



VICTORIA POLICE



Environment,  
Land, Water  
and Planning



Health  
and Human  
Services



Economic Development,  
Jobs, Transport  
and Resources

# Victorian Guidelines for Planning Safe Public Events Edition 01



With thanks to the Public Events Working Group:



Authorised and published by the Victorian Government, Melbourne, November 2018.

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Ambulance Victoria (AV)	- State Events Coordinator
Emergency Management Victoria (EMV)	- Legal and Policy - Capability and Response
Country Fire Authority (CFA)	- Fire and Emergency Management
Dept. of Environment, Land, Water & Planning (DELWP)	- Forest Fire Management - Recreation and Tourism Coordinator - Local Government Victoria (LGV)
Dept. of Health and Human Services (DHHS)	- Emergency Management - Sports and Recreation Victoria
Dept. of Economic Development, Jobs, Transport and Resources (DEDJTR)	- Visit Victoria - Tourism Events and Visitor Economy
Metropolitan Fire Brigade (MFB)	- Community Resilience
Parks Victoria	- Event Management
Victoria Police	- State Emergencies and Support Command
Victoria State Emergency Service (VICSES)	- Operations Readiness
WorkSafe Victoria	- Operations and Emergency Management
Tourism Victoria	

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# Part A: Background and Administrative Considerations

## Section 1: Background

### 1.1 Introduction

The State of Victoria is arguably renowned as the sporting and entertainment capital of Australia. A safely managed and well organised event increases public confidence in event organisers, and in turn, stimulates attendance at future events in Victoria.

These guidelines have been developed through the collaboration of multiple agencies to present best practice for event organisers and agencies involved in the planning of events within Victoria. They are designed to present basic guides and safety measures that an event organiser is required to consider when planning an event.

This document contains a broad range of topics and guides, from risk assessment tools to check-lists, to ensure event organisers engage with all relevant stakeholders and create a safe and well managed environment for all parties to enjoy.

### 1.2 Governance

The *Victorian Guidelines for Safe Public Events* was created as the result of collaboration within a multi-agency working group under the coordination of Emergency Management Victoria (EMV). The guidelines document resides under the auspices of EMV, with the document being hosted and socialised on the EMV external website for use by external stakeholders.

The multi-agency working group will establish a 'Public Event Guide Advisory Panel' consisting of EMV, Victoria Police, Ambulance Victoria, Local Government Victoria (DELWP) and WorkSafe. The role of the advisory panel is to convene on a yearly basis (or as required dependant on the pace of change regarding legislation or policy) to review those sections of the guide relevant to their agencies' charter and to coordinate any changes or updates required to the content.

The advisory panel will be responsible for the collation, validation and approval of required updates or changes and will

manage version control of the document, with the responsibility for external hosting remaining with EMV. All other agency representatives are responsible for dissemination of the guide via their internal networks.

The Chair of the advisory panel will operate on a rotating basis each year, with the chair responsible for the coordination of the review, update and version control process.

### 1.3 About this Resource

The *Victorian Guidelines for Planning Safe Public Events* have been primarily created as a resource guide for event organisers. However, it is also a useful tool for local governments, emergency services and other government agencies. They have been developed to make events safer, identify basic standards necessary to satisfy authorities and provide a consistent, state-wide, approach to public event safety.

When using the guidelines, the nature, size and complexity of the event must be considered in the planning of events. Care needs to be taken to selectively determine appropriate controls for the risks identified for each event.

The guidelines provide advice on issues that are not covered by legislation, and also contain information to assist in interpreting prescribed legislation, such as the *Building Code of Australia* and the *Building Regulations 2006*. It is important to note that even though a venue may comply with all prescribed legislation, it does not mean that all necessary health or safety aspects have been addressed.

While this guide is not, a legislative document, it should be considered a best practice guideline document.

#### What is a public event?

An event is a gathering of people brought together for a common purpose by some prearrangement. Public events come in many sizes, types, and levels of complexity.

They can be hosted in permanent, purpose-built venues or adapted to temporary environments. They can be commercial ventures, or provide a not-for-profit experience for the local community. They may use existing infrastructure, or add additional overlay. They may provide their own event team members, or outsource some functions to contractors.

Often they are referred to as small, medium, or major events, and each event is unique and poses its own specific safety risks.

Major events have one thing in common - they attract large crowds. Other factors which define major events include:

- The requirement for complex planning.
- a high profile that attracts media attention.
- a number of very distinct planning, construction and operational phases before, during and after the event is held.
- a significant and diverse range of stakeholders.
- large numbers of employees and volunteers, some of whom may be inexperienced.
- potentially of national or international focus.
- a time-critical project.
- a broad economic impact on the local, regional, state or national economy.
- the requirement for careful consideration and management of safety risks.

Small events are typically things like school fêtes, small farmer's markets and street events.

Medium sized events are typically regional shows, music festivals and similar events.

Small and medium events generally do not have a need for complex planning (as required for a major event) but still require comprehensive safety planning and systems.

These guidelines are intended for use by all public event organisers. It provides best practice guidance and provides information about organisers' duties under a range of legislation to ensure the safety of event participants, people involved in setting up/dismantling and running the event, and the public.

A considerable amount of information in the guidelines is relevant to major events and concerts. However, the document has been arranged so that the pertinent requirements can be easily defined for smaller, lower risk events.

These guidelines contain information for a variety of event types including rave/music parties, concerts and large sporting events.

## 1.4 Approvals/Applications

Each event is different and the specific approvals required will depend upon the type of event.

The approvals below are those that apply to most events. Event organisers must consult with local government to determine all of the required approvals for their area.

Where an event is to be held on public land not managed by local government (e.g. parks and reserves managed by Parks Victoria, State forests managed by the Department of Environment, Land, Water & Planning, or land managed under Committee of Management), a permit to hold the event must be secured from the relevant public land manager.

For events held on arterial roads (e.g. marathons, cycling, etc.), event organisers must obtain relevant permit from VicRoads, that is either a Section 99B (1) of the *Road Safety Act 1986* Permit (S99B Permit) or a Memorandum of Authorisation (MOA) for use of traffic control devices as part of the event traffic management plan (TMP). A Victoria Police permit is also required for cycle/foot races held on roads.

### How to apply

Refer to the specific sections within this resource for information on how to apply for each approval.

### When do I need to apply?

For any event, a number of different types of approvals may be required. If your event is within a facility that has a permanent approval for events such as yours (e.g. a large sporting event at a sporting complex) then formal approval may not be required. However, risk management and other matters outlined within these guidelines still need to be addressed.

Information on the requirements for each approval is contained within the guidelines. A summary of approvals that are required can be found in **Appendix 1**.

### Local government approval

A local government, often referred to as the 'local council', is the key government organisation as far as events are concerned. It is the only organisation that is involved with every event. Local councils have a number of statutory responsibilities across a variety of legislation. **Local government should be the first organisation to contact, see council websites for specific council information.**

If your event is not within a permanent facility approved to conduct events similar to yours, then an application may need to be submitted to local government for appropriate permits. Local government should advise you of information and types of permits that will apply to the event.

Primarily, local government will consider how your event will affect the local community and services. If you are unsure what is required, refer to the local government in whose jurisdiction the event will be held.

Some local governments may have specific local laws that require consideration. They will be able to advise you about such specific requirements. The following are examples of permits that event managers may be required to have for their event.

### Planning approval – *Approval to vary land use*

If an event is to be conducted on a site that is not in compliance with the relevant planning scheme requirements, then local government may require a separate planning approval. The requirement for a planning approval should be determined when the initial application is lodged. Some local governments do not require a formal planning application to approve one-off events.

### Liquor licence – *Approval to sell or supply alcohol*

If it is intended that liquor is to be sold and supplied at an event, then a liquor licence, or a variation to an existing licence, is required. It must be approved by the Victorian Commission for Gambling and Liquor Regulation. For more information on how to apply for a liquor licence visit the website at: [www.vcglr.vic.gov.au](http://www.vcglr.vic.gov.au) or telephone the VCGLR on 1300 182 457.

### Noise management - *Approvals*

Event organisers need to be considerate of the amenity of area surrounding the event. Noise from the event, such as vehicles, music and patrons can cause a disturbance. Event plans should take into account potential noise issues. Measures such as crowd control, location of loudspeakers and timing of events can improve control of noise.

Noise levels are subject to the nuisance provisions of the *Public Health and Wellbeing Act 2008*, and excessive noise after certain times may be subject to restrictions. Noise is also subject to the requirements of the *Environment Protection Act 1970*. Your local government will be able to advise on requirements.

### Application for food and drink outlets

All food vendors must notify or be registered with their local government under the requirements of the *Food Act 1984*. Specific requirements for food and an application form to sell food from temporary food premises are contained in **Guideline 20: Food Safety and temporary food stalls**. Generally it is the food vendor's responsibility to seek approval individually. It is the event organiser's responsibility to ensure that the relevant vendors have obtained appropriate approvals.

### Camping

If your event includes camping then specific approval must be obtained from local government. Special approval to camp would also be required from the public land manager (where relevant).



# Section 2: Roles and Responsibilities

## 2.1 Roles and Responsibilities

A variety of legislation dictates the roles and responsibilities for people and organisations managing events. Events generally have five phases (see diagram 1 ▼). During each phase organisations have certain roles and responsibilities that they must carry out. An overview of these roles and responsibilities is outlined in this section.

A summary table of key roles and responsibilities during each event phase can be found in *Appendix 2*.

▼ **Diagram 1** Five phases of an event



# Section 3:

## Administrative Considerations

### 3.1 General Administrative Considerations

This section covers some of the general administrative considerations for event organisers and local governments. These considerations should be addressed before the event.

#### Event organisers

##### 1. Zoning

- Noisy events should be located in areas that are suitably zoned in accordance with town planning schemes.
- Local government event approvals should consider the effects on the local community before, during and after the event.

##### 2. Fees

- Because of the cost to set and monitor conditions, most local governments will charge a fee. The fee will vary according to the type of event (e.g. concert, dance party, etc.) and should reflect the costs incurred.

##### 3. Communication with promoter

- The promoter or event manager must be able to be contacted at all times by local government and emergency services representatives prior to and during the event.
- For major events, minor day-to-day issues should be delegated to a supervisor to allow the event organiser to focus on critical issues.
- The promoter or event manager must be responsible for the event, and have the authority to order the venue to be evacuated in an emergency.
- Complaints 'hot line' numbers must be established, and attended throughout the event, and have backup systems to ensure all calls are answered. Ideally, only one should be a mobile phone.

##### 4. Ticketing arrangements

- Money for advance ticket sales received by venue operators or independent booking outlets should be held in trust to cover refunds should the performance be cancelled.
- Keep accurate record of ticket sales both at the gate and/or pre-paid to be able to demonstrate compliance with planning permit condition in respect of total patron numbers permitted at the event. This is required to assist emergency services in respect to evacuation planning.
- Patrons shall be entitled to a full refund or ticket exchange option in situations such as:
  - Main attraction/event cancelled or re-scheduled.
  - Main attraction/star performer(s) are cancelled and substitute arrange.

##### 5. Conditions of entry

- Event advertising and event tickets must clearly identify and advise the patrons of restrictions that may apply to the venue such as:
  - Age restrictions.
  - Pass out availability.
  - Prohibited items.
  - Opening times.
  - Special transport arrangements.

## 3.2 Local Governments

### Event policies

- It is recommended that local governments that frequently host events in their municipality consider establishing policies in relation to approving and managing high and low-risk events so that they have a position in advance of an application.
- A policy on large events should prioritise the safety of patrons and the prevention of alcohol and drug-related harm and other problems.
- Policies should consider the demography of their local community and the culture that they wish to support.
- Policies should link, where possible, to the aims of relevant schemes and other policies to minimise problems and promote community safety and well-being.
- They should also identify roles, responsibilities, and delegation levels for officers so that there is a clear understanding of the delegated authority of approving officers.

## 3.3 Insurance Requirements

Event organisers must consider a range of insurance policies for their event, the event patrons, and event staff and contractors. The following are the more common types of insurance that are recommended, and wherever a particular form of insurance is required, event organisers should obtain a Certificate of Currency for the dates of the event:

- Public Liability Insurance with an Australian Prudential Regulation Authority (APRA) approved insurer.
- Building and Contents Insurance.
- Events may include employees such as security guards, promoters and/or sponsors. As per legal requirements, the employers of these individuals are required to have in place Workers' Compensation cover.
- Personal Accident Cover for volunteers (i.e. effectively to replace Workers' Compensation cover).
- Motor Vehicle Insurance.



## Guideline 1: Venue Suitability

### Guidelines

Consider the following issues when selecting a venue:

- Acceptance of the proposed event by neighbouring properties and tenants, and the potential impact on them.
- Proximity to suitable public transport.
- Off-road parking for patrons.
- Off-road parking for set up and take down personnel.
- Provision for policing, first aid and command facilities.
- Facility and amenities able to meet the needs of the proposed numbers.
- Buffer zones between noise sources and noise-sensitive neighbouring properties.
- Absence of toxic industries in close proximity to the event.
- Pleasant environment for patrons, chill-out space, shade in summer, rain protection in winter.
- Adequate toilet facilities.

### Emergency services considerations

The information contained below should be able to be formulated into a risk matrix decision guide.

- What are the identified risks and their mitigation strategy?
- Assessment of the site from impact of fire (bushfire/grassfire) during the declared Fire Danger Period.
  - Is the site within the Bushfire Management Overlay (BMO)?
  - What is the risk to the site/location in the Victorian Fire Risk Register (VFRR)?
  - Does the CFA have a preference to recommend an event location? (e.g. Either outside of BMO and below the Extreme rating in VFRR)?
  - What is the Fire History within the locality of the event?

- Can the venue support Neighbourhood Safer Place (NSP) criteria for open space separation distances for selection of emergency assembly areas? (i.e. radiant heat exposure level  $<2\text{Kw/m}^2$ ).
- Do you need to consider heat wave conditions and protection treatments?
- Do you need to consider crowd protection treatments – bollards/barriers, etc. of suitable design and rating?
- Can the designated emergency Assembly Area cater for the total number of allowable patrons? (i.e.  $1.5\text{m}^2$  / person, based on Industry based Fire Service Provider previous experience).
- Can the venue support required camping separation distances to minimise potential fire spread? (i.e. gridded camping arrangements, and blocks no greater than  $20 \times 20\text{m}$ , which allows access from either end of block by a single length of 38mm hose at 30m in length).
- Storm protection for patrons.
- Level of health and medical services engaged.
- Security requirements of the site and the venue.
- Crowd demographic and number.
- On-site emergency assembly and evacuation points.
- Multiple emergency service access and egress routes.

## Guideline 2: Creating an Accessible Event

### Background

- In 2009, Victoria had an estimated population of around 5.4 million people, of which an estimated one million or 18 per cent of the population were people with a disability.
- Whether your event is specifically targeted at a section of the population or is designed for the general public, the likelihood of people with disabilities attending is high.

### Guidelines

Events that accommodate the needs of everyone in the community will be the most successful in terms of attendance, participation, public relations and safety. Facilities should be designed to comply with AS 1428.1 Design for access and mobility.

Under both state/territory and Federal law, making events accessible for people with disabilities is a legal requirement, but with approximately four million people with disabilities in Australia who have significant spending power, providing access is also an important commercial decision.

## Emergency Evacuation

It is imperative for as many to evacuate within the shortest possible time. According to the DP4 Performance Requirement of the *Disability Standards 2010*, exits must be provided from a building to allow occupants to evacuate safely, with their number, location and dimensions being appropriate to:

- (a) The number, mobility and other characteristics of occupants; and
- (b) The function or use of the building

Just as it is accepted that some show rides are unsuitable for those of small stature or limited mobility, there are some areas at events such as mosh-pits that pose an extreme hazard. Therefore alternative arrangements need to be made for a safer viewing environment for people with a disability.

### Further information

The Meetings and Events Industry of Australia has developed a guide in partnership with the Australian Human Rights Commission to assist those responsible for organising events to ensure they are accessible for people with a disability. The guide can be found at:

[www.meetingsevents.com.au/downloads/Accessible\\_Events\\_Guide.pdf](http://www.meetingsevents.com.au/downloads/Accessible_Events_Guide.pdf)

The Department of Health and Human Services has published guidelines, 'Accessible Events Guidelines and Checklist', which can be found at:

[www.providers.dhhs.vic.gov.au/accessible-events-guide-lines-and-checklist-word](http://www.providers.dhhs.vic.gov.au/accessible-events-guide-lines-and-checklist-word) These guidelines should be considered when planning your event.

## Guideline 3: Preliminary Event Rating

### Background

- Events are rated according to risk to assist approving authorities and emergency responders to allocate appropriate resources – high-risk events require more thorough planning and surveillance whilst low-risk events will need far less scrutiny and resources.
- The risk matrix found in **Appendix 4** is intended to provide a quick rating to assist organisers and approving authorities to quickly identify the type of event that is proposed. It does not remove the requirement for Risk Management Planning in accordance with *AS 31000:2009 Risk Management – Principles and Guidelines*.

## Guideline 4: Risk Management

### Background

- Risk management is a logical and systematic method to identify, analyse, treat, monitor and communicate risks associated with any activity, function or process.
- Effective risk management is essential for the success of any public event.

### Risk management principles and guidelines (AS/NZS 31000:2009)

AS/NZS 31000 is a generic standard to establish and implement a risk management plan. It outlines steps which, when taken in sequence, will enable continual improvement in decision making.

#### Definition: Risk management

AS/NZS 31000 defines risk assessment as “the overall process of risk identification, risk analysis and risk evaluation.” For the purposes of this guideline, the term *risk assessment* will refer to the steps outlined in **diagram 2**.

