all residents within a 500 to 800m radius (depending on shell size) of the fireworks discharge point advising the date, time and duration of fireworks and that any animals within the vicinity be restrained for the duration of the fireworks.

Event organisers are also required to obtain a Country Fire Authority Permit Schedule 14 and supply a copy of this permit to Wodonga Council if your event falls within the specified Fire Danger Period declared by the CFA. Further information can be found at cfa.vic.gov.au

A local laws permit will also be required if fireworks are discharged in a municipal place. For permit application forms, please visit wodonga.vic.gov.au

7.17 Animals
Farms, zoos and exhibits where patrons may interact with animals provide enjoyment and education for children and adults. However, various infectious diseases that cause gastroenteritis may be spread from animals to humans. Although encounters with animals rarely result in illness, care must be taken to reduce the spread of germs from animals to patrons.

The spread of infection can be prevented by:

- Hand washing - Patrons must wash their hands after leaving an animal enclosure, before eating, drinking or smoking and after removing footwear or soiled clothing. Operators are responsible for providing patrons with information and hand wash facilities to reduce the risk of infection from animals, and staff must be trained to safely manage interactions of humans with animals. The operator must provide sufficient hand washing facilities on site with running water, soap and disposable towels. They should display signs encouraging patrons to wash their hands and signs directing patrons to the hand washing facilities. Children must be supervised while washing their hands;
- Separate eating and drinking - Eating, drinking or smoking should be in an area separate to animal contact areas. Provide and use separate areas for preparing and consuming food and drink, and do not serve raw milk to patrons;
- Supervise children - Children must be closely supervised when with the animals to ensure they do not put their fingers into their mouths while in the animal enclosure or before washing their hands. Dummies and toys should not be allowed in animal enclosures. Dummies or toys that fall on the ground must be washed thoroughly before they are returned to children; and,
• Care for vulnerable groups - The effects of infections acquired from animals may be more severe for vulnerable people including young children, pregnant women, older people, and people with impaired immune systems. Their carers should take particular care with hygiene and weigh the benefits of animal contact against the risk.

7.18 Contracts
If you are planning to engage performers or event suppliers for your event, or if you have secured sponsorship from local businesses, it’s a good idea to have a short letter of agreement or contract between you as the event organiser and them. If the arrangements are in writing, this will ensure that both parties are fully aware of their event responsibilities and obligations including the fees negotiated, the supply of equipment and what occurs if the event is cancelled, and will minimise any disputes that may arise. Make sure this letter of agreement is clear and both parties are happy before signing.

7.19 Postponing or cancelling the event
In the unfortunate circumstance that your event has to be postponed or cancelled, it is advisable this decision be made as early as possible to minimise costs and avoid paying for contracted services. When cancelling your event, please ensure that you undertake the following:
• Notify the media (through media release) such as local radio and television stations as well as The Border Mail (if time permits);
• Update your event website;
• Update social media;
• Place cancellation notices at the venue indicating that the event is cancelled/postponed;
• Contact key stakeholders, including event sponsors; and,
• Ensure you fulfil all agreements such as payment of performer fees (or a portion thereof) as outlined in your contracts (see 7.15 Contracts).

Please remember that if an electrical storm is forecast or takes place at the time of your outdoor event, it is extremely dangerous for paid staff and volunteers to continue to set-up and work. Under your duty of care, it is advised that the event be cancelled or postponed.

8 Human resources

8.1 Staffing
Without the contribution of both paid and volunteer staff, your event would not be successful. When recruiting staff with the desired skills and personal qualities, it is important to clearly define roles and responsibilities so that potential workers can be matched with appropriate duties. Likely roles required at events include:
• Publicity and promotions;
• Catering co-ordinator;
• Performers and staging;
• Safety and emergency services;
• Admission and ticketing;
• Information services;
• Car parking;
• Administration; and,
• Crowd control.

Ensure that you have adequate staff to manage the event. Often local service clubs and community groups are happy to assist.
Information about staff/volunteer fatigue can be found in the Code of Practice for running safer music festival and events by the Department of Health at health.vic.gov.au.

8.1.1 Volunteers
As discussed in the section above, the recruitment of volunteers can be vital to the success of your event. The Albury Wodonga Volunteer Resource Bureau may be able to provide assistance in the sourcing of volunteers.

As part of your volunteer screening process, it is advised that any volunteers aged over 18 years who are recruited, agree to a police check to ensure the protection of all fellow staff and event patrons. Further information can be obtained via the Victoria Police website at police.vic.gov.au

On event days, ensure volunteers sign in and out, and can be easily identified by wearing either the same uniform or high visibility vests. For more information on working with volunteers, visit volunteering.com.au

8.1.2 Working with Children Check
Working with Children Checks (WWCC) are required in Victoria for all staff or volunteers who work with children under the age of 18 (for example, supervising children’s art activities). Event organisers should ensure all staff and volunteers at their events have current WWCC cards. Application forms are available at Australia Post offices. Volunteer applications are free of charge. More information can be found at justice.vic.gov.au/workingwithchildren

8.2 Occupational health and safety
As part of your duty of care to all event staff and attendees, you need to consider the occupational health and safety elements below as an integral part of your event preparations.

8.2.1 First aid
First aid is essential at every public event. Organisers need to consider the mix of first aid options depending on the geography, nature and size of their event. As a general guide, two first aiders and a first aid post should be provided for every 500 to 1000 festival patrons. For large public events, or events involving extra risk factors such as a fun run, the attendance by St John’s Ambulance may be required. It is advisable to discuss and book first aid requirements with Ambulance Victoria a minimum two months before the event.

First aid posts should be signed and easy to find, with access to power, water, tables, chairs, offering both privacy and shelter from the elements.

St John Ambulance or the Red Cross can be contracted for basic first aid requirements. Serious injuries will require Ambulance Victoria. More information can be found in the Code of Practice for running safer music festival and events by the Department of Health at health.vic.gov.au.

8.2.2 Heavy lifting
Ensure all event staff and volunteers demonstrate safe lifting and carrying techniques when setting up and packing down equipment at your event.

8.2.3 Occupation health and safety walk-through
It is strongly advised that the main event co-ordinator and/or an occupational health and safety representative at your event, conduct a walk through 30 to 60 minutes prior to
your event commencing. This process will ensure any potential hazards are identified and rectified before event attendees are present.

8.3 Team briefing (prior to event)
Hold a briefing session for everybody involved with the event to go through the program schedule/run sheet. In addition, explore the contingency plan that you have in place so other members of the team are briefed of the duties and responsibilities in case of any mishaps. Make sure audio visual and IT equipment has been tested and that the master of ceremonies is fully briefed.

More information about event briefings can be found in the Code of Practice for running safer music festival and events by the Department of Health at health.vic.gov.au

9.0 Post event

9.1 Evaluation
A thorough assessment to measure whether you have achieved the event’s purpose is required. Aspects of the event that are successful need to be documented along with areas that need greater work. Feedback should be sought from both patrons and staff in an effort to make an informed assessment of the event’s overall impact. Evaluation questions should determine the success of your event’s aims and objectives. These could include:
- Overall satisfaction or enjoyment of the event. Did it meet expectations? And,
- Any suggestions for improving the event.

Other questions should relate to the actual staging of the event. These could include:
- Please rate the parking ease and availability?
- How did you find out about this event?
- How do you think we could improve promotion?
- Did you find the program enjoyable? And,
- Please rate the catering for this event?

Feedback methods need to be quick and easy for participants to access and answer. They also need to be measurable and useful for event organisers. Suitable methods could include feedback surveys, roving evaluators talking to participants and collection of hard data such as attendance numbers.

9.2 Debriefing
After your event is over, you will need to organise a debriefing to review all aspects of the experience.

Debriefing is a process whereby the event stakeholders have the opportunity to discuss what worked, what didn’t, why it didn’t work and how it could be improved.

All stakeholders should be involved in this forum including the Wodonga Council events’ co-ordinator, sponsors, volunteers, security, vendors, performers and staff. It should be viewed as a worthwhile experience with recommendations greatly assisting the planning for your next event.

Some points to discuss in the debrief:
- List what you thought was successful or worked well in the area you were responsible for;
- List what you thought was not successful or did not work well in the area you were responsible for;
- List your recommendations for the area you were responsible for; and,
- List your recommendations for the whole event.
9.3 Showing appreciation
An event can enhance its reputation and build relationships with all stakeholders by remembering to say “Thanks”. This can take place in the form of a letter or a certificate of appreciation, gifts, post-event celebration, emails or advertisements in newsletters or newspapers.

It is important to acknowledge the hard work of all those involved in your event. Regardless of the extent of their contribution, it is essential to let staff and volunteers know that their efforts are appreciated. It is a good idea to plan an informal gathering for staff/volunteers, to give them the opportunity to talk about the event in a social setting, and in turn give you the opportunity to facilitate a feedback forum. Don’t forget to budget for some catering at your debrief as a sign of your appreciation.

9.4 Grant acquittals
If your event has received funding through a grant, ensure you don’t forget to complete grant acquittal forms and submit them (and any additional paperwork) in time. If you don’t submit a grant acquittal, you could be jeopardising future funding opportunities for your event.

10 Other useful planning information

10.1 Helpful hints for the day
The success of your event can rely upon the realisation of the following helpful hints.
• **Be on time.** Get to your event venue early to ensure all aspects of the event are running on time and according to plan.
• **Carry your contact list.** Make sure you have a contact list of all staff and external authorities handy.
• **Be well briefed.** Make sure you and your staff are available to answer any queries that may arise before or during the event (a frequently asked questions and answer sheet at your information tent can be very handy).
• **Check logistics.** Ensure you have all your logistical requirements and equipment (like maps and mobile phones) at the ready or with the people delegated to operate or manage them.
• **Relax and enjoy the day.** This should be fun for you too.