#### Developing a risk management plan

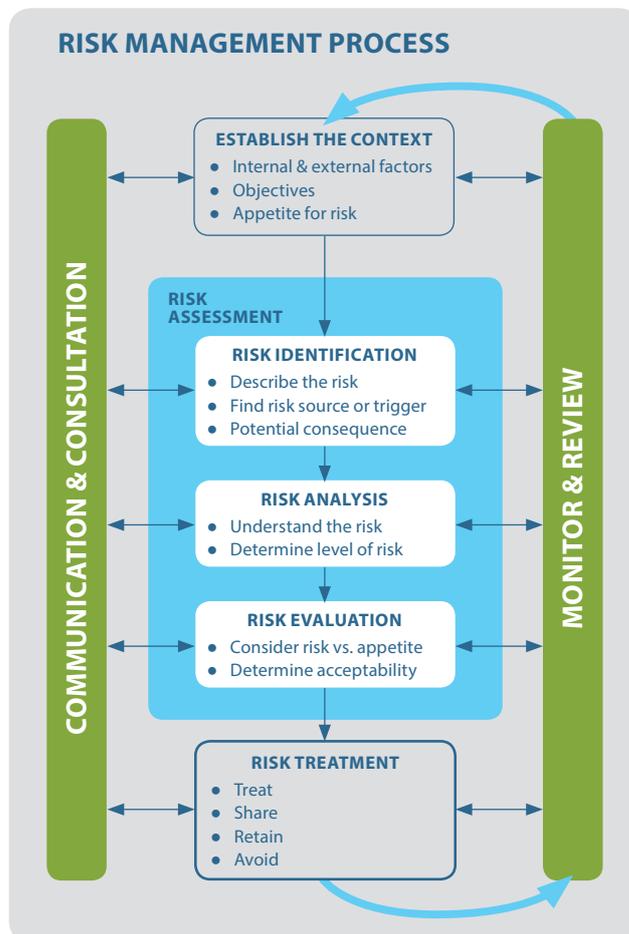
The development of a risk management plan is considered best practice in event management, and it is a process that is widely implemented and utilised across the community, business, and emergency management sectors.

Organisers of events where 5,000 or more people are expected to attend should develop a risk management plan in accordance with AS/NZS 31000 and the process outlined in **diagram 2**. It is important to contact local government to ascertain whether there is a mandate requirement to provide these as part of

the event application process. Other agencies may require risk management plans for smaller events and it is recommended that all events develop a plan.

#### ▼ Diagram 2

The Risk Management Process Model (AS/NZ 31000)



The risk management plan should include:

- Event details.
- Stakeholders.
- Consequence and likelihood descriptors.
- The risk matrix analysis.
- Risk register.
- Action response plans, which should include the initial and treated risk descriptors.

#### Submitting the risk management plan to local government

Risk management plans should be submitted early in the approval process (check with your local government to find out when) and remain a working document until the final briefing. This will assist in identifying critical issues where amendments may be necessary, such as infrastructure. All risk management plans must be treated and stored as highly confidential documents.

### Carrying out the risk management plan during and after the event

Monitor event risks throughout the event, and document any inappropriate treatments (which will show as injuries or disruption to plans).

In response to any documented incidents, changes should be made to the risk management plan and its implementation as the event progresses. Mitigation measures should be put in place on the identification or realisation of a risk to prevent it happening again during the event.

### Post event

After the event, a debrief of the event, including a review of the risk management plan should be carried out by the event manager. At the debriefing, improvements for future events are identified and successful elements should also be identified. The review process should be completed prior to when the stakeholders gather to plan the next event. **Appendix 6** outlines considerations for conducting an Event Debrief.

### Local government and other agencies risk management plan assessment

- Local government should assess risk management plans in accordance with their own requirements.
- To ensure the risk management plan is as effective as possible, local government should consider the following table.

▼ **Table 1.** Assessment tool

ASSESSMENT OF RISK MANAGEMENT PLANS
<input type="checkbox"/> Does the plan identify the objectives?
<input type="checkbox"/> Does the plan establish the context?
<input type="checkbox"/> Has the plan included relevant stakeholders (e.g. Emergency Services Agencies) in its development?
<input type="checkbox"/> Are the risks clearly defined?
<input type="checkbox"/> Are the likelihoods and consequences used to determine the risks defined and relevant?
<input type="checkbox"/> Does the plan address all public areas or areas likely to impact upon the health, safety or amenity of the public?
<input type="checkbox"/> Are the strategies proposed to address risks appropriate and known to be effective?
<input type="checkbox"/> Have large events been dissected into manageable areas?

## Guideline 5: Emergency Management

### Background

In Victoria, an ‘emergency’ means the actual or imminent occurrence of an event which in any way endangers or threatens to endanger:

- the safety or health of any person, or
- which destroys or damages (or threatens to do so), any property, or
- endangers (or threatens to endanger) the environment or an element of the environment.

In addition, emergencies can also threaten the reputation of the event, reduce attendance, affect the safety of attendees or the community, or decrease the revenue from the event.

**Emergency management** is defined as the plans, structures arrangements and processes that are established to reduce loss of life and property and to protect assets from all types of hazards through a comprehensive, risk-based, emergency management program of mitigation, preparedness, response and recovery. An **emergency management plan** outlines this process in relation to your event.

## EXAMPLES OF AN EMERGENCY SITUATION

1. Crowd crush.	7. Loss of key supplier or customer.
2. Fire.	8. Explosion.
3. Flood or flash flood.	9. Biological agent release (bioterrorism).
4. Severe weather.	10. Communications failure.
5. Earthquake.	11. Escalated fire danger ratings
6. Civil disturbance.	12. Mass overdose

### Guidelines

- An **emergency management plan** should be prepared and approved by the **event manager**, and approved by local government for every event with more than 5,000 patrons, events where alcohol will be consumed, or as otherwise required by local government.
- Plans should be provided for all medium and high-risk events (local government has discretion to require plans for other events).
- Plans must comply with *AS 3745, Planning for emergencies in facilities* which can be found at: [infostore.saiglobal.com/en-au/Search/All/?searchTerm=3745](http://infostore.saiglobal.com/en-au/Search/All/?searchTerm=3745)  
This standard recommends procedures for the safety of people during emergencies, guidelines for the appointment of the Emergency Planning Committee and the setting up of the Emergency Control Organisation.
- **Emergency services** must be provided with event details, emergency contact details and venue access requirements.
- An **emergency management plan** should encompass:
  - 1. Emergency planning and preparedness.**  
Event descriptor
    - Describe the event location.
    - Number of patrons expected.
    - Duration – start / finish times.
    - Type of event – ‘music festival / markets / sporting’.
    - On-site camping?
    - Detailed site plan to be provided.
    - Emergency Service Vehicular Access in and around the site.
  - 2. Hazard identification and mitigation.**
    - Fuel loads and mitigation measures proposed.
    - Detail any proposed Fire related activities – Fireworks / Fire Twirling / Theatrical Fire Performances.
    - How your event will respond to Fire Danger Ratings and or public information advice and warnings.
  - 3. Emergency response.**
    - Command structure & contact details (EMT).
    - Personnel, training / qualifications.
    - Staff Resourcing – Rostering (hours of work).
    - Resources – Appliances size, type and number required.
    - Incident notification procedure and established communication channels with relevant emergency service for duration of event.
  - 4. Evacuation.**
    - Identify access and evacuation routes.
    - Identification and selection of multiple emergency assembly area locations.
    - Identify personnel who can authorise evacuation.
- Security and key personnel must be familiar with the emergency procedures within the emergency management plan.
- Security and key personnel should be briefed immediately before each event.

## Bush fire risk / Code Red fire declarations

The Bureau of Meteorology, in conjunction with Emergency Management Victoria, and the state's fire agencies, regularly review the bush fire risk the state faces, and issues warnings and information to the community and public based on this.

**Copies of the emergency management plan should be presented to police and local government at least 40 days prior to the event.**

This can be reflected in either a *Fire Danger Rating*, or a *Total Fire Ban*.

*Fire Danger Ratings* predict fire behaviour should a fire start, and how hard it will be to put out. They are based on the weather forecast for each of the nine Victorian Bureau of Meteorology weather forecast districts. The Bureau of Meteorology provides a weather forecast (and related Fire Danger Ratings) up to four days. Providing this information in advance enables people to prepare for any significant forecast of fire weather. As forecasts can change from day to day, so can Fire Danger Ratings.

Each day during the fire danger period, the Bureau of Meteorology forecasts the expected Fire Danger Index for each district considering a range of factors including:

- Temperature.
- Relative humidity.
- Wind speed.
- Dryness of vegetation and soil (recent rainfall).

Each rating has corresponding actions that people should take depending on the predicted Fire Danger.

A *Total Fire Ban* sets legal restrictions on what activities can or can't occur in a particular district for that day. It aims to reduce the activities that may start a fire.

Total Fire Bans are declared by district. A Total Fire Ban can also be declared for the whole state of Victoria.

As Total Fire Bans provide a set of legal restrictions on what activities can or cannot occur in a particular district for that day, they are usually not declared until the afternoon before to ensure they are based on the most accurate weather forecast.

## Planning for Elevated Fire Danger Ratings and Total Fire Ban.

Victoria has a number of communities and locations that face a heightened risk of bushfire during the Fire Danger Period. As a result of this risk, event organisers should plan ahead for changing, cancelling or delaying their events on days of Extreme or Code Red Fire Danger Rating.

These days are rare but reflect conditions that present the highest levels of bushfire risk. In particular, a Fire Danger Rating of 'Code Red' is the highest level of rating in Victoria. It signifies the worst conditions for grass-fires and bushfires.

Code Red ratings are only called for days of extraordinary and extremely dangerous conditions.

Whenever a Total Fire Ban has been declared for a district in which an event is going to be held, or if it is during a declared fire danger period, it is the responsibility of the event organiser to check with the relevant fire agency as to whether they need a permit for their event (including certain types of machinery that may cause fires).

### Further information

**Emergency Management Victoria:**

[www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

**Country Fire Authority:**

[www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)

## Guideline 6: Medical, First Aid and Public Health Considerations

### Background

The consideration of adequate medical and first aid cover at events is an essential component of the event planning process, and the health and well-being of event patrons and staff should be front of mind of event organisers.

Engagement between event organisers with first aid and Ambulance Victoria is highly desirable. Medical services should be considered as part of any event plan, and should cover all phases of the event, including set up and pack down.

Ambulance Victoria provides paramedic services with transport capability to many events across Victoria, servicing some 450 events per annum, from high risk sporting activities to music festivals.

The purpose of engaging Ambulance Victoria at events, is to minimise the risk of medical emergencies experienced by

event patrons, and to minimise the impact of events on local community resources. In some cases, if Ambulance Victoria hasn't been engaged at an event, it may negatively affect Ambulance Victoria's core business, as well as impact the local community, and may subject event patrons to potentially negative outcomes.

Depending on the location of an event, Ambulance Victoria may not have sufficient local resources immediately available to transport critically unwell patients from planned events. Ambulance Victoria resources rural communities based on a range of factors, including the size of a community, distance from hospitals, and the usual demand for ambulance within the region. Public events often result in an increase in tourism and traffic into the event area, bringing with it a transient population. In rural areas, AV is not necessarily resourced to support large, transient groups of people associated with events, and ambulance attendances to the event can significantly deplete the ambulance resources in an area, increasing the risk to the community at large. Ensuring a good medical response plan for an event and engaging early with services will assist with the mitigation of the risks to staff and patrons associated with the event.

Ambulance Victoria plans for events using the State Health Emergency Response Plan (SHERP) framework, as planned public events represent incidents that go beyond day-to-day normal business. SHERP outlines arrangements across that state in regards to health response to emergencies. Planned events are effectively planned emergencies. For further information or to obtain a copy of the SHERP, you can contact the DHHS. [www2.health.vic.gov.au/emergencies/shera](http://www2.health.vic.gov.au/emergencies/shera)

## Risk Matrix

Ambulance Victoria will conduct a risk assessment of the event based on a review of the following documentation:

- Event Plan.
- Emergency Management Plan.
- Medical Plan.
- Mapping.

A risk assessment template is used to determine the risk score, from which the State Event Coordinator will determine if AV is required on-site, and the resources required to best support delivery of an integrated first aid and paramedic service. The risk assessment document is shown in **Appendix 4**.

Ambulance Victoria has extensive experience in working with event organisers at a wide variety of public events. Operational experience and historical presentation evidence shows clear linkages between certain event types, and patient presentations.

## Types of presentations

The types of presentations for injuries and medical emergencies at events vary depending on the nature of your function or activity. These can be categorised into three groups:

1. **Pre-existing medical conditions, such as:** Asthma, heart disease, diabetes, epilepsy and other chronic illnesses. Each of these conditions have a tendency to be applicable to certain groups of people within the community. For example, heart disease and older persons.

These medical conditions are dynamic, and can be exacerbated by certain events, environments and activities (e.g. asthma in dusty environments). Appropriately trained and experienced medical personnel will be required to adequately assess and treat these patients.

2. **Generic injuries related to common event conditions such as:** Environmental exposure (including heat/cold/sun), dehydration, minor trauma (cuts and abrasions), falls and illicit drug or alcohol intoxication.

Significant experience shows that the above conditions make up the majority of medical presentations, and are usually dealt with by first aid providers. There is the risk that some of these minor conditions may progress to more serious health outcomes and may require involvement of medical professionals, or referral to a hospital or GP, or may even require transport to hospital by Ambulance Victoria.

3. **Event specific serious presentations such as:** Drug and alcohol overdoses at dance and party-type events, high impact sports injuries (including motorsport injuries), major trauma injuries (e.g. broken bones), altered levels of consciousness from head injuries, spinal injuries and/or assaults.

These types of injuries/illnesses often demand immediate intervention, and potential for ongoing care and management. In most cases they will require ambulance transport to hospital.

First aid facilities should be available at all times where there are people at work. Events are often complex workplaces given the often large number of workers and event patrons on-site. Event organisers should assess their event space to determine the first aid requirements appropriate for their event, using a systematic approach that takes into account:

- The nature of hazards and the severity of risk.
- The size, layout and location of the site.
- The number of employees and their work arrangements, including location, shift-work, overtime and flexible hours.
- Access to medical services.
- Any previous injuries or illnesses.

As a general rule, First Aid providers will identify the number of first aiders required to service an event adequately. An event organiser should make early contact with First Aid companies to determine what level of service is appropriate.

The department of health indicates as a guide the following resourcing levels:

- Two level 2 First Aid qualified persons for events catering for less than 500 patrons.
- Two level 2 First Aid qualified persons (or higher) for each additional 1,000 patrons up to 5,000.
- One level 2 First Aid qualified person for each additional 1,000 over 5,000.

The Ambulance Victoria State Events Coordinator will determine the most appropriate mix of command and clinical resources to meet the needs of the event, whilst protecting normal business capabilities, and the first aid provider will determine the number of first aiders appropriate to service an event from a first aid perspective.

## Further information

Further details about workplace first aid can be found at: [www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/workplace-amenities-and-first-aid](http://www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/workplace-amenities-and-first-aid)

A description of the Victoria Regional and Rural Trauma Services (i.e. rural Victorian hospitals and their level of care) can be found at the link below. The page also contains a map of these services.

[www2.health.vic.gov.au/hospitals-and-health-services/patient-care/acute-care/state-trauma-system/regional-trauma-services](http://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/acute-care/state-trauma-system/regional-trauma-services)

A description of the Metropolitan Trauma Services and their level of care can be found at the link below. The page also contains a map of these services.

[www2.health.vic.gov.au/hospitals-and-health-services/patient-care/acute-care/state-trauma-system/metro-trauma-services](http://www2.health.vic.gov.au/hospitals-and-health-services/patient-care/acute-care/state-trauma-system/metro-trauma-services)



# Section 5: Building Permits

## Guideline 7: Permits

### Guidelines

#### Prescribed Temporary Structure

Prescribed temporary structures may include tents, marques, stages, etc. They are defined by the *Building Act 1993* and are subject to specific requirements and permits. This is to ensure the safety of the public and event attendees.

Typically, such Prescribed Structures include (but not limited to):

- Stands for more than twenty people.
- Stages or platforms greater than 150m<sup>2</sup>.
- Tents or marquees greater than 100m<sup>2</sup>.
- Prefabricated buildings not directly fixed to the ground.
- Open air cinema screens.

Under the Act, such structures may require an Occupancy Permit from the Victorian Building Authority. Following this permit, a Siting Approval may be issued by the relevant local government. A local government's Municipal Building Surveyor will be required to approve the structure and ensure that a Certificate of Compliance is correctly issued and displayed on the structure.

Temporary structures must comply with the same requirements for permanent structures for areas such as fire exits and waste management.

**NOTE:** Other public building approval criteria are listed under the heading: *Guideline 8: Temporary Structures (including Temporary Grandstands)*.

### Further information

Further details about building regulations can be found at:  
[www.vba.vic.gov.au](http://www.vba.vic.gov.au)

## Guideline 8: Temporary Structures (inc. Temporary Grandstands)

### Guidelines

For the purposes of this guide temporary structures include (but are not limited to): temporary grandstands, spectator stands, site sheds, temporary awnings, marquees, tents, gazebos, hoardings, site fences, temporary covered walkways and signage. They do not include temporary works such as scaffolding, formwork/falsework or props and bracing which have their own design requirements that must be followed.

### Temporary grandstands

Temporary grandstands can be used in a variety of shapes and sizes depending on the nature and size of the event, weather, type of spectator (adult, child or disabled person) and terrain.