10.2 SunSmart
As the event organiser, you must protect the health of your event employees, volunteers and patrons. To minimise exposure to harmful UV rays, you should consider:
• Programming activities so that they are not during peak UV radiation times between 11am and 3pm;
• Taking advantage of existing natural shade provided by buildings, trees and other structures and knowing where the shade falls during the time of your event;
• Using portable shade structures where there is no shade;
• Locating key activities such as eating areas in shaded spots;
• Encouraging staff and patrons to wear sun protective clothing including sunglasses and hats; and,
• Providing staff and patrons access to SPF 30 plus broad spectrum sunscreen for use at the event.

For more information how your event can be SunSmart, visit sunsmart.com.au

10.3 Wodonga Visitor Information Centre trailer
For larger events with a high percentage of visitors from outside the Albury-Wodonga region, the Wodonga Visitor Information Centre has a trailer which can be staffed by
volunteers for your event. Please contact the tourism coordinator at the Wodonga Visitor Information Centre at least one month prior to your event to organise.

10.4 Lost and found property
You should have a simple process incorporated for accepting lost and found property at your event. This should be communicated to staff and volunteers prior to the event. A report of all lost and found items should be recorded with the following information:
- Who found the property and handed it in; and,
- Description of the item, time it was found and where it was found.

For an item of value (for example, wallet, mobile phone, camera, car keys or jewellery), it is suggested to take the property to Victoria Police – Wodonga branch with the above details.

At the police station the items are stored, logged, checked against lost property reports and where possible, handed back to their owners.

After three months, if the owners have not been found, the lost property is handed to the person who found them, to charity or sold at a public auction.

10.5 Contacts

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal Affairs Victoria</td>
<td>1300 366 356 dpc.vic.gov.au</td>
</tr>
<tr>
<td>Access Audits Australia</td>
<td>(03) 9431 3472 accessauditsaustralia.com.au</td>
</tr>
<tr>
<td>Albury Wodonga Health – Wodonga Campus</td>
<td>(02) 6051 7111 awh.org.au</td>
</tr>
<tr>
<td>Albury Wodonga Volunteer Resource Bureau</td>
<td>(02) 6021 0990 vrb.org.au</td>
</tr>
<tr>
<td>Ambulance Victoria</td>
<td>(03) 9840 3500 Booking: <a href="mailto:events@ambulance.vic.gov.au">events@ambulance.vic.gov.au</a> Road closures: <a href="mailto:roadclosures@ambulance.vic.gov.au">roadclosures@ambulance.vic.gov.au</a> ambulance.vic.gov.au</td>
</tr>
<tr>
<td>Arts Law Centre of Australia</td>
<td>1800 221 457 artslaw.com.au</td>
</tr>
<tr>
<td>Attorney-General Department’s Crime Prevention and Community Safety</td>
<td>(02) 6250 6711 crimeprevention.gov.au</td>
</tr>
<tr>
<td>Australian Amusements Leisure and Recreation Association</td>
<td>aalara.com.au</td>
</tr>
<tr>
<td>Australian Association of National Advertisers</td>
<td>aana.com.au</td>
</tr>
<tr>
<td>Australian Performing Rights Association (APRA AMCOS)</td>
<td>(03) 9426 5200 apra.com.au</td>
</tr>
<tr>
<td>Bureau of Meteorology</td>
<td>(03) 9669 4000 bom.gov.au</td>
</tr>
<tr>
<td>Community Group Insurance Scheme</td>
<td>(03) 9860 3470 llcq.org.au</td>
</tr>
<tr>
<td>Country Fire Authority (CFA) – District 24</td>
<td>(02) 6056 3022 cfa.vic.gov.au</td>
</tr>
<tr>
<td>Department of Health and Human Services</td>
<td>1300 650 172 dhhs.vic.gov.au</td>
</tr>
<tr>
<td>Department of Justice</td>
<td>(03) 8684 0000 1300 365 111 (for regional callers)</td>
</tr>
</tbody>
</table>
# Event Management Planning Guide

<table>
<thead>
<tr>
<th>Department of Transport, Planning and Local Infrastructure</th>
<th>justice.vic.gov.au</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dial before you dig</strong></td>
<td>1100</td>
</tr>
<tr>
<td>1100.com.au</td>
<td></td>
</tr>
<tr>
<td><strong>Dyson Group (bus)</strong></td>
<td>(02) 6056 3100</td>
</tr>
<tr>
<td>dysongroup.com.au/wodonga</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency calls only — police, fire and ambulance</strong></td>
<td>000</td>
</tr>
<tr>
<td><strong>Energy Safety Victoria</strong></td>
<td>1800 069 588</td>
</tr>
<tr>
<td>esv.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Environmental Protection Authority Victoria</strong></td>
<td>1300 372 842</td>
</tr>
<tr>
<td>epa.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Food Safety Victoria, Department of Human Services</strong></td>
<td>1300 364 352</td>
</tr>
<tr>
<td>health.vic.gov.au/foodsafety</td>
<td></td>
</tr>
<tr>
<td><strong>Liquor Licensing Victoria</strong></td>
<td>(03) 9655 3366</td>
</tr>
<tr>
<td>consumer.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Meetings and Events Australia</strong></td>
<td>(02) 9929 5400</td>
</tr>
<tr>
<td>meetingsevents.com.au/downloads</td>
<td></td>
</tr>
<tr>
<td><strong>North East Water</strong></td>
<td>1300 361 633</td>
</tr>
<tr>
<td>newater.com.au</td>
<td></td>
</tr>
<tr>
<td><strong>Phonographic Performance Company of Australia Limited (PPCA)</strong></td>
<td>(02) 8569 1100</td>
</tr>
<tr>
<td>pppca.com.au</td>
<td></td>
</tr>
<tr>
<td><strong>Poisons Information</strong></td>
<td>13 11 26</td>
</tr>
<tr>
<td>austin.org.au/poisons</td>
<td></td>
</tr>
<tr>
<td><strong>Privacy Victoria</strong></td>
<td>1300 666 444</td>
</tr>
<tr>
<td>privacy.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Pyrotechnics Industry Association of Australia</strong></td>
<td>pyro.asn.au</td>
</tr>
<tr>
<td><strong>Regional Development Victoria</strong></td>
<td>(02) 6056 2166</td>
</tr>
<tr>
<td>rdv.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Resource Smart</strong></td>
<td>1300 363 744</td>
</tr>
<tr>
<td>resourcesmart.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Safe Work Australia</strong></td>
<td>1300 551 832</td>
</tr>
<tr>
<td>swa.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>State Emergency Services (SES)</strong></td>
<td>1300 842 737</td>
</tr>
<tr>
<td>ses.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td>Road closures: <a href="mailto:vhq@ses.gov.au">vhq@ses.gov.au</a></td>
<td></td>
</tr>
<tr>
<td><strong>St John Ambulance</strong></td>
<td>(02) 6059 2980</td>
</tr>
<tr>
<td>stjohn.org.au</td>
<td></td>
</tr>
<tr>
<td><strong>Streatrader</strong></td>
<td>streatrader.healthvic.gov.au</td>
</tr>
<tr>
<td><strong>SunSmart</strong></td>
<td>(03) 9635 5148</td>
</tr>
<tr>
<td>sunsmart.com.au</td>
<td></td>
</tr>
<tr>
<td><strong>Sustainability Victoria</strong></td>
<td>(03) 8626 8700</td>
</tr>
<tr>
<td>sustainability.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>The Cube Wodonga</strong></td>
<td>(02) 6022 9311</td>
</tr>
<tr>
<td>thecubewodonga.com.au</td>
<td></td>
</tr>
<tr>
<td><strong>VicRoads</strong></td>
<td>(03) 9881 8000</td>
</tr>
<tr>
<td>vicroads.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Victorian Building Authority</strong></td>
<td>1300 815 127</td>
</tr>
<tr>
<td>vba.vic.gov.au</td>
<td></td>
</tr>
<tr>
<td><strong>Victorian Gaming Commission</strong></td>
<td>1300 182 457</td>
</tr>
<tr>
<td>vcgrr.vic.gov.au</td>
<td></td>
</tr>
</tbody>
</table>
### Wodonga Council

**Event management planning guide**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria Police – Wodonga</td>
<td>(02) 6049 2600 police.vic.gov.au</td>
</tr>
<tr>
<td>Victoria Police - road permits</td>
<td>(03) 9247 5714 <a href="mailto:oic@police.vic.gov.au">oic@police.vic.gov.au</a></td>
</tr>
<tr>
<td>Victoria Workcover Authority</td>
<td>(03) 9641 1555 workcover.vic.gov.au</td>
</tr>
<tr>
<td>Wodonga Council</td>
<td>(02) 6022 9300 wodonga.vic.gov.au</td>
</tr>
<tr>
<td>Arts and events team, Wodonga Building Services, civic services team, engineering team, environmental health team, waste transfer station team</td>
<td>PO Box 923 Wodonga Vic 3689</td>
</tr>
<tr>
<td>Wodonga Library</td>
<td>(02) 6022 9330 wodongalibrary.com.au</td>
</tr>
<tr>
<td>Wodonga Taxi</td>
<td>(02) 6024 3444 <a href="mailto:wodongataxis@bigpond.com">wodongataxis@bigpond.com</a></td>
</tr>
<tr>
<td>Worksafe Victoria</td>
<td>(03) 8792 9000 worksafe.vic.gov.au</td>
</tr>
</tbody>
</table>