The key function of temporary grandstands is to accommodate many sitting or standing people on tiered viewing platforms. It is critical that all people involved in the planning, design, erection, use and dismantling of temporary grandstands recognise and control the hazards in each of these phases.

Unlike permanent structures, temporary grandstands create more risks as they are usually:

- Planned in a shorter period of time.
- Rapidly assembled and dismantled.
- Made of flexible connections (e.g. tube and coupler types that use swivel couplers for connections that are not rigid).
- Designed and constructed differently on each occasion to suit various client requirements.

## Inspection and maintenance

When the structure is first erected, a competent person (i.e. with relevant expertise, skills and experience) should inspect and verify in writing that the structure complies with the engineering design prepared for the structure or the relevant Australian Standard.

Once verified, ensure a competent person assesses the structure for structural integrity at regular intervals and following any severe weather conditions. Also ensure workers do not modify the structure without written authorisation from a competent person.

When Spectator Stands are not subject to a building licence, they stands must be approved in accordance with Section 176 of the *Health Act* which authorises local government to make any reasonable request that may ensure that facilities will be safe.

## Structural

Certification from a practising structural engineer should be provided to certify that the structure is suitable for the proposed use. It should be constructed in accordance with industry standards and methods.

## Footings

Most temporary structures do not have deep footings and merely sit on the ground. These must be solid blocks preferably hardwood or treated so that they will not split.

### Example:

- Unless otherwise authorised by a practising structural engineer, temporary structures should bear on a substantial hardwood base – recommended size: 300 x 200 x 40mm thick.
- Smaller and/or soft wood types or bricks are not acceptable.

## Control measures

Ensure temporary structures are safe and without risks to workers or the public, so far as is reasonably practicable. Temporary structures should be designed, installed and/or constructed:

- To resist potential severe weather conditions for the specific site location, including to resist uplift and lateral wind loads.
- Where applicable, in accordance with the Building Code of Australia, relevant Australian Standards, and accepted engineering principles.
- To be free-standing, unless the supporting structure and connection points have been assessed by a competent person (typically a structural engineer) as being able to support the temporary structure.

**Note:** Building permits may also be required for some temporary structures (e.g. fences, hoardings, signs). Duty holders should check with the relevant authority.

## Entry and exit:

The event organiser should ensure that:

- Entry and exits to and from the structure are safe and are clearly identified.
- The final structure has been inspected to ensure that entry and exit points are unobstructed.

## Housekeeping:

The event organiser should ensure that:

- Steps, treads, flooring are free of slip or trip hazards.
- There are no sharp edges or screws to catch or tear clothing or skin.

## Emergency systems:

The event organiser should ensure that:

- Emergency evacuation paths of travel have been identified and confirmed as unobstructed.
- Fire extinguishers are current and are in good order.

## Safety inspection systems:

The event organiser should ensure that:

- A pre-operation inspection program has been implemented and safety verified.

## Location:

The event organiser should ensure that:

- All footings are solid, centred on sole plates and solidly supported without gaps.
- There is adequate lighting.

## Ground conditions:

The event organiser should ensure that:

- The load bearing capabilities of soil and location has been assessed and controls identified and implemented where required (consider ground slope, high hill location, etc.).

## Componentry:

The event organiser should ensure that:

- All components are in place (e.g. beams, couplings, bolts).
- All components are undamaged / in good working condition.

## Wind loading and stability of the structure:

The event organiser should ensure that:

- Wind loading tolerances on the complete structure have been assessed.
- Evacuation wind speeds have been identified.
- Procedures for the evacuation of the structure have been developed, communicated and implemented.

## Additional control measures – Temporary grandstands

### Selection of grandstand type:

The event organiser should ensure that:

- The correct grandstand is used for the location and event.  
If unsure advice should be sought from the grandstand manufacturer or supplier.

### Grandstand configuration:

The event organiser should ensure that:

- If additional configuration modelling (e.g. canopies, banner signage) has been used which may impact on wind loading/stability, that any risks are controlled.
- Safety rails and steps are in place and secure.
- The structure is compliant with relevant Australian Standards (e.g. AS 1657 – Fixed platforms, walkways and stairways and ladders - Design, construction and installation).
- The structure is designed to remain stable and is unaffected by wind or uneven distribution of load.

**Note:** The *OHS Regulations* contain regulations for a number of specific hazards and categories of work that apply in addition to the general duties under the OHS Act. For example, there are regulations applying to construction work which may be relevant to work on temporary structures. The *OHS Regulations* define 'construction work' to mean any work performed in connection with the construction, alteration, conversion, fitting out, commissioning, renovation, refurbishment, decommissioning or demolition of any building or structure, or any similar activity. All work falling into this definition, which is not subject to an exemption (e.g. the assembly, disassembly, prefabrication or manufacture of fixed plant) must be carried out in accordance with Part 5.1 (Construction) of the *OHS Regulations*.

## Further information

Australian Standards:

- AS/NZS 3000: *Wiring rules*.
- AS/NZS 3002: *Electrical installations – Shows and carnivals*.
- AS 1657: *Fixed platforms, walkways and stairways and ladders - Design, construction and installation*.

Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## Guideline 9: Amusement Structures and Devices

Amusement structures and devices are operated at events of all sizes. They can be hazardous if not properly designed, manufactured, installed or assembled and managed.

Amusement structures and devices can include a broad range of powered equipment (e.g. rides) and other devices (e.g. inflatables) that are considered 'plant' under the *OHS Regulations*. Amusement structures are also considered 'prescribed equipment' under the *Equipment (Public Safety) Regulations 2017 (EPS Regulations)*.

Persons who have specific duties in relation to amusement structures and devices include designers, manufacturers, suppliers, installers, operators (as persons in management or control or persons in charge of prescribed equipment) and employers.

In addition to their general duties under the *OHS Act*, duty holders have specific duties under Part 3.5 - Plant, of the *OHS Regulations* and ensure that these structures and devices do not pose a risk to the health or safety of workers or the public.

In addition to general duties under the *EPS Act* a range of duties also exists under the *EPS Regulations*. For example, under Part 7 of the *EPS Regulations* a person in charge of prescribed equipment (including amusement structures) must ensure that when the equipment is not in use, it is left in a state that does not create a risk, so far as is practicable, for any person.

Amusement structures to which AS 3533.1 – Amusement rides and devices – Part 1: Design and construction applies (other than amusement structures specifically excluded under clause 1.8 of Schedule 2 of the *OHS Regulations*) must have their design registered with WorkSafe or a corresponding Authority to demonstrate that it complies with relevant published technical standards or engineering principles. Amusement structure designs are not required to be registered if the work preparing the design of the amusement structure started before 1 July 1995.

Operators of amusement structures at events should ensure that (note this is not an exhaustive list):

- The current certificate of design registration (where applicable) is available for inspection by a WorkSafe inspector.
- Any certificate of inspection issued by a suitably qualified person (such as a professional engineer) is available for inspection by a WorkSafe inspector.
- Documentation and records relevant to the operation and maintenance of the device or structure are current and available for inspection by a WorkSafe inspector.
- The location of the device or amusement structure has been assessed for overhead, underground, and environmental

hazards such as power-lines, pipelines, culverts or other man-made or natural features to ensure that:

- It has been adequately separated from such hazards so that they will not intrude into the operational environment.
- Ground bearing capacity is adequate or not adversely affected by recent weather events or disturbance (such as excavation or construction work).
- Any slip/trip/fall hazards have been removed or adequately controlled.
- The device or amusement structure has been assembled or erected as per manufacturer's and/or competent person's recommendation and the device or amusement structure is stable (ensure stabilisers, anchor points, ropes, locking pins, stakes, ballasts, or packing are in place and fit for ongoing use).
- Processes are in place to monitor and manage patrons and members of the public such as ensuring there is an adequate and operational patron restraint system, physical guarding, perimeter fencing, clear signage and directions, impact absorption system (such as for disembarking or falling from an inflatable structure), and provision for safe entry and exit.
- Processes are in place to monitor the ongoing suitability for use of the device or amusement structure such as ensuring daily inspection and test runs are undertaken, regular maintenance is performed, and a process is in place for identifying and removing damaged or faulty equipment from use.
- Monitor inclement weather conditions and if they are outside of the device or amusement structure's design capacity ensure these additional risks are controlled (e.g. operation of the device may need to be stopped during high winds).
- Electrical equipment associated with the device or amusement structure is used and managed in a safe manner. This can include protecting equipment from damage by protecting it from the presence of moisture, not using damaged or faulty equipment, and ensuring processes are in place to prevent contact with live areas or components.
- There is a process to manage any hazardous materials or dangerous goods present in or around the device or amusement structure (e.g. fuel).
- Operators and attendants are adequately trained in operation, supervision, management, and emergency processes associated with the device or amusement structure.

## Further information

Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## Guideline 10: Motorsport

### Guidelines

For events on motorsport tracks, all the safety aspects are the sole responsibility of the listed motorsport organisation. In some instances, such as when motorsport events are being run on specific roads, some additional approvals are required.

The following points are added as consideration/criteria for motorsport events being run on roads:

- Before a motorsport event can be run on highways or roads controlled by local government authority, approval of the coordinating road authority (as defined by the Road Management Act) must be obtained. Approval from Victoria Police may also be required.
- Permission from VicRoads will be necessary if the event requires exemptions from the Road Rules or other laws. For example: Exemption from offence provisions that would normally arise if a person drives or uses a motor vehicle in a race or speed trial on a highway or a person drives a motor vehicle in a manner which causes the vehicle to undergo loss of traction by one or more of the vehicle's wheels.
- The coordinating road authority (CRA) will consider safety, traffic congestion and traffic impacts and effects of all non-road activities.
- A motorsport event cannot take place until the motorsport organisation has been granted the necessary permits and any required exemptions from laws.
- A coordinating authority may withdraw approval to conduct an event at any time, e.g. in extraordinary circumstances, (such as an emergency, extreme weather conditions).
- The motorsport organisations must also have:
  - Insurance cover; and
  - a health, safety and environment policy.
- While it is recommended that motorsports are administered by an appropriate authority that can address all of the safety issues, it should be noted that for some events, the motorsport organisation may play an organising or sanctioning role rather than conducting the event.
- In some instances, a coordinating road authority may withdraw approval for use of a road after consideration of safety issues.
- VicRoads recognises the following motorsport organisations for the purpose of organising, conducting or sanctioning motorsport events:
  - Confederation of Australian Motorsports, Victoria Government Gazette G4, 5/11/15
  - Australian Auto Sport Alliance Pty Ltd, Victoria Government Gazette G2, 12/1/17

# Section 6:

## Operational Considerations

### Guideline 11: Operational Procedures

#### Background

- To assist the approval process, operational procedures should be developed to identify and show the relationship between key elements. Included in the procedures should be a running sheet to show critical event timings.
- Although an **operational procedures plan** is not mandatory, it is recommended best practice where the event is large and/or complex in order to ensure a smooth running, safer event. It is particularly important for identifying potential risks as part of the risk management planning process (see *Guideline 4: Risk Management*).

#### Guidelines

##### Requirements of an operational procedure plan

Operational plans must consider all aspects of an event. They will vary according to the complexity and size of the event. Aspects to consider may include:

- How patrons will travel to the event.
- Parking.
- Pedestrian movements from car parks and or public transport terminals, stations, etc.
- Entry queuing.
- Entry into the venue.
- Pedestrian movement on-site and in the vicinity of the event.
- The entertainment.
- Critical logistics.
- Communications.
- Running sheet to show critical event timings.
- Crowd control plans.
- Medical plans.
- How to manage critical 'front of house' high-risk crowd pressure issues.
- Emergency plans.

### Guideline 12: Fire-fighting

#### Guidelines

##### Outdoor venues

Consult with the relevant fire agency through Municipality or Agency District Office (the key here is that friendships between Management and Local brigades don't place a Service in an impossible position or unknown lack of coverage.)

Event Organisers need to provide Fire Suppression capabilities to cover the event for 24/7 for the duration of the event. Event organisers to consult with local CFA District Headquarters as CFA may not have the local capacity to provide this function for any specific event.

Planning should also include:

- Protection of event from the passage of uncontrolled fire from an external source.
- Management/ Information flow to staff, patrons and agencies.
- Provision of detailed contact lists to allow the following:
  - Advice to agencies of issues during the event.
  - Connection to agencies during peak risk periods (Fire Danger Period) to facilitate up to the minute information for decision makers within an event.
  - Access to web based information services provided by government agencies such as BOM, CFA or EMV.

##### Separation distances

- To reduce the risk of fire transmission between structures at shows and carnivals, there should be no less than six (6) metres separation between significant structures or smaller grouped structures.
- Access for fire fighting vehicles and appliances must be maintained to all erected structures.
- In the event of fire the first priority is to evacuate the immediate vicinity.

- Fire fighting is of secondary importance unless the fire is very small and easily contained such as burning paper in a rubbish bin.

### Fire fighting appliances

- One 4.5kg B (E) dry chemical powder fire extinguisher must be located adjacent to:
  - Any electrical generator or switchboard.
  - Any flammable liquid or gas containers.
  - Any food preparation/cooking area.
- Pressured water type extinguishers or 4.5kg AB (E) dry chemical extinguishers must be provided:
  - Within 10 metres of each exit (one unit per exit).
  - Backstage (two units backstage).
- For buildings, fire fighting equipment must be supplied in accordance with the Building Code of Australia or as recommended by another suitably qualified group.

- Each fire extinguisher should be positioned on a hook or bracket located no more than 1200mm above the adjacent floor and the extinguisher base should be more than 100mm above the floor.
- All equipment must be maintained in accordance with AS 1851 Maintenance Standards. This standard requires extinguishers to be tested regularly and the test details clearly identified on each extinguisher.
- Additional Fire fighting capability may be required during the Fire Danger Period.
- Restrictions on camp fires and cooking arrangements for camping may also apply.

## Guideline 13: Coordinated Approach by Stakeholders

### Background

- A number of agencies involved with events have either a key monitoring, support or enforcement role. It is recommended that these agencies act in a collaborative way to support the effective use of resources.
- Most incidents, at an event will affect more than one

stakeholder. For medium and high-risk events, key response agencies need to be able to communicate easily and quickly. The best way to achieve this is to have a central control or command post with representatives from each key area in attendance.

- An Event Control Centre (ECC)/Event Operations Centre (EOC) are a central coordination and communications point.
- An ECC/EOC is a proactive method for coordinating the prevention of key emergency management risks.
- ECC/EOC allows the relevant personnel and services to activate in a coordinated and effective way to incidents.

ECC / EOC POST	
BENEFITS	CHALLENGES
Quicker response to emergency situations	Coordinating all agencies to work together
Coordinated communication	Finding a suitable location for all agencies to work from

### Guidelines

- Establish an ECC/EOC.
- Depending on the size and nature of the event it may also be pertinent to have a separate incident control centre where the incident lead agency can operate.
- Ensure the command post is in an easily accessible location.
- Operational issues that ECC/EOC should aim to address include:
  - Medical and first aid notification of incidents and response coordination.
  - Crowd control and security notification of incidents and response coordination.
  - Handling of serious complaints.
  - Noise.

- Monitoring role in regards to the behaviour and general feeling of the crowd (e.g. to diffuse potentially violent situations).
- Be aware of issues external to the venue that may affect the event: Not limited to traffic or pedestrian movements, transport delays, chemical spills, etc.

- **Key stakeholders** who should be represented in the ECC/EOC include:

- Event organiser.
- Police.
- Medical (Ambulance and first aid).
- Security/crowd control.
- Fire Agencies.
- Local government – and possibility of external providers (to control external road/traffic movement).

- The ECC/EOC should be **equipped** with:

- Land line telephones.
- Two way radio.
- Tables and chairs, separate area for each stakeholder.
- Detailed maps of surrounding streets.
- Plans of the venue showing critical services and isolation points. Fire services, electrical, gas, water, sewerage.
- Sound insulation if it is an area prone to concert noise.
- Emergency lighting.
- Emergency power.
- If CCTV is available it should also be included in the command centre.
- Battery operated clock that will operate in the event of a power failure.
- Refreshment centre, fridge, tea/coffee making facilities in close proximity.
- Air conditioning (where available).
- Whiteboard complete with markers.



# Section 7:

## Occupational Health & Safety and Crowd Dynamics

### Guideline 14: Occupational Health & Safety

#### Background

Under the *Victorian Occupational Health and Safety Act 2004 (OHS Act)*, event organisers who are employers must, so far as is reasonably practicable, provide and maintain for their employees (including independent contractors and employees of those contractors) a working environment that is safe and without risks to health. As part of this duty, event organisers who are employers must eliminate risks to health and safety so far as is reasonably practicable. If it is not reasonably practicable to eliminate the risk to health and safety, it must be reduced so far as is reasonably practicable.

Employers must also ensure, so far as is reasonably practicable, that persons other than their employees (e.g. members of the public, volunteers, event patrons) are not exposed to risks to their health or safety arising from the conduct of the undertaking of the employer (e.g. the running of an event).

Event organisers who are not employers will also have legal duties under the *OHS Act* if they are a person who has the management or control of a workplace. A person who (whether as an owner or otherwise) has, to any extent, the management or control of a workplace must ensure that the workplace and the means of entering or leaving it are safe and without risks to health. For example, an event organiser may have management or control of an event space they have hired where contractors they have engaged are working.

As each event is different it is important that you identify and address any hazards and risks relevant to your event. In addition to the general duties under the *OHS Act*, you may also have specific duties under the *Occupational Health and Regulations 2017 (OHS Regulations)*. For example, the *OHS Regulations* contains chapters that contain specific regulation around the use of hazardous substances, hazardous manual handling, prevention of falls, noise, and construction work.