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# APPENDIX ONE: SAMPLE CRITICAL PATH/TASK LIST

**<Event name>**

**<Event location>, <Event date and time>**

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsibilities:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>KEY MILESTONES</strong></td>
<td></td>
</tr>
<tr>
<td>Expression of interest deadline</td>
<td>&lt;insert date&gt;</td>
</tr>
<tr>
<td>Marketing print deadline</td>
<td>&lt;insert date&gt;</td>
</tr>
<tr>
<td>Media launch</td>
<td>&lt;insert date&gt;</td>
</tr>
<tr>
<td>Event date</td>
<td>&lt;insert date&gt;</td>
</tr>
<tr>
<td><strong>TASKS COMPLETED</strong></td>
<td></td>
</tr>
<tr>
<td>Edition date for event</td>
<td></td>
</tr>
<tr>
<td>Steering committee set-up and allocation of sub-committees (set parameters and methodology of communication)</td>
<td></td>
</tr>
<tr>
<td>Research and book venue</td>
<td></td>
</tr>
<tr>
<td>Seven to 10 month prior</td>
<td></td>
</tr>
<tr>
<td><strong>Design and print</strong></td>
<td></td>
</tr>
<tr>
<td>Arrange the design of event logo</td>
<td></td>
</tr>
<tr>
<td><strong>Finance</strong></td>
<td></td>
</tr>
<tr>
<td>Prepare preliminary budget and have signed off</td>
<td></td>
</tr>
<tr>
<td>Confirm booking procedure if tickets are involved, and how people will pay</td>
<td></td>
</tr>
<tr>
<td>Research funding grants to apply for</td>
<td></td>
</tr>
<tr>
<td>Prepare grant applications</td>
<td></td>
</tr>
<tr>
<td>Ensure public liability insurance covers all event activities and volunteers</td>
<td></td>
</tr>
<tr>
<td>If fundraising, ensure all legal requirements are in place</td>
<td></td>
</tr>
<tr>
<td><strong>Management</strong></td>
<td></td>
</tr>
<tr>
<td>Draft critical path for review</td>
<td></td>
</tr>
<tr>
<td>Establish future committees meeting dates</td>
<td></td>
</tr>
<tr>
<td>Prepare committee responsibilities</td>
<td></td>
</tr>
<tr>
<td><strong>Sponsorship</strong></td>
<td></td>
</tr>
<tr>
<td>Establish marketing and communication plan</td>
<td></td>
</tr>
<tr>
<td>Update regional tourism websites with event details</td>
<td></td>
</tr>
<tr>
<td><strong>Program</strong></td>
<td></td>
</tr>
<tr>
<td>Research ideas for entertainment performance/activities</td>
<td></td>
</tr>
<tr>
<td>Develop event objectives</td>
<td></td>
</tr>
<tr>
<td><strong>Sponsorship</strong></td>
<td></td>
</tr>
<tr>
<td>Update information on target audience and any details or involvement from commercial perspective for inclusion in the sponsorship prospectus</td>
<td></td>
</tr>
<tr>
<td>Identify appropriate sponsors</td>
<td></td>
</tr>
<tr>
<td><strong>Six months prior</strong></td>
<td></td>
</tr>
<tr>
<td>Establish with Ambulance Victoria if First Aid is required and book</td>
<td></td>
</tr>
<tr>
<td><strong>Program</strong></td>
<td></td>
</tr>
<tr>
<td>Programme grid developed with performer time allocations</td>
<td></td>
</tr>
<tr>
<td>Book and send contracts for performers, etc.</td>
<td></td>
</tr>
<tr>
<td>Research welcome to country</td>
<td></td>
</tr>
<tr>
<td>Five months prior</td>
<td></td>
</tr>
<tr>
<td>Community participation: expression of interest</td>
<td></td>
</tr>
<tr>
<td>Research appropriate food stalls/vendors and update database</td>
<td></td>
</tr>
<tr>
<td>Send information to potential food stall/vendors</td>
<td></td>
</tr>
<tr>
<td><strong>Entertainment</strong></td>
<td></td>
</tr>
<tr>
<td>Confirm with committee with performers (and check against budget)</td>
<td></td>
</tr>
<tr>
<td>Update master spreadsheet for entertainments</td>
<td></td>
</tr>
<tr>
<td>Send contracts to all performers/activities (including deadlines, requesting photos, biographies and confirming entitlements)</td>
<td></td>
</tr>
<tr>
<td><strong>Management</strong></td>
<td></td>
</tr>
<tr>
<td>Committee meeting</td>
<td></td>
</tr>
<tr>
<td><strong>Marketing</strong></td>
<td></td>
</tr>
<tr>
<td>Final review of critical path on website</td>
<td></td>
</tr>
<tr>
<td>Design promotional material - fans, hats, logo, map</td>
<td></td>
</tr>
<tr>
<td><strong>Sponsorship</strong></td>
<td></td>
</tr>
<tr>
<td>Make a schedule to follow up regularly with potential sponsors</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Venue</strong></td>
<td></td>
</tr>
<tr>
<td>Map out the site</td>
<td></td>
</tr>
<tr>
<td><strong>Critical Path/Task List</strong></td>
<td></td>
</tr>
<tr>
<td>Confirm power requirement by entertainment, food vendors and markets and order additional temporary power</td>
<td></td>
</tr>
<tr>
<td>Confirm if venue lighting is adequate for event or order additional lighting</td>
<td></td>
</tr>
<tr>
<td>Confirm water requirement for patrons and request northeast water bubbler/trailer</td>
<td></td>
</tr>
</tbody>
</table>
### Four months prior