#### Guidelines

Putting on an event is often a complex, dynamic process and it is likely some hazards and risks will change over the course of the event. Event organisers should be ready to respond to changing conditions, and be prepared to reassess hazards and adjust risk controls as necessary.

Following a risk management process is likely to help event managers meet their legal obligations to protect employees, contractors and the public (including volunteers) from risks to health or safety associated with putting on an event.

Essentially, a risk management process involves the following steps:

- Identifying hazards.
- Assessing associated risks (where necessary).
- Controlling risks.
- Monitoring, reviewing, and where necessary, revising risk controls.

In order to ensure compliance with relevant legislation at event sites, WorkSafe conducts an annual events inspection program.

## Incident notification

Part 5 of the *OHS Act* requires employers and self-employed persons to notify WorkSafe of certain workplace incidents that occur at a workplace under their management or control. The types of incidents that must be notified are described in Part 5 and include incidents resulting in death or serious injury. Notification is also required for certain incidents that expose a person in the immediate vicinity to an immediate risk to their health or safety – for example, as a result of an explosion, or the release or spillage of dangerous goods. Incidents can be notified to WorkSafe by calling 132 360.

## Legislation

Duty holders should make sure they are familiar with relevant health and safety legislation, including the following legislation administered by WorkSafe Victoria:

### Acts:

*Occupational Health and Safety Act 2004*  
*Equipment (Public Safety) Act 1994*  
*Dangerous Goods Act 1985*

### Regulations:

*Occupational Health and Safety Regulations 2017*  
*Equipment (Public Safety) Regulations 2017*  
*Dangerous Goods (Storage and Handling) Regulations 2012*  
*Dangerous Goods (Transport by Road or Rail) Regulations 2008*  
*Dangerous Goods (Explosives) Regulations 2011*  
*Dangerous Goods (High Consequence Dangerous Goods) Regulations 2016*



## Common hazards at event sites

The table below lists some common hazards found at event sites. The list is not intended to be exhaustive. It can be used to assist in identifying hazards that need to be controlled.

If you are unsure about how to do this you may need to employ or engage people with the necessary qualifications or expertise to advise you on health and safety issues.

<p><b>SECURITY</b></p> <ul style="list-style-type: none"> <li>• Weapons</li> <li>• Explosives</li> <li>• Bomb threats</li> <li>• Bag checks</li> <li>• Restricted items</li> <li>• Cash handling</li> </ul>	<p><b>THE EVENT</b></p> <ul style="list-style-type: none"> <li>• Crowd control</li> <li>• Communication equipment</li> <li>• Access controls for volunteers</li> <li>• Entry control</li> <li>• Traffic management</li> </ul>	<p><b>CONTRACTORS</b></p> <ul style="list-style-type: none"> <li>• Coordinating contractors</li> <li>• Communication expectations</li> <li>• Legal compliance</li> <li>• Job safety analysis / Safe Work Method Statement</li> <li>• Sub-contractor</li> <li>• Casual labour</li> <li>• Training</li> <li>• Induction</li> <li>• Accreditation</li> <li>• Contracts</li> <li>• Competence</li> <li>• Management – monitoring / supervision</li> <li>• Plant and equipment</li> <li>• Certification / licences</li> </ul>
<p><b>PEOPLE</b></p> <ul style="list-style-type: none"> <li>• Security staff / numbers</li> <li>• Patron demographics</li> <li>• Inappropriate use of staff</li> <li>• Alcohol</li> <li>• Training / induction</li> <li>• Certification / licences</li> <li>• Cultural matters</li> </ul>	<p><b>PLANNING</b></p> <ul style="list-style-type: none"> <li>• Interface with stakeholders</li> <li>• Possible acts of terrorism</li> <li>• Emergency management</li> <li>• Contingency planning</li> <li>• Pre-event planning undertaken</li> <li>• Site services plan / geotech</li> </ul>	
<p><b>PLANT</b></p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Certification</li> <li>• Supervision</li> <li>• Maintenance</li> <li>• Isolation / segregation</li> <li>• Hand tools</li> <li>• Plant design registration</li> </ul>	<p><b>STAFF / EMPLOYEES</b></p> <ul style="list-style-type: none"> <li>• First aid</li> <li>• Fatigue</li> <li>• Conditions – excessive heat / cold</li> <li>• Competency / suitability</li> <li>• Working alone</li> <li>• Confined spaces</li> <li>• Violence / bullying</li> <li>• Welfare – breaks, sunscreen, dehydration, etc.</li> </ul>	<p><b>ACCESSIBILITY</b></p> <ul style="list-style-type: none"> <li>• Lifts</li> <li>• Ramps</li> <li>• Parking</li> <li>• Signage</li> <li>• Safe entry and exit</li> <li>• Seating</li> </ul>
<p><b>HAZARDOUS SUBSTANCES / DANGEROUS GOODS</b></p> <ul style="list-style-type: none"> <li>• Pesticides</li> <li>• Fuel storage</li> <li>• Cleaning products</li> <li>• Water / waste water</li> <li>• Pyrotechnics</li> <li>• Firearms and ammunition</li> <li>• Asbestos</li> <li>• Inappropriate labelling</li> <li>• Poisons</li> <li>• Acids</li> <li>• Placarding / Manifest / Register</li> <li>• Accessibility of Safety Data Sheets</li> </ul>	<p><b>MATERIALS HANDLING</b></p> <ul style="list-style-type: none"> <li>• Mechanical handling</li> <li>• Plant</li> <li>• Food handling</li> <li>• Furniture fixture and equipment</li> <li>• Functionality</li> <li>• Venue design and transport between venues / locations / storage</li> <li>• Weight and height of materials to be handled</li> <li>• Condition of terrain</li> </ul>	<p><b>SLIPS AND TRIPS</b></p> <ul style="list-style-type: none"> <li>• Electrical cables</li> <li>• Uneven ground, loose surfaces</li> <li>• Weather</li> <li>• Flooring design / surfaces</li> <li>• Design of barriers</li> <li>• Lighting</li> <li>• Queuing systems</li> <li>• Edge protection</li> <li>• Climbing for vantage points</li> <li>• Inappropriate footwear worn by staff or patrons</li> </ul>

<p><b>WORKING AT HEIGHT</b></p> <ul style="list-style-type: none"> <li>● Scissor lifts</li> <li>● Safety harness</li> <li>● Scaffold</li> <li>● Abseiling</li> <li>● Winches</li> <li>● Ladders</li> <li>● Overhead power lines</li> <li>● Edge protection</li> <li>● Camera platforms</li> <li>● Rigging / lighting</li> </ul>	<p><b>CONSTRUCTION</b></p> <ul style="list-style-type: none"> <li>● Working at heights</li> <li>● Temporary structures</li> <li>● Unauthorised access</li> <li>● Safely maintaining public access</li> <li>● Plant</li> <li>● Electrical safety</li> <li>● Slips / trips</li> <li>● Weather</li> <li>● Coordinating sub-contractors</li> <li>● Contractor management</li> </ul>	<p><b>FIRE SAFETY</b></p> <ul style="list-style-type: none"> <li>● Evacuation plans</li> <li>● Fire prevention plan</li> <li>● Dangerous Goods storage</li> <li>● Knowledge and use of equipment</li> <li>● Appropriate fire-fighting equipment</li> <li>● Obstruction and security of fire-fighting equipment</li> <li>● Pyrotechnics</li> <li>● Warning &amp; communication system</li> <li>● Fire ban days</li> <li>● Policies and procedures</li> </ul>
<p><b>ELECTRICAL SAFETY</b></p> <ul style="list-style-type: none"> <li>● Qualification of contractors</li> <li>● Power</li> <li>● Overloading systems</li> <li>● Power tools</li> <li>● Faulty insulation</li> <li>● Underground services</li> <li>● Protection of leads</li> <li>● Cables / height / pathways</li> <li>● Location in relation to other equipment</li> <li>● Residual Current Devices (RCD)</li> <li>● Temporary power supply</li> <li>● Maintenance of electrical equipment</li> </ul>	<p><b>VEHICLE SAFETY</b></p> <ul style="list-style-type: none"> <li>● Maintenance</li> <li>● Security of vehicles</li> <li>● Vehicle / people segregation</li> <li>● Speed</li> <li>● Refuelling</li> <li>● Parking supervision</li> <li>● Lack of training</li> <li>● Permits and certification / licensing</li> <li>● Working at height</li> <li>● Electrical safety</li> <li>● Slips and trips</li> <li>● Inappropriate use of paths</li> <li>● Accessibility during emergency management</li> <li>● Loading operations – docks and people</li> </ul>	<p><b>FIELD OF PLAY (FOP) / EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>● Proximity of audience to FOP</li> <li>● Officials</li> <li>● Throwing objects on to FOP</li> <li>● Sport projectile</li> <li>● Appropriate activity for venue</li> <li>● Traffic management</li> <li>● Safe crossing</li> <li>● Promotion activities without consideration of safety issues</li> <li>● Patron management</li> <li>● Overloading venue</li> <li>● Mosh pits</li> <li>● Appropriateness of signage</li> <li>● Access to FOP for entertainment</li> <li>● Weather</li> <li>● Cameras and equipment</li> <li>● Emergency egress</li> <li>● Crowd communication</li> <li>● Crowd invasion</li> <li>● Exclusion zones</li> </ul>
<p><b>MANUAL HANDLING</b></p> <ul style="list-style-type: none"> <li>● Excessive weight of objects to be moved</li> <li>● Mechanical aids</li> <li>● Suppliers' packaging</li> <li>● Loading / unloading</li> <li>● Excited volunteers</li> <li>● Carrying</li> <li>● Time lines</li> <li>● Lack of staff</li> <li>● Crowd control / security</li> <li>● Logistical planning</li> <li>● Training</li> </ul>		

## Further information

If you have questions about occupational health and safety duties, or about what incidents need to be notified to WorkSafe you can contact the WorkSafe Advisory line on 1800 136 089.

Go to [worksafe.vic.gov.au](http://worksafe.vic.gov.au) to access a range of guidance material applicable to events management, including the Advice for managing major events safely guide. The guide provides prac-

tical information to major event organisers, venue owners and suppliers about the management of hazards and safety risks associated with major events through integrated event safety planning to assist duty holders to meet their legislative duties.

The WorkSafe website also contains information about employers' WorkCover insurance, injured workers' compensation entitlements, and what to do if a worker is injured.

## Guideline 15: Crowd Dynamics

Although a venue may be fully compliant with building codes and regulations, significant problems may still occur. **A basic understanding of crowd dynamics will allow you to set up your venue and operational plans to substantially reduce the risk of a serious incident.** A failure to appreciate the appropriate crowd dynamics may result in a serious incident.

### Background

- Crowd dynamics refers to the behaviour of crowds and issues that may cause unrest or a crush to occur. Crowd dynamics are very complex.
- Crowd dynamics will vary according to the overall behaviour of the crowd and perceived risks.
- Most crowd experiences are good and many people enjoy being in a crowded environment.
- Crowds consist of individuals who react differently in certain situations.
- Individuals in the crowd can only rely on their perceptions obtained from their senses of sight, hearing and sometimes smell. Drug or alcohol affected patrons could also perceive things differently to non-affected persons.
- Individuals in a crowd are inclined to take short cuts. This often leads to designed flow patterns being disrupted. Designing appropriate infrastructure is of paramount importance.
- People may have a negative reaction to crowding. For example:
  - Anxiety.
  - Stress.
  - Dehydration.
  - A general feeling of being uncomfortable and frustrated.
  - Death. \*

\* Death is an extreme example but this has occurred on many occasions at many events around the world. This is generally caused by an increase in pressure, resulting in crushing. Most deaths in crowd crush incidents are attributed to compressive asphyxia which occurs when the chest cavity is compressed and breathing can no longer occur due to the reduced chest cavity size.

- A crowd may react to a perceived threat and respond by fleeing the danger (flight response).
- Dangers do not have to be real, just perceived.

- A craze occurs when there is a competitive rush to obtain a valued objective such as front position at a concert, or give-away from a promotion or entertainer. Where possible these type of activities need to be considered and managed appropriately.

### Guidelines

#### Crowd Flows

- In high pedestrian traffic locations it is important to maximise pedestrian flows by ensuring that there are no obstructions and by limiting changes in direction.
- As crowd density increases, walking speed slows dramatically. Normal walking speed is estimated at 1.5 metres per second.
- At densities of four people per square metre, speeds are less than 0.5 metres per second.
- At densities of more than six people per square metre, people often lose control and fall or are lifted off the ground.
- Crowds can only move as fast as the slowest person.

Densities should be monitored and regulated to reasonable limits. Flow rates and crowd dynamics must be considered when designing exits and venue entries as well as routes to other areas within the venue.

Visual and audible communication systems such as PA systems and video screen messages are recommended to allow communication with patrons to assist with crowd control. This allows crowds to be informed of reasons for delay which can help to reduce frustration, aggression and panic.

Strategies are required to be implemented to avoid disruption to normal traffic flows due to:

- Obstructed path of travel,
- Closed gates or doors,
- Crowds stopping to view something of interest,
- A queue to an attraction or concession.

Important points about crowds:

- Crowds have no collective intelligence.
- Crowds react to individual perceptions/motivation.
- Visual or audible messages are valuable tools to obtain desired crowd responses.

Be aware of the flow-on effects of modifying crowd flows or modifying behaviour.

Crowd controllers have a unique role and can prevent problems rather than just reacting to them. Early use of diffusive and non-aggressive patron management strategies contribute to preventing incidents and promoting a positive atmosphere.

There are several providers of **Crowd Dynamic** training within Australia.

Many event organisers, police and emergency service agencies have benefited from attending such training opportunities.

### Entries and Exits

Entry and exit points into the venue and throughout the venue need to be carefully considered when putting controls in place to prevent hazards associated with crowd dynamics (**Guideline 16: Crowd Control, Security and Police**).

A person who (whether as owner or manager of an event or otherwise) has, to any extent, the management or control of a workplace must ensure so far as is reasonably practicable that the workplace and the means of entering and leaving it are safe and without risks to health.

To help manage crowd entry and exit to and from the site and venues within the site the event organiser should have a 'crowd control plan' which includes (but is not necessarily limited to):

- A description of the expected crowd demographics (e.g. age, physical limitations, expected behaviours).
- Areas of concern with crowd management/movement and the controls implemented to correct the areas of concern.
- The number of 'crowd controllers' (CC) and the training and induction/on-site training provided to the CC.
- The number of 'security guards' (SG) and the training and induction/on-site training provided to the SG.
- Any specific issues (e.g. drugs, alcohol, violent behaviours) likely to occur.
- The event start and finish times.
- Rostering of staff to ensure rest breaks are catered for.
- Procedures for ensuring staff are trained/qualified for their roles.
- Procedures to ensure induction/site orientation, and briefing on crowd behaviours occurs.

The plan should be developed by a suitably qualified person who understands the nature of the event and likely hazards and risks.

### Sequencing of event entertainment items to prevent crowd rushing/unsafe movement

Event organisers should ensure the event timetable includes adequate time for patrons to move safely between venues on-site and to safely enter or exit venues. Overlapping event commencements should be avoided to reduce the likelihood of patrons attempting to rush from the venue they are in to the next event location. Safe paths of travel across the site and at entry and exit points (both to the site and venues within the site) should be provided and maintained.

Event organisers should have systems of work and procedures for crowd movement that ensure the safe flow of patrons. Patron movement should be monitored and systems developed to ensure entry and exit points are not overwhelmed. Systems should also be implemented to ensure that patrons who are entering and exiting a venue move on from entry and exit points to prevent blockages.

Safe systems of work should also include traffic management systems within the site and around external entry and exit points to the venue, particularly where there may be any risk of pedestrians, mobile plant and vehicles interacting to reduce the potential of collisions.

Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## Guideline 16: Crowd Control, Security and Police

### Background

The ultimate responsibility to ensure patron safety and security rests with the event organiser or organisation that is responsible for the event application. For permanent facilities this is usually the venue manager. For any event, a security event plan is to be developed or considered within an event safety or event management plan. This may require input from local police and private security.

Victoria Police should be consulted at the earliest stages of planning for an event as they are very helpful in assisting with assessing risks that may be associated with your event. Victoria Police also have strong connections with other emergency service and local government agencies which will be beneficial with your early planning. The local officer in charge of the nearest police station to your event is the best place to connect with.

### Security and crowd control

The difference in roles between security officers and crowd controllers is often misunderstood. The term security refers to the process and officers involved in ensuring the security of people, equipment or property.

There are two main types of private security human resources available:

- Crowd Controllers, or,
- Security Officers.

Both need to be licensed to perform the roles that they are assigned to.

### Crowd controllers

A crowd controller is a person who controls or monitors behaviour, screens patrons upon entry and removes people for behavioural reasons or breaching conditions of entry, assists in first aid or evacuation.

### Security

A security officer is licensed to watch, guard or protect property. A security officer may be dual-licensed for crowd control also.

### Victoria Police

Victoria Police are not deployed to perform roles that can be performed by private security providers. The main role that Victoria Police perform is public order management.

### Other event staff

Although not security or crowd controllers; ushers, front-of-house staff, ticket-collectors and volunteers, do assist in supporting the overall security plan by providing information and guiding patrons at an event. These staff should not be expected to perform a security role although they can contribute by informing security staff of possible security type issues.

### Why is crowd control required?

Crowd Control is necessary to:

- To provide access control, patron movement and prevention of overcrowding.
- To prevent as far as practicable personal injury due to crushing, overcrowding and unruly behaviour.
- To assist with initial first aid, enable injured or distressed patrons to be identified and moved to safety.
- To prevent overloading of structures whether or not for spectator use. They include seating stands, advertising hoardings, stages, lighting and sound mixing towers.

### Where is crowd control required?

Locations where crowd control is required include:

- Venue entrances.
- Stages.
- Exits/emergency access/egress.
- Aisles.
- Concession areas.
- Front of house crowd barriers.
- Thoroughfares/walkways.
- Other areas may also require crowd control (e.g. bars, choke points).

Where an exit point also serves as an entry there must be sufficient controllers.

### Crowd control ratios

In the absence of comprehensive security, licensed events should employ a ratio of at least two crowd controllers for the first 100 patrons and then one crowd controller for each additional 100 patrons or part thereof.

For lower-risk events, the numbers are normally reduced to one crowd controller per 200 patrons.

The ratio method should only be used as a guide for low-risk events.

### General guidelines

Every event should have an **Event Security Plan** prepared by a security expert, addressing all security and crowd control issues.

The Event Security Plan must identify:

- Anticipated crowd demographics (age range, etc.).
- A clear mandate to prevent problems and use non-aggressive patron management techniques where possible.
- Probable areas of concern and response to prevent problems.
- Numbers and deployment of crowd controllers.
- Numbers and deployment of security officers.
- Start and finish times.
- Rostering for relief and meal breaks.

Controllers must be on-site at a reasonable time prior to event opening so they can be briefed and operate to the pre-arranged Event Security Plan standing orders and procedures should be developed for each event.

There must be sufficient controllers to allow relief for meal breaks and sickness etc.

Every crowd controller must:

- Have a distinctive uniform.
- Be easily identified. Unique identification must be formally issued at each event so that controllers can be easily identified.
- Have a torch if the event is held at night and the controller is required to direct patrons to or from seats.
- Have communication equipment that is effective under the conditions anticipated at the event.
- Have ear protection if noise will be excessive.
- Have any other equipment required by WorkSafe Victoria.

Event organisers can also refer to WorkSafe Victoria's *Crowd Control at Venues and Events: A Practical Occupational Health and Safety Guide*. This Guide assists crowd control agencies and host employers (venues and events) that use crowd control staff to understand and fulfil their responsibilities under the *Occupational Health and Safety Act 2004*. This Guide identifies common safety problems and suggests solutions to ensure crowd control work is conducted as safely as possible.

## Dance party crowd control

People attending rave parties or electronic dance music (EDM) events are not generally aggressive, and don't behave in a deliberate manner that can cause crushing. Poor crowd dynamics planning, infrastructure placement or crowd movement plans has occasionally caused patrons to be crushed. Working with experts such as police and experienced security providers will assist in identifying such risks and the development of appropriate mitigation strategies.

The most common problems at these events involve dehydration and dealing with the effects of illicit drugs.

Crowd controllers should receive a briefing on emergency first aid for illicit drug-related medical incidents.

This will assist if a patron 'drops' whilst a crowd controller is attending and is waiting for first aid support to arrive.

Distressed patrons should be escorted to the first aid station for medical attention or if they cannot be moved consider their human rights and also consider their privacy. This could be as simple as holding a sheet to prevent other patrons from viewing medical treatment.

## Concert crowd control

For large events when popular performers attract young audiences, or where audiences 'mosh' or 'crowd-surf' the following is recommended for the front of the stage:

- At least one controller per metre of stage, including length of screamers (side extensions of the main stage). Crowd controllers must prevent patrons climbing onto the stage, remove patrons who may be susceptible to injury, extract injured patrons and monitor activities to ensure that crowd behaviour and numbers remain at acceptable levels.
- Stage barriers of suitable design/placement must be provided.
- Egress from the audience area must be provided at either end of the stage barrier.

Patrons must be prohibited from the stage unless arrangements are made with the authority prior to the event.

## Policing and police charges

The Chief Commissioner of Police must apply charges for services provided by police officers who are deployed to certain sporting, entertainment or any other events.

Refer to *Victoria Police (Fees and Charges) Regulations 2014*: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)

Whilst event organisers may request or offer to pay for services, police ultimately decide which events will be supported.

Victoria Police will be able to assist in assessing the overall security plan for an event to ensure the risk control measures being applied are sufficient taking in to account all the event information.

Police do not issue permits for events unless they fall into the following two categories of events:

- If your event includes collecting monies on any road then a Highway Collection Permit is required. Refer to: [www.police.vic.gov.au/content.asp?document\\_id=3732](http://www.police.vic.gov.au/content.asp?document_id=3732)
- If you wish to hold a foot or cycle race upon a roadway then you will require a permit from Victoria Police. Refer to [www.police.vic.gov.au/content.asp?document\\_id=3736](http://www.police.vic.gov.au/content.asp?document_id=3736)
- Although Victoria Police do not issue event permits, they collaborate with other regulatory agencies that rely on police advice regarding many aspects of the application process.

# Section 8:

## Alcohol & Drug Related Issues

### Guideline 17: Prevention of Alcohol & Drug Related Issues

#### Background

It is acknowledged that licit and illicit drug misuse is likely to occur in the festival and dance party culture. While this behaviour is not condoned, organisers need to be prepared to deal with the potentially serious health issues that may result. The Victorian Government supports a harm reduction approach, which aims to eliminate or minimise illness or injury (which may result in death) associated with drug use, which may occur at festivals, dance parties and other events. Event organisers and staff have a pivotal role in delivering health messages to event-goers and in promoting harm reduction practices and measures encouraging patrons' safety.

Event organisers should understand:

- Harm reduction issues and principles.
- The role of peer support and education groups.
- Strategies to avoid dehydration & hyperthermia.
- Requirements for chill-out or cool-down areas.
- Drink spiking.
- How to display health promotion messages.
- How to provide needle and syringe disposal units.

#### Guidelines

##### Peer education and peer-based service providers

Peer support and education groups provide a range of harm reduction resources, services and information on drug safety that will enhance the safety and well-being of party-goers. Peer educators also identify 'at risk' event-goers, provide support and referral to health services.

Event organisers are encouraged to invite groups committed to reducing risks associated with party drug misuse to participate

in their events. The groups include DanceWize (Harm Reduction Victoria), Save-a-mate (Australian Red Cross), and Centres Against Sexual Assault (CASA Forum).

At some events, peer education teams can find themselves providing initial crisis intervention and support to distressed or injured and sometimes unconscious party-goers. Under these circumstances, peer educators must not undertake the role of the medical or trained first aid personnel but should:

- Render such assistance they believe necessary to make the party-goer comfortable.
- Immediately call for trained medical personnel to assess the event-goer's condition and provide medical care.

##### Dehydration and elevated body temperature

Event-goers who use drugs can suffer ill-effects caused by elevated body temperature. The combination of vigorous dancing and a heated environment can lead to dehydration and hyperthermia. This problem can be exacerbated by alcohol and/or illicit drug use. To combat these effects, event-goers need to take time out from dancing and consume adequate amounts of water. Five ways that such side effects can be reduced are:

- Effectively operating ventilation systems in an indoor venue.
- Playing a mix of the type of music.
- Providing a chill-out area.
- Providing pass-outs that allow party-goers to leave the venue, and rest physically and mentally.
- Providing a range of food and snacks so that festival-goers can replenish the essential nutrients lost during vigorous dancing.

### Chill-out or cool down area

Organisers must provide a quiet and restful area with some seating, where party-goers can go for relief from the stimulus of dancing and loud music. A chill-out area should:

- Be separated from the main dance area.
- Be easily accessible.
- Be well signposted.
- Be quiet, inviting, adequately ventilated, cool (but not cold), well lit and comfortable.
- Provide health and drug harm reduction messages and safer partying information.

### Drink spiking

'Drink spiking' refers to the administering or attempt to administer any substance to a person without their permission, which is capable of interfering with bodily functions. Substances can include illicit drugs, pharmaceuticals or, most commonly, concealed additional alcohol. Some victims lose consciousness, suffer memory loss and there have also been reports of sexual assault associated with drink spiking at dance events and licensed venues. The combination of alcohol and illicit drugs such as GHB is particularly dangerous, and if suspected assistance should be sought immediately. Warnings and information resources are available from the Victorian Centres Against Sexual Assault (CASA Forum), but event organisers could also provide the following messages at events:

- Look out for your friends and check on them regularly.
- If you suspect that your drink, or any of your friends' drinks have been spiked, report immediately to first aid, medical staff or event security or management.
- Do not accept drinks from anyone other than a bartender or waiter.
- Always open your own drinks. Never leave drinks unattended.
- Do not drink anything that has a funny smell, colour or taste.
- Report sexual assault to the police and seek assistance from a counsellor or health centre. Report drink spiking or suspected spiking to venue staff or the police. Telephone 000 or the nearest police station.
- If you suspect that your drink has been spiked, your doctor can assist in testing for the presence of drugs. Traces of certain drugs can be picked up through urine or blood tests within 24 hours.

### Health promotion messages

There are many ways promoters can reduce health risks at music festivals and events. Safe partying information can be printed on or provided with tickets, and on event websites. Posters and booklets can inform party-goers on risk reduction strategies and provide health and safety messages in hearing protection, safe sex, and awareness of sexual assault.

Information should also be available on the risks associated with drug use, including ecstasy, Gamma-Hydroxybutyrate (GHB), drink spiking, and how to access drug and alcohol agencies, sexual assault centres and other health service providers. Day-after-party survival and 'check on your friend' messages are also highly recommended. Posters, signs and resources for all types of events are available from a number of sources including education groups.

### Needle and syringe disposal

Promoters and venue managers can also reduce health risks by providing needle and syringe disposal units in toilets and other appropriate areas. Advice on disposal or disposal units can be obtained by contacting the Department of Health and Human Services, Needle and Syringe Program. Contact details can be found on the website listed below.

### Further information

Code of Practice for Running Safer Music Festivals and Events:  
[www.bit.ly/2mJEhA7](http://www.bit.ly/2mJEhA7)

Needle and Syringe Program:  
[www.bit.ly/2mJUBRH](http://www.bit.ly/2mJUBRH)

Victorian Centres Against Sexual Assault (CASA Forum):  
[www.casa.org.au](http://www.casa.org.au)

## Guideline 18: Drinking-water

### Background

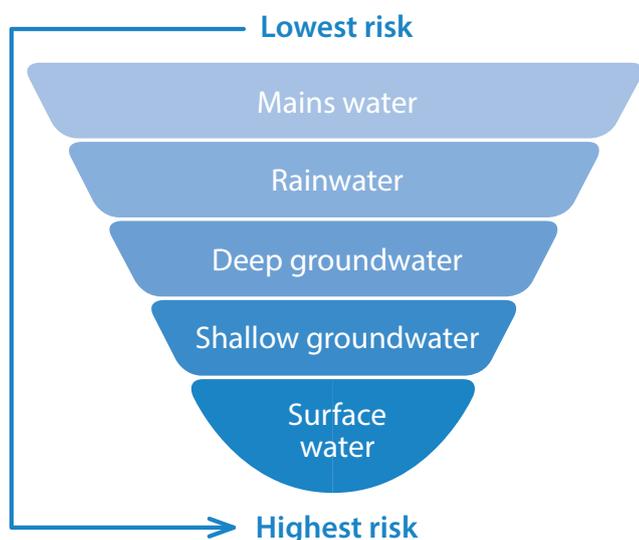
All venues have a responsibility to make drinking water accessible and available to patrons. Drinking water is essential in the dance and music event environment, and events held during summer, to prevent heat exhaustion and dehydration, which is often associated with prolonged and vigorous dancing and the consumption of alcohol and other drugs.

### Guidelines

Water supplied by water businesses to the public is referred to as mains water supply. Some rural communities do not have access to mains water and rely on private drinking water supplies. A private drinking water supply can include:

- rainwater.
- groundwater (bores).
- surface water (such as dams, rivers, creeks and irrigation channels).

Levels of risk for different drinking water sources are shown in the risk hierarchy below. Always use the highest quality of water available for drinking.



Where a private drinking water supply is used, the event organiser is responsible for ensuring the water supply is safe for drinking and food preparation. Refer to guidelines (see **Further information**) for private drinking water supplies at commercial and community facilities for more information.

Drinking water should be free, easily accessible, clean and available at all times. Cold water supplies should never be cut off.

- All areas where drinking water is available should be well signposted.
- Signage should include the current recommended advice to sip rather than gulp water. (The amount that party-goers should drink depends on the activity but organisers should be prepared for each party-goer to consume 500 ml of water per hour when dancing).
- Disposable cups should be available from the bar or other suitable locations and patrons must be permitted to refill plastic bottles or cups with drinking water free of charge.
- If drinking taps or fountains are not available, drinkable water should be brought into the facility.
- Extra drinking water will be required in very hot weather and multi-day outdoor events will need to budget additional water for showering and washing.

Licensed venues that supply alcohol for consumption on-site are required to provide free drinking water to their patrons. It is left to the discretion of the licensee how water is supplied. Substantial fines may apply for non-compliance.

Licensees may apply to the Victorian Commission for Gambling and Liquor Regulation for an exemption to their mandatory requirement to provide free water. Exemption may be granted, but only under exceptional circumstances.

Note: Under health regulations, a sink does not constitute a drinking tap. However there are no health regulations that prevent patrons from filling containers from water taps in bathrooms if they wish to do so.

### Further information

[www2.health.vic.gov.au/about/publications/policiesandguidelines/guidelines-private-drinking-water-supplies-commercial-community-facilities](http://www2.health.vic.gov.au/about/publications/policiesandguidelines/guidelines-private-drinking-water-supplies-commercial-community-facilities)

[www.vcglr.vic.gov.au/free-water-patrons](http://www.vcglr.vic.gov.au/free-water-patrons)

## Guideline 19: Tobacco and Smoking

### Background

Smoke-free areas protect people from the harmful effects of second-hand smoke, de-normalise smoking behaviours and remove smoking triggers and visual cues. There are many different venues, areas and settings where smoking is banned under the *Tobacco Act 1987*.

Those that may relate to organised events include:

- Indoor areas such as inside sporting and entertainment venues.
- Indoor and outdoor areas at children's learning environments and entrances to these, such as schools.
- Outdoor children's recreational areas such as skate parks, public swimming pool complexes, and sporting venues during under-age sporting events.
- Outdoor areas at food fairs.
- Outdoor areas within 10 metres of food stalls and food vendors at organised events (other than a food fair).

Additionally, many outdoor events have smoke-free policies that apply in addition to any legislative requirements.

The Department of Health and Human Services has produced a number of resources for event organisers and venues to help create awareness of the legislative bans and facilitate voluntary compliance, including 'No smoking' signs that can be ordered free-of-charge from the department's tobacco control website: [www2.health.vic.gov.au/public-health/tobacco-reform](http://www2.health.vic.gov.au/public-health/tobacco-reform)

### Food fairs

Smoking is banned in outdoor dining areas in Victoria from 1 August 2017. The outdoor area of a food fair is an outdoor dining area.

A food fair is an organised event at which the principal activity is the sale or supply of food for consumption at the event and the consumption of that food.

The smoking ban applies to all public outdoor areas at a food fair. That is, the entire food fair is required to be smoke-free. This means that a designated smoking area is not allowed at a food fair.

Both the occupier (organiser or manager of the food fair) and individuals are responsible for compliance with the smoking ban. The occupier is also responsible for ensuring 'No smoking' signs are displayed.

### Organised events

Smoking is banned in outdoor public areas that are within 10 metres of a food stall or food vendor at an organised event (other than a food fair) as this area is a designated outdoor dining area.

While a definition of 'organised event' is not provided in the Tobacco Act, it is considered to be any public event planned and organised in advance, and has a community, sporting, arts, cultural or volunteer focus. It may be a one-off event or one of a series of events.

Both the occupier and individuals are responsible for compliance with the smoking ban. The occupier is also responsible for ensuring 'No smoking' signs are displayed.

### Under-age sporting events

Smoking is already banned at, and within 10 metres of, an outdoor sporting venue during an organised under-age sporting event. This means that the entire venue must be smoke-free during the event, whether or not there are food stalls and food vendors.

### Events at schools

Smoking is banned within the grounds of, and within 4 metres of an entrance to, all primary and secondary schools. This means that the entire premises and areas near entrances must be smoke-free, whether or not there are food stalls and food vendors.

### Smoke-free policies at events

Smoke-free policies at events are becoming increasingly popular and reflect changed community attitudes towards smoking. They are usually initiated by the event organiser or venue manager. Smoke-free policies at outdoor events may further restrict smoking in outdoor areas and would apply in addition to the legislative ban. While the purpose of the law is to create smoke-free areas where food is commercially sold and eaten, event organisers or venue managers are encouraged to make their event entirely smoke-free.

### Further information

For further information on the *Tobacco Act 1987* and smoking bans at events, please visit:

[www2.health.vic.gov.au/public-health/tobacco-reform](http://www2.health.vic.gov.au/public-health/tobacco-reform)

or contact the local council in which the event will be held.

'No smoking' signs for events can be downloaded from:

[www2.health.vic.gov.au/public-health/tobacco-reform/sources-and-fact-sheets-tobacco-reform](http://www2.health.vic.gov.au/public-health/tobacco-reform/sources-and-fact-sheets-tobacco-reform)

# Section 9: Food Safety

## Guideline 20: Food Safety and Temporary Food Stalls

### Background

Food safety laws affect every Victorian's health and safety. In Victoria, all food businesses must comply with the *Food Act 1984* (the Act), which oversees food safety. The Act also requires food premises to comply with the Australia New Zealand Food Standards Code.