**Entertainment**
- Update master spreadsheet with entertainment contact details
- Review contracts (checking that risk management is complete, data and PPCA licenses are up to date and that public liability insurance is current)

**Finance**
- Review budget

**Food vendors**
- Compile draft contracts and forms
- Raise invoices for food vendors

**Management**
- Committee meeting
- Wet weather contingency plan developed

**Marketing**
- Set program draft and brief
- Budget vs social media for event

### Three months prior

**Entertainment**
- Book accommodation for performers where required

**Food Vendors**
- Send contracts to all food vendors (outlining deadline and confirming entitlements)
- Ensure food vendors register on StreatRader
- Raise invoices for food vendors

**Infrastructure**
- Confirm requirements for shape
- Request quote from audio visual supplier
- Confirm if a CPO is required
- Book portable toilets (including cleaning) if required
- Ascertain if radios will be used to communicate and book
- Ascertain if traffic management is required and book
- Scenic traffic management permits

**Management**
- Committee meeting

**Operations**
- Confirm key requirements for event
- Review draft contracts and forms
- Draft security brief including cash handling onsite if money will be onsite
- Conduct site visit
- Ensure all Walgreens are adhered to
- Plan information area requirements (including furniture and signage) and place orders as required
- Book portable toilets
- Confirm all Walgreens are adhered to
- Ensure keys for venue
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers

### Two months prior

**Food stalls**
- Review contract (checking all elements of risk and that insurance is current)
- Ensure all appropriate paperwork has been submitted including registration, insurance and food safety requirements
- Update master spreadsheet

**Infrastructure**
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers

**Management**
- Draft master spreadsheet
- Undertake committee site visit
- Review master spreadsheet
- Undertake committee site visit
- Confirm all Walgreens are adhered to
- Ensure all Walgreens are adhered to
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers

### Month prior

**Marketing**
- Confirm sponsorship involvement in official opening
- Update sponsor application form
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers

**Security**
- Conduct site visit
- Organise water for green rooms, staff, event patrons and volunteers

### One month prior

**Sponsorship**
- Confirm sponsor involvement in official opening
- Source external volunteers

**Volunteers**
- Update volunteer application form
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers

### Week prior

**Security**
- Conduct site visit
- Organise water for green rooms, staff, event patrons and volunteers

**Volunteers**
- Update volunteer application form
- Confirm event staff/volunteer work hours for event
- Organise water for green rooms, staff, event patrons and volunteers
Month prior
Catering
- Set up pop up cafe
- Order casual meals for onsite
Food stalls
- Book catering facilities
- Send grid sheet to food vendors
- Send food order list
- Send details to relevant stall holders

Infrastructure
- Send site plan, program and emergency evacuation procedures to all suppliers
- Finalise cash float for onsite
- Create site setup
- Mark up site map for OHS and S inspection
- Inform emergency services, Wodonga taxi, Dyson bus and Wodonga hospital if event

Green room
- Order food/beverages for performers

Main stage
- Confirm technical requirements
- Review and finalise stage confirmation to all performers with onsite briefing notes (remember to confirm stage size within briefing notes)
- Coordinate performers, logistics and briefing notes in stage MRC
- Set up housekeeping folder for onsite folder for OHS, OHS, OHS

Organiser M, briefing
Management Committee meeting
- Confirm onsite staff roster
- Print running sheets, program and site plan and distribute to all involved
- Prepare onsite contact list (including performer list)
- Prepare event handbook for staff/volunteers
- Prepare onsite folders (including master folders)
- Prepare stage manager folders

Volunteers
- Volunteer training
- Follow-up internal volunteers
- Volunteer position descriptions
- Incident of volunteers and risk escalation
- Volunteer information packs
- Collate all information for information tent

Weeek of event
Venue
- Secure keys from venue are obtained

Volunteers
- Volunteer info evening

Management
- Team briefing
- Send out
- Onsite (refer to individual run sheet for day)

Dismantle
Post event
Management
- Send thank you letter to volunteers
- Send thank you letter to performers, activities and stall holders
- Committee debrief
- Sponsors meeting and debrief (and return any signage)
- Analyse evaluation results
- Review media coverage
- Send grant acquittal
- Finalise accounts
- Prepare final report
# EVENT BUDGET TEMPLATE

## INCOME

<table>
<thead>
<tr>
<th>PARTICULARS</th>
<th>PROPOSED (Exc GST)</th>
<th>WORKING</th>
<th>ACTUAL</th>
<th>NOTES</th>
</tr>
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**TOTAL INCOME** $ $ $

## EXPENSES

### VENUE HIRE

- Hire fee

### INFRASTRUCTURE

- Stage and marquee hire
- Table and chair hire
- Audio visual (lighting and sound)
- Traffic management
- First aid
- Portable toilets
- Electricity (generator)
- Security
- Waste management