### Registration

A business that sells food in Victoria must **register** the premises where they sell or prepare the food - their 'food premises' - with the right local council.

Temporary and mobile food premises are registered with their principal council (the council where they are from) via a state-wide online registration system called **Streatrader**:

[www.streatrader.health.vic.gov.au](http://www.streatrader.health.vic.gov.au)

In addition to being registered, operators of temporary or mobile food premises must also submit the details of any event they are attending using their **Streatrader** account. This is referred to as lodging a statement of trade.

An event organiser may consider requesting temporary and mobile food premises to supply them with a copy of the statement of trade after submission, to ensure all the traders have completed the required documentation for the Council.

### Operational compliance

Proper procedures need to be applied to food storage, preparation and distribution at mass gatherings, otherwise food can present a danger to public health. It is the responsibility of the registered food business owner to ensure that all food safety requirements are complied with at all times.

The local council's environmental health officers are authorised by law to enter and inspect any food premises to ensure they are meeting all requirements. Event organisers should make contact with the relevant local council's environmental health officers prior to the event to make any access arrangements and discuss the event set-up in relation to any food premises which will be operating on the site.

### Further information

[www2.health.vic.gov.au/public-health/food-safety](http://www2.health.vic.gov.au/public-health/food-safety)

# Section 10:

## Reducing Impact On Surroundings

### Guideline 21: Environmental Considerations

#### Background

For outdoor events, environmental hazards must be considered.

- A variety of people will be attracted to events and many will not be familiar with issues that locally are regarded as common knowledge.
- Common hazards may be mosquitoes, flies, snakes, plants/grasses, hazardous chemical exposure from stored chemicals or chemical sprayed on grass/lawn prior to events. In rural and remote areas, there are some significant dangers to be aware of, e.g. disused mines (a fall hazard) and dams (a drowning hazard).
- Although the weather in Victoria is reasonably predictable, there are periods of severe conditions. This may include pollen during spring and early summer, especially in thunderstorm conditions.
- Electrical storms and hail are rare but they do occur and therefore must be considered and appropriate action plans developed. While hailstorms are less likely to occur, it is of note that disasters have occurred when people have sought protection.
- In hot weather, dehydration and sunburn are common issues.
- Hot, windy and dry conditions, as well as the local environment are hazards that also play a role in determining the Fire Danger Ratings for an area. Close attention needs to be paid to these ratings, and plans in place for when Severe and Code Red Fire Danger days are declared. These should include considerations to cancelling events.

#### Guidelines:

- Each area of an event will have different hazards and the risk management process should identify these.
- Electrical storms provide a considerable risk. In the event of an electrical storm, the risk must be monitored.

- Australian Standard AS 1768 recommends that exposed areas be evacuated when the time between lightning and associated thunder is less than 15 seconds.
- At 15 seconds the lightning strike is approximately 5km from the observer.

- Although harder to detect than electrical storms, an emergency plan must contain a contingency for patrons seeking refuge from hailstorms.
- For exposed events, shade must be provided to allow some relief from hot sun.

#### Further information

About fire danger ratings:

[www.cfa.vic.gov.au/warnings-restrictions/about-fire-danger-ratings](http://www.cfa.vic.gov.au/warnings-restrictions/about-fire-danger-ratings)

Victorian Emergency page:

[www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)

### Guideline 22: Lightning

#### Background

An increase in the popularity of outdoor events has increased the risk of lightning affecting events. Event organisers and employers need to understand the risks associated with electrical storms and have safe procedures and systems of work in place to reduce the risk of injury to workers and the public.

## Guidelines

*Australian Standard 1768 – Lightning protection (AS1768)* recommends that a risk assessment be conducted and an action plan developed for the selection and implementation of appropriate risk controls. It is important to ensure that controls are in place early, and not left until a lightning storm is on the horizon.

The action plan and controls should be monitored and reviewed during the event (including pre/post event periods) to ensure any risks associated with lightning are appropriately controlled.

More information can be found in AS1768, which provides guidance on protecting people outdoors and has specific recommendations for risks associated with large tents and marquees, seating stands and metal scaffold structures.

## Further information

Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](https://worksafe.vic.gov.au)

## Guideline 23: Noise

### What is noise pollution?

Noise pollution is sound at a level which is annoying, distracting or physically harmful. This can mean different things to different people. In residential areas, what is an acceptable level of noise to one person may be unacceptable to another, as well as dependent on the time of the day and the nature of the activity generating the noise.

### What are the health effects of noise pollution?

Over time, noise can cause impacts to health and well-being—especially when it disturbs sleep. In some people, noise may lead to anxiety, stress and other health impacts, even if it doesn't occur all the time.

In residential settings, noise levels cause concerns. People most vulnerable to the impacts of noise include the elderly or ill, parents and young children, shift workers or those who work or study at home.

It's not always possible to totally avoid noise, because some noise is normal or may even be unavoidable during the day. However, it is important to be aware of the needs of others. If there is a conflict, such as in a residential setting both neighbours should meet to discuss the matter and jointly agree on what reasonable things they can do to reduce the noise.

Event organisers have a general duty to make the workplace safe, as well as specific duties under the *Occupational Health and Safety Regulations 2017* in relation to noise hazards.

You must ensure that your employees are not exposed to noise that exceeds the exposure standard. Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](https://worksafe.vic.gov.au)

## Introduction to noise standards

### Melbourne metropolitan area

In the Melbourne metropolitan area, the [State Environment Protection Policy \(Control of Noise from Commerce, Industry and Trade\) No. N-1](#) sets limits for noise from industry. Limits are set at 'noise sensitive areas' such as homes. Under section 46 of the *Environment Protection Act 1970* compliance with SEPP N-1 is mandatory.

### Rest of Victoria

The guideline [Noise from industry in regional Victoria \(NIRV\)](#) applies outside the Melbourne metropolitan area.

Government regulators and industry operators using NIRV to manage noise should also refer to [Applying NIRV to proposed and existing industry](#) (publication 1411).

## Entertainment venue noise

Loud music from entertainment venues can be a problem, especially late at night.

[State Environment Protection Policy \(Control of Music Noise from Public Premises\) No. N-2](#) has been developed for the control of music from non-residential premises.

Noise requirements based on this policy are often included in a venue's liquor licence (Victorian Commission for Gambling and Liquor Regulation) or planning permit (Department of Planning and Community Development). EPA enforces the policy for large outdoor music events.

## Outdoor venue noise

### State environment protection policy

The goal of the [State Environment Protection Policy \(Control of Music Noise from Public Premises\)](#) (SEPP N-2) is to protect residents from music noise while recognising the community demand for a wide range of music entertainment.

Generally speaking, no operating licence or general approval is needed from EPA for music venues. However, SEPP N-2 governs the noise emitted from music entertainment venues, and this policy must be complied with at all times.

There are special requirements for outdoor venue noise.

### What is an outdoor venue?

For the purpose of SEPP N-2, an outdoor venue means a public premises where music is played in the open air. Venues where the facilities allow music to be played indoors, such as a hotel with an indoor band room and an outdoor beer garden, are considered an indoor venue.

### What are the requirements for outdoor venue noise?

SEPP N-2 establishes a number of requirements for outdoor music venues. These requirements include:

- Noise levels must not exceed the following noise limits (see clauses 17 and 18 of SEPP N-2). The noise level is measured as LAeq in dB(A). The SEPP N-2 policy sets out the measurement method. 65 dB(A) (averaged over 15 minutes) when the measurement point is located outdoors at any residential premises and 55 dB(A) when the measurement point is located indoors (see clauses 17 and 18 of SEPP N-2).
- Operating times must be between 12.00 pm and 11.00 pm, or 12.00 pm and 10.00 pm for events longer than five hours. See below question: *What times can I hold an event?*

### When do I need to contact EPA?

There are two key circumstances in which you must contact EPA when planning your event(s):

- If you wish to operate an event outside the hours specified in SEPP N-2 (see *What times can I hold an event?*), or
- if you wish to hold more than six concerts in a financial year (see *How many events can I hold?*).

### What information will I need to provide EPA?

You will need to tell EPA about the type of event, how it will be managed, and the likely impact on the community. It is expected that a Noise Management Plan will be provided to EPA.

### Who should develop a Noise Management Plan and what should it contain?

The occupier and/or event or concert manager or promoter (with operational control) should develop a Noise Management Plan. A Noise Management Plan should address:

- The type of entertainment act.
- Limitation on stage orientation.
- Speaker height, arrangement and orientation.
- Noise barriers.
- Noise reduction measures at source.
- Noise measurement and complaint response.
- Complaints response telephone line.
- Complaints response procedure.

### What times can I hold an event?

Events can only be between 12.00 pm and 11.00 pm, except where the event duration is longer than 5 hours (consecutive), in which case the event can only be held between 12.00 pm and 10.00 pm (see clause 27(a) of SEPP N-2).

### What if I want to hold an event outside of these hours?

You must contact EPA if you wish to hold an event outside of these hours. You should contact EPA at the early stages of event planning. EPA may allow operations outside of the above hours (clause 27[b] of SEPP N-2) if it is satisfied that:

- The noise will be inaudible at residential or other sensitive areas, or
- the operation is a not-for-profit event for charitable purposes or is of 'special social significance'.

### How many events can I hold?

There is no limit on the number of events that are quieter than 55dB(A). You may hold no more than six 'concerts' in a financial year. A concert is an event louder than 55dB(A), measured outdoors at a residence or other nearby sensitive area.

### Noise prediction information

Events that are likely to affect a significant number of residents around the venue should be assessed for potential noise impacts.

Noise level predictions are commonly performed using a computer model but for small scale events 'hand' calculations may be acceptable.

Noise prediction reports should contain the following information:

1. Venue details.
2. Likely environmental conditions.
3. Equipment location and type.
4. Where barriers are positioned for sound attenuation.
5. Proposed sound levels for a worst case scenario.
  - (a) At the mixing desk and nearest noise sensitive premises.
  - (b) Distance from mixing desk to the stage loudspeakers.
  - (c) Noise modelling or other predictions expressed in graphical detail on a map of the venue and including affected outside areas showing noise level contours at locations in other neighbouring local governments or similar land jurisdictions.
6. Analysis, conclusion and recommendations.

### Further information

Environment Protection Authority:

[www.epa.vic.gov.au/your-environment/noise](http://www.epa.vic.gov.au/your-environment/noise)

## Guideline 24: Fireworks Displays

### Guidelines

WorkSafe Victoria issues licences under the *Dangerous Goods (Explosives) Regulations 2011* to ensure that only trained, competent and experienced persons are authorised to discharge fireworks. People performing this type of work (pyrotechnicians) are required to hold a current licence and conduct work in a specific manner.

Key requirements when conducting a fireworks display include:

- Written notification to WorkSafe seven days before discharging display fireworks, Chinese firecrackers or theatrical fireworks. Other relevant authorities must also be notified – this includes the relevant fire authority, the relevant municipal council, the Civil Aviation Safety Authority (CASA) if discharge is near air routes and the relevant body that administers any waterway where the discharge of fireworks is proposed to be near port waters. Note that local by-laws may extend notification requirements or prohibit displays.
- Maintenance of adequate site/fireworks exclusion zone, security to keep people out during set-up, display and for a period after a display to facilitate a pyrotechnician doing a site safety clearance check. Occasionally, debris and other cardboard boxes burn after discharge of contents, so a full clean up after the event is crucial.
- Council by-laws may also require notification to residents in properties in a zone nearby proposed fireworks displays to ensure protective measures can be taken for the care of people or animals that may be adversely affected by fireworks.

Note that any noise issues will be dealt with at the local level by council officers.

### Further information

For information about storage and handling of dangerous goods (fireworks are a dangerous good), refer to **Guideline 25: Storage and Handling of Dangerous Goods**.

More information about safety requirements and instruction on how to apply for a licence is available from the WorkSafe Advisory Service (1800 136 089) or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## Guideline 25: Storage and Handling of Dangerous Goods

### Guidelines

Dangerous goods are substances capable of causing harm to people and property because of their hazardous properties. They may be corrosive, flammable, combustible, explosive, oxidising or water-reactive or have other hazardous properties.

Dangerous goods, such as flammable liquids, fuels, liquefied petroleum gases (LPG), cleaning products, paints and other chemicals are often temporarily stored and transferred at events.

Many dangerous goods are also classified as hazardous substances because of their potential health effects (whether immediate or long term). Those storing dangerous goods and/or hazardous substances have duties under the *Dangerous Goods Act 1985* (DG Act), the *Dangerous Goods (Storage & Handling) Regulations 2012*, the *OHS Act 2004* and the *OHS Regulations 2017*.

Those storing dangerous goods and/or hazardous substances, including at events, must ensure that risks associated with these dangerous goods and/or hazardous substances are controlled. This may include:

- Isolating flammable substances from ignition sources, people who are not trained to handle dangerous goods and the public.
- Ensuring that, if required, those handling the dangerous goods are wearing personal protective equipment like gloves.
- Preparing for spills, fires and other emergency situations.
- Ensuring that information about each substance used is readily available to all persons involved at the event, including Safety Data Sheets (SDSs) for each substance and a register of substances being handled and stored.
- Ensuring employees are consulted on the hazards and controls involved in the handling of dangerous goods.
- Ensuring that those involved in the storage and handling of the dangerous goods have adequate induction, information, training and supervision.

An SDS about a hazardous substance can provide an excellent source of information and advice to help users understand and control the hazards associated with that substance. Information that must be contained within an SDS includes identification of the substance, hazards, first aid measures, suitable fire-fighting materials, what to do if the substance is accidentally released, appropriate personal protective equipment and precautions to take if stored (such as isolation from ignition sources and/or other dangerous goods).

In some situations, where the quantities of dangerous goods stored exceed prescribed thresholds, additional controls may be required such as installation of outer warning placards and installation of additional fire protection systems.

The *Code of practice for the storage and handling of dangerous goods* and the *Guide - Temporary fuel storage at events* provide more information to assist users of dangerous goods comply with the requirements of the *Dangerous Goods (Storage and Handling) Regulations 2012*. These publications are available at: [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## Further information

Further information about occupational health and safety obligations can be found in **Guideline 14: Occupational Health and Safety** or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

# Guideline 26: Vehicles and Transport

## Guidelines

Traffic management for events on arterial roads including freeways should be in accordance with the *Road Management Act 2004 Code of Practice Worksite Safety- Traffic Management*. A copy of the Code of Practice may be viewed on the VicRoads website at: [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au). Events on local and non-arterial roads generally follow both VicRoads and the other road authorities' guidelines.

Parking for events is coordinated with responsible road authorities which are usually the local councils. Parking on arterial roads is also coordinated with local councils. There should be adequate parking so that neighbouring properties are not disturbed by vehicles visiting the venue.

It is the event manager's responsibility to liaise with local government to ensure that adequate parking and traffic control measures are in place for all phases of the event: bump-in, event and bump-out. The use of major traffic control devices on both arterial and local roads – e.g. speed reduction, Variable Message Signs (VMS), etc. – are given authorisation for use by VicRoads. Minor traffic control devices can be authorised by councils on local roads.

Consideration must be given to drop off and pick up points for private vehicles, taxis and charter vehicles.

The Taxi Services Commission is the regulator of the Victorian taxi and hire car industry and should be consulted so that they can advise taxi drivers of the preferred arrangements and possible need for temporary taxi ranks.

## Additional conditions: emergencies

**There are additional conditions put in place for managing emergencies:**

1. Unless VicRoads has approved a plan submitted by the Event Organiser in relation to managing high fire danger, VicRoads reserves the right to revoke this permit without warning and at no cost to VicRoads if the fire agency having authority over the Event area declares the Event day to have a Fire Danger Rating of EXTREME or CODE RED.
2. VicRoads reserves the right to revoke this permit without warning and at no cost to VicRoads in the event of any emergency including but not limited to fire, storm, flood or chemical spill requiring the use of the section of road to which this permit applies as a relocation route or emergency access route.

## Further information

The VicRoads Section 99 B(1) of the *Road Safety Act 1986* permit and list of conditions is shown in the appendices.

The following organisations maintain websites which may have information relating to emergency situations that impact on the conduct of the event:

- Country Fire Authority.
- State Emergency Service.
- VicRoads.

# Guideline 27: Traffic Management

## Guidelines

A large number of employees, contractors and event patrons may move around an event site and interact with a wide range of mobile plant and vehicles. This can occur in each phase of an event - build, preparation (bump-in), event operation, dismantling (bump-out), and event deconstruction. Event operators should ensure they have appropriate traffic management procedures in place to eliminate or reduce risks to health or safety such as vehicles colliding and people being hit by mobile plant and vehicles.

Event organisers should identify hazards associated with traffic management and control associated risks.

Issues to consider at each event phase include:

- Procedures for loading and unloading equipment and goods at permanent and temporary venues e.g. amusement devices, building and catering supplies.
- Where possible, restricting public access to the area during bump-in and bump-out.

- The type of vehicles and traffic routes and how these may differ during each event phase.
- Public transport, vehicle types and peak periods.
- Walkways and crossings.
- Vehicle warning devices.
- Parking and parking control.
- Crowd control and movement and crowd safety.
- Emergency service access.
- Effective monitoring of and response to traffic management throughout the event.

Event organisers should review event planning and site mapping documentation and identify any areas where interaction between pedestrians and mobile plant or vehicles can be eliminated or reduced. This may include:

- Scheduling the build in stages to reduce the interaction of mobile plant and manual labour.
- Planning the location of delivery sites across all phases of an event to prevent or limit the amount of pedestrian and vehicle interaction.
- Considering how security, first aid and other services move around the site.

Developing a traffic management plan can help control risks associated with interaction between pedestrians and mobile plant (e.g. collisions).

A traffic management plan should include:

- Map and system for traffic management.
- Safe vehicle routes and movement.
- Safe pedestrian routes.
- Any adjustments necessary due to changes in the environment or weather.
- Procedures to separate pedestrians from vehicles.
- Instructions for signage and lighting systems.
- Provision for traffic control staff.
- Information, instruction, training and induction to be provided to traffic management staff.
- Necessary approvals from relevant road control authorities (e.g. local council, VicRoads).
- Event parking plans and procedures for safe entry and exit of vehicles.

### What is a 'non-road activity'?

Section 99B(8) states that a non-road activity is an activity on a road which will significantly interfere with the normal use of a road by road users in accordance with the *Road Safety Act 1986 (the Act) and Regulations*, but does not include an activity conducted by the police or emergency services in the exercise of

their powers. A road is defined in section 3 of the Act to mean "...an area that is open to or used by the public and is developed for, or has as one of its main uses, the driving or riding of motor vehicles...".

The example to section 99B(8) indicates that a non-road activity would include the following activities on a road:

- The shooting of a film.
- A bicycle event.
- A street festival or a street market.

VicRoads have also issued non-road activity permits in respect of:

- The filming of commercials.
- Fun-runs, triathlons.
- Street processions and parades.

Note that VicRoads will sometimes issue a section 99B permit for an off-road activity (such as an event at a show-ground) if the impact on the surrounding roads is significant. This is a matter of judgment in each case. If the impact on roads is minor but signs and traffic management are still required, a Memorandum of Authorisation (MOA) for the use of traffic control devices may be sufficient, without a section 99B permit.

### If the event is to be conducted on a road or highway:

- **If the event involves a motor speed trial or car race on arterial road/s:** VicRoads will determine whether to support this. A section 68(3) notice will apply to a race or speed trial held on a highway, and a section 68(4) notice will apply to multiple highway events sanctioned or organised and conducted by a single motoring organisation.
- **If VicRoads is the Coordinating Road Authority (CRA) and the event is a 'non-road activity':** VicRoads will determine whether to grant a section 99B(1) permit. A speed trial can be a non-road activity with VicRoads, as the delegate of the Minister, to manage any notices. If VicRoads is not the CRA, the applicant should be referred to the relevant CRA for the permit.
- **If the event is a (bike/foot) race:** If there are more than 30 participants, the applicant must obtain the permission of Victoria Police under regulation 26 of the *Road Safety (Traffic Management) Regulations 2009*. The applicant must also seek VicRoads' written approval of any approved police-controlled rolling road closure (reg 27), whether or not the event is on an arterial road. Note that reg 27 includes some Road Rules exemptions for approved races. A section 99B permit will probably also be required.

**If the event involves pedestrians, cyclists or animals on a freeway:** VicRoads will determine whether to support the application. If so, written authorisation under section 68A will need to be provided by the Chief Executive.

**If the event may affect public transport:** For large events where public transport needs may increase, the organiser must notify Public Transport Victoria (PTV) under section 195 *Transport (Compliance and Miscellaneous) Act 1983*.

**If the event requires exemptions from the Act or regulations:** The section 68 notice can contain exemptions from regulations (and includes an automatic section 65A loss of traction exemption), and a section 99B(4) notice can contain exemptions from the Act or Regulations. If the event is a parade (or similar) and requires limited exemptions from the Road Rules, a Road Rules exemption letter may suffice.

**If the event will require the removal of stationary vehicles:** This requires a notice under the *Road Management Act 2004* declaring or designating the area as a tow-zone. For freeways, no notice is required (section 119A *Road Management Act 2004*).

**If the event involves loss of traction:** VicRoads will consider whether a section 65A exemption applies – see section 65A(2A) of the Act. If not, and if there is no notice under section 68(3) or 68(4) (which includes an automatic s.65A exemption), and if a section 99B(4) notice is not used (which can also include a s.65A exemption), a separate section 65A exemption will be required. Note that the application for a section 65A notice needs to be from the owner or occupier of the land. This does not generally apply to roads, because a section 68 notice would usually be used instead if the event is on a road.

**If a section 99B permit has been granted and the event involves the erection, removal or alteration of traffic control devices:** the permit holder may erect, display, place, remove or alter a works advisory device, a hand-held stop sign or a temporary speed limit sign (no lower than 40 km/h) or any signage approved in the Traffic Management Plan with no additional permission (regulation 12, *Road Safety (Traffic Management) Regulations 2009*). If the permit authorised road closure, the permit holder may erect road closure signs (regulation 14, *Road Safety (Traffic Management) Regulations 2009*). The permit holder may not display or interfere with any other traffic control device without a VicRoads memorandum of authorisation (MOA) form.

**If the event involves modified vehicles or unregistered vehicles:** The applicant should submit an application to VicRoads for conditional registration (which requires a certificate of approved operations) or unregistered vehicle permits. The permits usually only last 28 days and are appropriate for vehicles that will not generally be operated on the road, such as carnival floats and some types of rally car.

If the event requires heavy vehicle detours: Contact VicRoads. Also check *Special Gazette S32/2014* [www.bit.ly/gazetteS32](http://www.bit.ly/gazetteS32) to see if the event or detour is listed. If so, confirm with the council that the detour is still appropriate, and that it hasn't been used 20 days that calendar year (an email or phone call will suffice).

**If the event is not on a road but will impact the surrounding road network:** This is not common, it applies to events like the Rutherglen Winery Walkabout. Encourage the organiser to submit a Traffic Management Plan, and VicRoads should issue an MOA.

## Further information

Further information about occupational health and safety obligations can be found in *Guideline 14: Occupational Health and Safety* or at [worksafe.vic.gov.au](http://worksafe.vic.gov.au)

## VicRoads forms

If you are unsure about what information you need to provide with your application, refer to VicRoads [Event application checklist \[DOCX, 15 Kb\]](#) or contact us to discuss the requirements.

VicRoads' [Application to conduct a non-road activity application form \[PDF 1,396 Kb\]](#)

## VicRoads contact

### For Metropolitan Melbourne area

**(Metro South East and Metro North West regions):**

Email: [vicroadsmetroevents@roads.vic.gov.au](mailto:vicroadsmetroevents@roads.vic.gov.au)

Phone: (03) 9854 2781

### For rural regions, contact the respective VicRoads regional office:

Eastern Region: [vicroads.ermoa@roads.vic.gov.au](mailto:vicroads.ermoa@roads.vic.gov.au)

South Western Region: [SWRevents@roads.vic.gov.au](mailto:SWRevents@roads.vic.gov.au)

North Eastern Region: [ner.enquiries@roads.vic.gov.au](mailto:ner.enquiries@roads.vic.gov.au)

Western Region: [western.mail@roads.vic.gov.au](mailto:western.mail@roads.vic.gov.au)

Northern Region: [nr.mailbox@roads.vic.gov.au](mailto:nr.mailbox@roads.vic.gov.au)

## Guideline 28: Clean-up and Rubbish Removal

### Guidelines

#### Rubbish collection and removal is an important issue

- A waste management plan is recommended.
- Recycling should always be considered.
- Care needs to be taken to ensure that receptacles used to dispose of rubbish do not represent a hazard by becoming viewing platforms or dance podiums.
- Bins must be emptied and serviced throughout the event.
- Collection of food waste and packaging is a considerable issue for prolonged events.
- The general clean-up both within and external to the venue must be completed as quickly as possible after the event by the promoter. Areas outside the venue should be cleaned prior to the usual start of business the following day.

**Definition:** Receptacle = a container that holds items of matter.

There is now much a greater expectation in the community that there will be access to recycling facilities wherever they go - largely the result of state and local government policies that have made home recycling a way of life for so many Victorians. Sustainability Victoria have guidelines on recycling for public places and events, and local councils can also provide further information.

#### Further information

[www.sustainability.vic.gov.au/services-and-advice/community/public-place-recycling](http://www.sustainability.vic.gov.au/services-and-advice/community/public-place-recycling)



# Section 11: Amenities

## Guideline 29: Electrical Installations

### Guidelines

ESV is a technical and safety regulator responsible for the safe generation, supply and use of electricity, gas and pipelines.

A statutory authority, we also licence electricians, manage the Certificate of Electrical Safety Program conduct community safety campaigns, ensure electrical and gas products are approved and safe for use, and investigate gas and electrical incidents.

Public Events such as exhibitions, shows, carnivals, etc. have legislation and electrical 'Standards' that are relevant for the installation and use of electrical equipment. These include but are not limited to:

- Electricity Safety Act.
- Electricity Safety (Installations) Regulations.
- AS/NZS 3000 - Wiring Rules.
  - AS/NZS 3001 - Electrical Installations – Transportable structures and vehicles including their site supplies.
  - AS/NZS 3002 - Electrical Installations – Shows and carnivals.
  - AS/NZS 3010 - Generating sets.
  - AS/NZS 3760 - In-Service safety inspection and testing of electrical equipment.

Guidelines for '*Electrical installations and electrical equipment at public events*' including a number of check-lists are located on the Energy Safe Victoria website at: [www.esv.vic.gov.au/pdfs/guidelines-for-electrical-installations-and-equipment-at-public-events/](http://www.esv.vic.gov.au/pdfs/guidelines-for-electrical-installations-and-equipment-at-public-events/)

## Guideline 30: Gas Installations

### Guidelines

ESV is a technical and safety regulator responsible for the safe generation, supply and use of electricity, gas and pipelines.

A statutory authority, we also licence electricians, manage the Certificate of Electrical Safety Program, conduct community safety campaigns, ensure electrical and gas products are approved and safe for use, and investigate gas and electrical incidents.

Public Events such as exhibitions, shows, carnivals, etc. have legislation and Gas 'Standards' that are relevant for the installation and use of gas equipment. These include but are not limited to:

- Gas Safety Act.
- Gas Safety (Gas Installations) Regulations.
- AS/NZS 1596- The storage and handling of LP gas.
- AS/NZS 5601 part 1 - Gas installations (General Installations).
- AS/NZS 5601 part 2 – LP gas installations in caravans and boats for non-propulsive purposes.

The '*Code of Practice for the safe use of LP Gas at public events in Victoria*' is located on the Energy Safe Victoria website at: [www.esv.vic.gov.au/gas-technical-information-sheets/the-code-of-practice-for-the-safe-use-of-lpgas-at-public-events-in-victoria/](http://www.esv.vic.gov.au/gas-technical-information-sheets/the-code-of-practice-for-the-safe-use-of-lpgas-at-public-events-in-victoria/)

### Gas safety at public events brochure:

Caterers using Liquefied Petroleum Gas (LPG) at an outdoor event must complete a check list before the event starts. This is a requirement of the event organiser and ESV.

[www.esv.vic.gov.au/merchandise/gas-safety-at-public-events/](http://www.esv.vic.gov.au/merchandise/gas-safety-at-public-events/)

## Guideline 31: Camping

### Rationale

Camping will only be allowed if it is deemed appropriate by the land manager and it is explicitly allowed within the event permit.

### Guidelines

- Where, permitted, the camping areas must be planned so that camping sites are orderly and there is ease of access for patrons, service vehicles and emergency vehicles.
- Only lightweight camping equipment is generally permitted, due to the typically short event durations and camp area setup must ensure the safe separation of traffic and parking areas from camping areas.
- Access paths throughout the site must be adequately illuminated.
- Patrons must be advised of relevant camping restrictions or rules.

### Facilities

- Facilities must be provided to allow the basic necessities such as sanitation, cooking, first aid and security.

### Fires

- In situations where fires are not banned under the *Bushfire Regulations* they should only be permitted in designated controlled areas that have fire extinguishers and fire fighting equipment readily available.
- Camp-fires will only be allowed if it is deemed appropriate by the land manager and it is explicitly allowed within the event permit.

### Monitoring of substance affected patrons

- In situations where alcohol and/or substance use is likely at an event where camping options are also available (e.g. music festivals based in the bush), consideration needs to be given to how this risk might be managed or mitigated. This might include a safe space where people can be monitored by health care professionals, or being able to register for regular monitoring by a third party (e.g. peer educators).



# Appendices



## Appendix 1: Summary of Approvals

Summary of the required approvals and plans that need to be submitted to the necessary authorities before the commencement of an event.

CHECKLIST FOR EVENT MANAGERS			
APPROVALS/ APPLICATIONS	DOES IT APPLY TO YOUR EVENT?	AUTHORITY TO SUBMIT THE APPLICATION TO	FORM/APPROVAL COMPLETE
<input type="checkbox"/> Public building approval (Event application)		Local government	
<input type="checkbox"/> Planning Permit		Local government & DELWP	
<input type="checkbox"/> Liquor Licence		VCGLR & Local government	
<input type="checkbox"/> Noise Regulation 18 approval		EPA	
<input type="checkbox"/> Public Land Manager approval		Parks Victoria	
<input type="checkbox"/> Application for food & drink outlets		Local government	
<input type="checkbox"/> Approval of temporary structures (Tents and marquees)		Local government	
<input type="checkbox"/> Approval of events on arterial roads (i.e. S99B permit)		VicRoads	
PLANS REQUIRED	DOES IT APPLY TO YOUR EVENT?	AUTHORITY TO SUBMIT THE APPLICATION TO	TICK WHEN PLAN COMPLETE
<input type="checkbox"/> Risk management plan (AS/NZS 31000)		Local government	
<input type="checkbox"/> Emergency plan (AS 3745)		Local government	
<input type="checkbox"/> Operational plan**		Not submitted – kept for personal use	
<input type="checkbox"/> Traffic management plan (TMP)			
<input type="checkbox"/> Communication plan			

\*\* Not mandatory – however it is a recommended best practice tip that becomes essential for larger, more complex events

## Appendix 2: Summary of Key Roles

### Summary table of key roles and responsibilities during the event phase

There are other important stakeholders that should be considered during particular phases such as community, health and emergency services and others.

KEY ROLES AND RESPONSIBILITIES DURING THE EVENT PHASE					
EVENT	PRE-EVENT APPROVALS AND APPLICATIONS	BUMP-IN	EVENT	BUMP-OUT	POST- EVENT DEBRIEF
Local government	✓	✓	✓	✓	✓
Police	✓		✓		✓
Ambulance	✓		✓		✓
Emergency services	✓		✓		✓
Department of Health & Human Services	✓	✓	✓		✓
Department of Environment, Land Water and Planning(if required)	✓		✓		✓
Victorian Commission for Gambling and Liquor Regulation	✓	✓	✓		✓
VicRoads	✓		✓		✓
Parks Victoria (if required)	✓		✓		✓
Crowd controller/Security officer	✓	✓	✓	✓	✓
Promoter/Site/Event manager	✓	✓	✓	✓	✓
The licensee	✓	✓	✓		✓

## Appendix 3: Ambulance Victoria (AV) Command and Clinical Capabilities

Ambulance Victoria provides variable skill sets in servicing events, including Health Command and clinical capabilities. The size and nature of an event will dictate the skills and staffing numbers required. Below are outlines of common Ambulance Victoria event roles.

### Health Commander

Responsibilities include but are not limited to:

- Oversight of the overall health response in emergencies, including medical practitioners and first aid personnel. This is a defined role in the State Health Emergency Response Plan.
- Management of ambulance resources at the scene.
- Liaising with event organisers, first aid or other medical providers, the AV Duty Manager and the Ambulance Emergency Operations Centre (AEOC).
- Provides direction for on scene paramedics.

### Advanced Life Support (ALS) paramedics

Provide Advanced Life Support clinical care to patients. This includes medication therapy including narcotic analgesic, and advanced airway management. Provides transport to appropriate medical facilities. Note: AV is the only registered provider who can transport emergency patients within Victoria.

### Mobile Intensive Care (MICA) paramedics

MICA paramedics have a higher clinical skill set than ALS, with a raft of medication to treat cardiac conditions, severe traumatic injury, Intubation and invasive access techniques.

### Bicycle response paramedics

Bicycle response paramedics work at special events such as the Spring Racing Carnival, Formula 1 Grand Prix and New Year's Eve. They carry modified versions of equipment, and have the ability to manoeuvre easily around large crowds, to provide medical interventions to patrons often quicker than vehicle or on-foot paramedics.

### Foot patrol/ Triage paramedics

Primary role is to provide static triage - usually at predetermined locations, including within Medical Assistance Teams or first aid rooms. The Triage Paramedic role is to provide assessment, life-saving interventions and to request resources for patients and/or multiple casualties where required. If based at a first aid room, paramedics may provide assessment and advice relating to patients presenting to first aid providers.