### PROGRAM

- Entertainment
- Stage performers
- Children's activities
- Travel and accommodation for performers
- APRA/PPCA license

### CATERING

- Food/beverages for staff/volunteers
- Food/beverages for performers

### MARKETING

- Design
- Advertising
  - TV
  - radio
  - print
- Printing (poster/program)
- Distribution/postage
- Social media
- Signage
- Photography/filming
- Media launch

### ADMINISTRATION

- Permit fees
- Salaries for staff
- Stationery
- Decorations
- Prizes/trophies
- Insurance for event/volunteers
- Contingency
- Thank you letters to sponsors or volunteers

**TOTAL EXPENSES** $ $ $

**TOTAL** $ $ $
### Appendix three: Event marketing plan template (EVENT NAME AND YEAR)

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<tr>
<th>ACTIVITY</th>
<th>Week 1</th>
<th>Week 2</th>
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Appendix four: Risk Management Plan

The success of your event is measured in many ways and safety is one of them. As part of any good planning process, hazards should be identified and risks assessed and controlled to minimise the potential for injury or harm. Events vary in size, nature and type, but all events require assessment, control and monitoring of risks.

While most people understand this, it can be difficult to apply to a working event document, such as a Risk Management Plan. Remember to start with something simple and build on it. It will become an invaluable tool that you can use to assess event safety – from the planning phase through to the overall evaluation of the event.

Risk assessment is the process of estimating the potential effects or harm of a hazard to determine its risk rating. By determining the level of risk, event organisers can prioritise risks to ensure systematic elimination or minimisation.

In order to determine a risk rating consider:
- The consequence – what will happen and the extent of harm; and
- The likelihood – chances or possibility of it occurring.

This template is designed as a guide to assist event planners to address their hazards in line with risk management processes.

Disclaimer
This publication may refer to legislation that has been amended or repealed. When reading this publication you should always refer to the latest laws.

Date of risk assessment:

Event:

Who is the event manager?

Who is present at this meeting?

(When conducting a risk assessment, include the people who are actually involved in undertaking the tasks. Experience is as important as a fresh perspective when undertaking risk assessment.)

(Add more lines if necessary for each section):

Objectives of the event/project/activity that is the subject of this risk management plan

- 

- 

- 

Context and background information to add more meaning to the above objectives

- 

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-
List the key stakeholders (stakeholders are people and organisations who may affect, be affected by or perceive themselves to be affected by decisions and risks. They can be direct customers, staff, volunteers, suppliers, broader community, funding bodies)

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<thead>
<tr>
<th>Likelihood</th>
<th>Consequence</th>
<th>Minor (4)</th>
<th>Moderate (3)</th>
<th>Major (2)</th>
<th>Catastrophic (1)</th>
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<tbody>
<tr>
<td>Almost certain (A)</td>
<td>Significant</td>
<td>• First aid treatment</td>
<td>• Medical treatment required</td>
<td>• Extensive injuries</td>
<td>• Death</td>
</tr>
<tr>
<td>Can be expected to occur in most circumstances</td>
<td>High</td>
<td>• On-site release of chemical immediately contained</td>
<td>• On-site release of chemical contained with outside assistance</td>
<td>• Loss of production capability</td>
<td>• Toxic release off-site with detrimental effect</td>
</tr>
<tr>
<td>Likely (B)</td>
<td>High</td>
<td>• Temporary halt of event</td>
<td>• Temporary halt of event requiring outside assistance</td>
<td>• Off-site release of chemical with no detrimental effects</td>
<td>• Halt of production with investigation and potential prosecution (for example fire, police, ambulance or WorkSafe)</td>
</tr>
<tr>
<td>Will probably occur in most circumstances in the future</td>
<td>Extreme</td>
<td>• Medium financial loss</td>
<td>• High financial loss</td>
<td>• Halt of event requiring investigation and outside assistance (for example fire, police)</td>
<td>• Halt of event requiring investigation and potential prosecution (for example fire, police, ambulance or WorkSafe)</td>
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<tr>
<td>Possible (C)</td>
<td>High</td>
<td>• Medical treatment required</td>
<td>• High financial loss</td>
<td>• Major financial loss</td>
<td>• Catastrophic financial loss</td>
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<tr>
<td>May occur in some circumstances in the future</td>
<td>Extreme</td>
<td>• On-site release of chemical contained with outside assistance</td>
<td>• High financial loss</td>
<td>• Major financial loss</td>
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<tr>
<td>Unlikely (D)</td>
<td>High</td>
<td>• Medical treatment required</td>
<td>• High financial loss</td>
<td>• Major financial loss</td>
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<tr>
<td>Could occur at some time in the future, but doubtful</td>
<td>High</td>
<td>• On-site release of chemical contained with outside assistance</td>
<td>• High financial loss</td>
<td>• Halt of event requiring investigation and potential prosecution (for example fire, police, ambulance or WorkSafe)</td>
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<tr>
<td>Rare (E)</td>
<td>Significant</td>
<td>• Medical treatment required</td>
<td>• High financial loss</td>
<td>• Major financial loss</td>
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<tr>
<td>Expected to occur only in the most exceptional circumstances</td>
<td>Significant</td>
<td>• On-site release of chemical contained with outside assistance</td>
<td>• High financial loss</td>
<td>• Halt of event requiring investigation and potential prosecution (for example fire, police, ambulance or WorkSafe)</td>
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</tr>
</tbody>
</table>

Extreme risk: immediate action required
High risk: senior management attention needed. Consider suspending or ending activity/ event or implement additional controls
Significant risk: project manager attention required
Moderate risk: management responsibility must be specified
Low risk: manage by routine procedures
For **RISKS**, consider the possibility of (this is not a finite list):

- Food poisoning
- Electrical leads not covered
- Vehicle movement in high pedestrian areas
- Low attendance at event
- Pollution at event (for example, rubbish)
- Litigation
- Financial losses
- Extreme weather – wind, heat or lightening
- No-show from performers/entertainers
- Community dissatisfaction
- Damage to venue or private property
- Breaches of legislation/regulations
- Stage collapse
- Crowd management – crush from crowding or stampede
- Burns from exposed hot plate
- Electrocution from unsafe electrical equipment
- Possible explosion from gas bottle
- Injury or damage from fireworks

<table>
<thead>
<tr>
<th>Risk</th>
<th>GIVE CONTEXT</th>
<th>IDENTIFY RISK</th>
<th>CONTROLS IN PLACE</th>
<th>ANALYSE AND EVALUATE THE RISK (refer to matrix above)</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Outline the risk</td>
<td>How could the risk occur?</td>
<td>What will be implemented to prevent this risk from occurring?</td>
<td>What effect will there be on the event/organisation if the risk does occur?</td>
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## Appendix five: Event Emergency Management Plan template

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<td>Venue address:</td>
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<tr>
<td>Event organiser:</td>
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<tr>
<td>Contact on site:</td>
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<tr>
<td>Date of event:</td>
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<tr>
<td>Prepared by:</td>
</tr>
<tr>
<td>Date prepared:</td>
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</tbody>
</table>

### Venue/event description
*Provide a detailed description of any buildings, temporary structures and temporary fencing*

*Provide a description of event activities*

*What are the event operating hours (including bump in and bump out times)?*

### Scope
*What are the types of potential emergencies identified for the event?*
### Emergency preparation and testing

Specify how onsite staff will be trained

How will the event organiser ensure all personnel, including stall holders, volunteers and performers are aware of emergency management procedures and evacuation procedures?

How will you review your emergency management plan after the event (for recurring events only)?

### General roles and responsibilities

Identify the event staff/volunteers who will be involved in an emergency response and their roles and responsibilities. For large events additional roles to those listed below may be required (for example deputy chief warden, wardens, communications officer).

#### Chief warden (normally event organiser)

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<thead>
<tr>
<th>Name: ___________________________</th>
<th>Area: __________________________</th>
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Responsibilities
- Assume initial control of the situation
- Assess the situation and determine priorities
- Activate the relevant emergency plan
- Ensure that the appropriate emergency service has been notified on 000
- Ensure area wardens are advised of the situation as appropriate
- Nominate relevant personnel to meet and direct emergency services
- Monitor the situation and ensure any action taken is recorded in an incident log
- Liaise with external emergency services upon arrival
- Any other actions as directed by the senior emergency service officer

#### Area wardens (normally senior event staff/volunteer)

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<th>Name: ___________________________</th>
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(List more as required)
Responsibilities
- Receive directions from the chief warden and initiate appropriate action
- Search areas to ensure all people have evacuated
- Ensure orderly flow of people into nominated assembly areas
- Assist occupants with disabilities
- Report status of required activities to the chief warden on completion

Onsite first aiders
Name: __________________________________________________________
Name: __________________________________________________________
(List more as required)
- Collect first aid kit
- Administer first aid as required

All staff
- Carry out tasks as instructed by the chief warden
- Proceed to emergency assembly point advising all patrons to do the same
- Remain in emergency assembly point until advised by chief warden or emergency services personnel that it is safe to leave

Identification of wardens
Provide details of how wardens will be identifiable (for example hats)

Chief warden:
Area wardens:

Communication
How will wardens communicate with each other?

What will be the warning method for alerting the public and staff of an evacuation?

Emergency evacuation procedure
Provide details of how an evacuation will be conducted.

Identify the access and egress paths and emergency assembly point (these must also be shown in the attached site plan)
Procedures for specific emergencies
(Please attach with details of how each identified emergency will be responded to.)

Event site plan
(Please attach)

Provide a detailed site plan of the venue including locations of fire extinguisher, emergency vehicle access, first aid location, exit paths and assembly areas.

List of event emergency control staff/volunteers

The following is a list of those staff/volunteers at the event such as event organiser, wardens, stallholders, amusement operators and general staff who will be required to take actions in the case of an emergency.

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<thead>
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<th>Name</th>
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