# Appendix 4: Ambulance Victoria Risk Assessment Tool

## Part 1.

MEDICAL AMBULANCE AND FIRST-AID MANAGEMENT							
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE			
		Overall score for event	0	0			
1. Event nature	Nature of event	Classic performance concert	2				
		Agricultural/country show	2				
		Public exhibition	3				
		Marine event non motorised	3				
		Marine event motorised	3				
		Pop/rock concert (including Day On The Green etc.)	4				
		Public participation run/walk	4				
		Public participation cycle	4				
		Public participation other (Obstacle etc.)	4				
		Motorsport non marine	4				
		Mountain-bike events	4				
		Residential Music and Arts Festival	4				
		Aviation	5				
		Large or high volume public event (e.g.. NYE, White Night, Stereosonic)	7				
		Dance/Trance (inc. Electronic Dance Music events)	7				
		OR					
					State occasions	2	
					VIP visits/summit	3	
					Bonfire/pyrotechnical display	4	
		OR					
					Demonstrations/marches/political events - low risk of disorder	2	
					Demonstrations/marches/political events - medium risk of disorder	5	
		Demonstrations/marches/political events - high risk of disorder	7				
		Demonstrations/marches/political events - opposing factions involved	9				
	<b>Venue</b>	Indoor	1				
		Stadium	2				
		Outdoor in confined location, e.g. park	2				
		Other outdoor, e.g. festival	3				
		Widespread public location in streets	4				
		Temporary outdoor structures	4				
		Includes overnight camping	5				
	<b>Standing/seated</b>	Seated	1				
		Mixed	2				
		Standing	3				
	<b>Audience profile</b>	Full mix, in family groups	2				
		Full mix, not in family groups	3				
		Predominantly young adults	3				
		Predominantly children and teenagers	4				
		Predominantly elderly	4				
		Full mix, rival factions	5				
		Total score for Table 1.		0			
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE			

## Appendix 4: Ambulance Victoria Risk Assessment Tool

### Part 2.

MEDICAL AMBULANCE AND FIRST-AID MANAGEMENT				
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE
2. Event intelligence	Past history	Good data, low casualty rate previously (less than 1%)	-1	
		Good data, medium casualty rate previously (1% - 2%)	1	
		Good data, high casualty rate previously (more than 2%)	2	
		First event, no data	3	
	Number of transports	Number of event days	1	
		Number of transports	1	
		result	1	
	Expected numbers	<1,000	1	
		<3,000	2	
		<5,000	8	
		<10,000	12	
		<20,000	16	
		<30,000	20	
		<40,000	24	
		<60,000	28	
		<80,000	34	
		<100,000	42	
		<200,000	50	
		<300,000	58	
		Total score for Table 2.		0
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE

## Appendix 4: Ambulance Victoria Risk Assessment Tool

### Part 3.

MEDICAL AMBULANCE AND FIRST-AID MANAGEMENT				
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE
3. Sample of additional considerations	Expected queuing	Less than 4 hours	1	
		More than 4 hours	2	
		More than 12 hours	3	
	Time of year (outdoor events)	Summer	2	
		Autumn	1	
		Winter	2	
	Expected numbers	Spring	1	
	Proximity to definitive care (nearest suitable A&E facility)	Less than 30 min. by road	0	
		More than 30 min. by road	2	
	Profile of definitive care	Choice of A&E departments	1	
		Large A&E department	2	
		Small A&E department	3	
	Additional hazards	Carnival	1	
		Helicopters	1	
		Motorsport	1	
		Pyrotechnics	1	
		Parachute display	1	
		Street theatre	1	
	Additional on-site facilities	Suturing	-2	
		Plastering	-2	
		Psychiatric/GP facilities	-2	
		<b>Total score for Table 3.</b>		<b>0</b>
TABLE NO.	ITEM	DETAILS	SCORE	EVENT SCORE

## Appendix 5: Roads Corporation Permit (sample)

### ROADS CORPORATION SECTION 99B(1) ROAD SAFETY ACT 1986 PERMIT TO CONDUCT A NON-ROAD ACTIVITY ON A HIGHWAY

The Roads Corporation ('VicRoads') authorises ..... ('Event Organiser') to conduct the ..... ('the Event') on the roads described in the Tables below. The Event will be held on ....., between the hours of ..... and ..... Those times include any time needed for set up and removal of signage under the Traffic Management Plan. No traffic management activities may take place outside those times.

VicRoads Permit No: .....

Date of Issue: .....

This Permit is given under section 99B(1) of the *Road Safety Act 1986* and is subject to the conditions set out below.

#### Signage

As the holder of a permit under section 99B(1), the Event Organiser has power under regulation 12 of the *Road Safety (Traffic Management) Regulations 2009* to erect, display, place, remove or alter a works advisory device, a hand-held stop sign or a temporary works speed-limit sign (no lower than 40 km/h). The Event Organiser is also authorised by this Permit under regulation 12(d) to erect, place, remove or alter traffic control devices as specified in the submitted Traffic Management Plan.

If any change to this signage is required, it must be authorised by a Memorandum of Authorisation.

#### Role of Police

Victoria Police must undertake all traffic management in relation to the Event.

Victoria Police will be supplied with a copy of this Permit by VicRoads, and may choose to monitor other aspects of the Event at their discretion. The role of the police will be to ensure public safety, and to check that the Event is conducted in accordance with the permit conditions. Police may suspend or terminate the Event for any reason, including due to a collision, safety concern or permit breach.

Responsibility for participant safety, public safety, traffic direction and diversions rests with the Event Organiser. Any further assistance from the police will be subject to a formal application to Victoria Police for services on a fee for service basis.

#### Limitations

This Permit applies to all participants in the Event and those officers, members and authorised agents of the Event Organiser, whose presence is reasonably required to ensure safe conduct of the Event.

#### Road closure

*This section applies only if there are roads or carriageways listed in Table 2 below:* This Permit includes authorisation under section 99B(2) of the *Road Safety Act 1986* to close any road or carriageway specified in Table 2 below to all traffic not participating in the Event. Each road or carriageway closure may only be implemented during the corresponding time period stated in Table 2.

Access to closed roads or carriageways is permitted, under traffic controller escort, for:

a class 1 heavy vehicle, class 2 heavy vehicle or class 3 heavy vehicle, within the meaning of the *Heavy Vehicle National Law (Victoria)*, operating under a gazette notice or permit under that Law; or

a class O vehicle operating under a class O notice or class O permit within the meaning of the *Road Safety (Vehicle) Regulations 2009*.

This authorisation allows the Event Organiser to erect road closure signs under regulation 14 of the *Road Safety (Traffic Management) Regulations 2009*.

#### Conditions

The Event Organiser must ensure that:

1. Permission of all relevant authorities for the conduct of the Event has been sought and received (including permission of the Chief Commissioner of Police under Part 3 of the *Road Safety (Traffic Management) Regulations 2009* for any race involving more than 30 people, and permission of Public Transport Victoria if public transport will be affected).
2. A copy of this Permit, together with any notice giving exemption from the law, is available at the Event location throughout the Event. These documents must be produced on request to any member of the Victoria Police or to any person who is an authorised officer under section 71 of the *Road Management Act 2004*.

3. Public liability insurance cover for the Event has been procured, with an indemnity of not less than ten million dollars (\$10,000,000), and noting VicRoads as an interested party to whom the benefit of the insurance extends.
4. VicRoads and its officers, employees, contractors and agents are continually indemnified against any liability, claim, loss, damage, cost or expense suffered or incurred by them in connection with the conduct of the Event except to the extent that it is caused by their own unlawful conduct.
5. Emergency service organisations that may be affected by the Event have been informed and their approval received.
6. If traffic will be impacted by the Event, a pre-qualified traffic management company must control and supervise the traffic. All traffic management activities must be conducted safely, in accordance with section 99A of the *Road Safety Act 1986*.
7. All parties involved in the Event obey any lawful direction issued by members of Victoria Police, relevant road authorities, and VicRoads Officers at all times.
8. All traffic management is in accordance with the Traffic Management Plan and the *Road Management Act 2004 Worksite Safety – Traffic Management Code of Practice*. (The Code of Practice is to be applied as if the Event Organiser is a 'works manager', the Event is 'short term works' and the relevant roads are a 'worksite').
9. The approved location, time and nature of the Event are not changed unless directed by a member of Victoria Police, or the change is approved by an authorised officer of the coordinating road authority for the relevant section of road.
10. The Event is conducted in full compliance with any road safety requirements specified by VicRoads, and in a manner that minimises inconvenience to other road users.
11. VicRoads Traffic Management Centre is advised on telephone 131170 (all hours) immediately before the commencement and at the completion of the Event, quoting the name of the Event and the following number: .....
12. Signs warning of the Event and any detour(s) are erected and maintained before and during the Event, ensuring any detour is clearly signed at each intersection. Signage must be adjusted in compliance with any direction from Victoria Police, a relevant road authority or a VicRoads authorised officer.
13. Installation of traffic management devices within 200 metres of any enforcement safety camera infrastructure will require a minimum of seven days advance notification to the Department of Justice and Regulation (DJR) – Camera Operations ([cameraenquiries@justice.vic.gov.au](mailto:cameraenquiries@justice.vic.gov.au)) informing DJR of a point of contact for the Event, location, extent and accurate duration of the Event. Camera locations can be accessed through the DJR website at: [www.camerassavelives.vic.gov.au/home/locations/](http://www.camerassavelives.vic.gov.au/home/locations/).
14. Any electronic signage (including variable message signs) placed within the road reserve must be used to advise of changed road conditions only, and the messages must not be commercial in nature. The signs must be located to ensure there is sufficient clearance from the road, they must not obscure any sight lines, and they must be removed upon completion of the Event. VicRoads may remove electronic signage at any time without warning if this condition is not complied with, or for road safety reasons.
15. If the Event is a foot or cycle race:
  - All participants wear race numbers or distinctive clothing to identify that they are participating in the Event.
  - Unless the road is closed to other traffic, all participants must keep as close to the edge of the road as practical, utilising sealed shoulders, wherever possible.
  - The Event takes place in daylight only, except with the specific approval of VicRoads.
  - All stops, for whatever reason, take place well away from through traffic.
  - Unless a specific Road Rules exemption is obtained, bunching of participants does not make it inconvenient and/or hazardous for other road users to overtake.
  - Participants are informed, on the day of the Event and prior to the start of the Event, of the conditions of this Permit.
  - Support or marshalling vehicles (if required by the Traffic Management Plan) are equipped with appropriate signs and flashing lights operating to Victoria Police standards.
  - The following additional conditions apply to walking and running events taking place on roads which are not closed to traffic:
    - Participants must use footpaths, nature strips or off-road tracks where possible, in accordance with Rule 238 of the *Road Safety Road Rules 2009*.

- Participants must not walk or run within freeway reserves, except on a footpath.
  - Participants must not walk or run in a traffic lane on a road, except within a moving lane closure under the management of Victoria Police.
  - On sections of road where participants cannot maintain 1.0 metre clearance from passing traffic in the nearest traffic lane, all participants must be transported by vehicle to the next point where this minimum clearance is satisfied.
  - If participants will need to travel on a road shoulder, they must wear high visibility clothing as required by the *Road Management Act Code of Practice Worksite Safety – Traffic Management 2010*.
  - When travelling on a road shoulder, participants must be no more than two abreast.
  - Support vehicles may not accompany participants, unless separate approval has been obtained.
16. Occupiers of premises located on roads listed in Table 2 are informed of the Event at least 10 working days in advance of the Event. Any concerns raised by occupiers that are not satisfactorily resolved at least 5 working days in advance of the Event must be notified to VicRoads and the relevant municipal council.
  17. Adequate efforts are made to inform the general public of the Event at least three days prior to the Event, by means of newspaper advertising, letter drops, or similar.
  18. No marking, sign or other structure is drawn on or attached to any road pavement, road furniture, structure, pole, tree, etc. and no structure, prop, sign or other item is erected unless written approval is obtained from the relevant authority. This does not apply to temporary marking of finish lines etc. with chalk or tape, provided that the marking is completely removed at the end of the Event.
  19. Due care is exercised at all times, with the protection of all vegetation, geographical features and road surfaces in the area being a prime consideration.
  20. If the weather or other environmental conditions are unsuitable on the day for the Event (either in the opinion of the Event Organiser, or if the Event Organiser is so notified by Victoria Police or VicRoads before the Event commences), the Event is cancelled or rescheduled.
  21. Participants comply with all applicable laws, except for any law for which a specific exemption has been obtained and published in the Government Gazette.
  22. Officials to be used in the Event are to direct competitors only; they are not permitted to direct traffic. If direction of vehicles is required it must be carried out by Victoria Police, VicRoads authorised officers or trained traffic controllers, at the Event Organiser's expense.
  23. At the conclusion of the Event, all displays and promotional material, rubbish, hazards and other equipment associated with the staging of the Event are removed, and the area is left in a clean and tidy condition, including all road surfaces.
  24. VicRoads is fully reimbursed for any cost that VicRoads may incur if it is required to return any area used for the Event to its original condition.

### **Additional conditions: emergencies**

25. Unless VicRoads has approved a plan submitted by the Event Organiser in relation to managing high fire danger, VicRoads reserves the right to revoke this Permit without warning and at no cost to VicRoads if the fire agency having authority over the Event area declares the Event day to have a Fire Danger Rating of EXTREME or CODE RED.
26. VicRoads reserves the right to revoke this Permit without warning and at no cost to VicRoads in the event of any emergency including but not limited to fire, storm, flood or chemical spill requiring the use of the section of road to which this Permit applies as a relocation route or emergency access route.

The following organisations maintain websites which may have information relating to emergency situations that impact on the conduct of the event:

- Country Fire Authority.
- State Emergency Service.
- VicRoads.

**Table 1: Location or Route of the Event (freeways and arterial roads only)**

Road(s)	Date and time

**Table 2: Road and Carriageway Closures (freeways and arterial roads only)**

Road(s)	Date and time
Carriageway(s)	Date and time

## Appendix 6: Conducting an Event Debrief

Just as important as getting all the details right before your event, there is something you can do after your event to get valuable feedback, streamline your processes, enhance your attendee experience, and further cement relationships with your team and partners.

### Why is event 'debriefing' important?

Debriefing an event simply means asking a series of targeted questions about the event itself.

This is important because taking the time to analyse the event you just produced has several benefits, the largest of which is a firm and tangible grasp on what happened, and how you can build upon that experience in the future.

Honest and accurate feedback allows for you as the planner to make better business decisions about each event you put together. A debrief produces a concrete list of what worked, what didn't, and what relevant people (your attendees, emergency services, sponsors, vendors, etc.) want to see at your next event. Debriefs are the prelude to event innovation.

### How do you debrief on the event?

The success of your debrief relies entirely on your understanding of who exactly you are questioning, and what you hope the answers will lead you to. There are actually two different kinds of event debriefs, aimed at two different groups of people. These can be considered the event team debrief and the attendee debrief.

Debriefing the operational team of your event requires that you analyse how effective the physical planning of the event was. These questions are aimed at your team and your vendors, and will primarily focus on productivity, ease of task implementation, and the flow of information.

An attendee debrief analyses the event-goer's experience and engagement. These are questions you will pose directly to your target audience, and they will deal primarily with content and activity satisfaction, customer service, and user experience.

There are several methods that can be used to debrief your event, and the method you chose should be based on which kind of debrief you are attempting. Event team debriefs can often be handled with a short, (no longer than a half hour) meeting, where you and your team discuss the goals of the event, if they were met, and how each person on your team felt about their ability and proficiency to complete their assigned tasks.

Methods for obtaining customer feedback could include:

- Provide attendees with an event app that asks for feedback after each session.
- A longer survey sent out post-event.
- An email or social media campaign asking for feedback in an inventive way.

Alternatively, with a little research, you can see what attendees are saying about their experience at your event on various online channels.

Equally as important as knowing who you are talking to, is the timing of your debrief. It is important to ask for feedback as soon after the event as is physically possible. There are some planners who set up their debriefing process in stages, the first of which can take place even before you dismiss everyone from the venue.

### What questions are critical to a successful event debrief?

#### The event team debrief

The primary focus of an event team debrief is to iron out how well the event was planned and executed. In order to discern this, consider asking your team (especially supervisors and key operational staff), emergency services, sponsors, and vendors some of the following questions:

- What were our original event objectives?
- Did we meet them?
- Were there any problems encountered as we tried to meet our event objectives? e.g. registration or tech issues, risk management (identification and mitigation), budgetary constraints, revenue goals, marketing performance, food and beverage issues, and general attendee engagement. If so, what were they?
- Did those problems get solved? How? Was the provided solution effective?
- Was your individual role in the event production process clear to you from the outset?
- Did you find that the information you needed to do your job was readily available to you?
- What were some triumphs at our event? Who or what was responsible for them? How can we replicate that success in the future?
- How effective and efficient was our registration process?
- How did we utilize technology at this event? Was the tech we used easy to implement and analyse?
- What would you like to see happen at similar events in the future?

## The attendee debrief

An attendee debrief is entirely about attendee experience and engagement. Basically, you want to know if your attendees had fun or walked away with something valuable, how they received your event messaging, and how you can make their experience better in the future. In today's hyper-digital world, there are many innovative ways to tackle your front end debrief. And though the information you're trying to obtain is the same, technology has made getting it much easier than filling out a mail-in questionnaire.

Feedback from your attendees can be obtained:

- **Via social media:** You'd be surprised how many responses you will get by simply asking your pointed debrief questions on social media after an event. Consider posting a Facebook status, or throwing some of the questions into a dedicated Twitter chat after your event.
- **Via email:** Similar to social media, you can reach out to your attendees via email to find out how they felt about your event.
- **Via focus groups:** Focus groups are an excellent way to get attendee feedback. You can keep your focus group general (and simply ask questions about registration, as opposed to asking about feedback regarding the registration process for a specific event) or, you could ask your attendees prior to your event to agree to be in your focus group. This way you can ask targeted questions about the event you just produced.
- **Via a mobile application:** One of the reasons your event app is so important is because of all the ways you can utilize it. In addition to being a committed back channel for networking and helping deliver relevant information to attendees, your event app has the ability to provide you with a platform to deliver your front end debrief to attendees.
- **Via polls:** Attendees will have the most to say, and be the most likely to give you feedback, immediately after they've interacted with your event. This is why on the spot polling is a great way to have your front end debrief. There is no end to the information you can get from an on the spot poll. You could poll your audience after each speaker or presenter. You could have them rate their food and the service immediately after a meal. You could ask about the music, the entertainment, and the flow and decor of your space.







# Victorian guidelines for planning safe public events

## Edition 01

Authorised and published by the Victorian Government, Melbourne, November 2018.

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