

# Wyndham City

## EVENT PLANNING GUIDE 2022

*A permits and planning guide for organising events in Wyndham*



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# INTRODUCTION

## WELCOME TO WYNDHAM

Thank you for choosing to stage your event in Wyndham City.

Wyndham City events unit provides advice on delivering safe events to many external event committees and organisations.

If you are planning on staging an event in Wyndham there are important responsibilities that you are required to meet as the event organiser.

The Event Planning Guide should be used by event organisers as a tool to develop their event plan and for advice on how to apply for the relevant permits.

This publication is intended as a general guide for event organisers to assist in the planning management and promotion of their event. It does not substitute for professional advice on laws and legislation in individual cases. If readers still have doubts, they should consult the appropriate legislation or seek professional advice. Although the information contained in the publication has been researched and presented with due care and attention, Wyndham City Council accepts no responsibility for any errors or omissions that may have accidentally occurred within the publication. Information in this guide will be subject to change.

**Wyndham Events Team**

[events@wyndham.vic.gov.au](mailto:events@wyndham.vic.gov.au)

# SECTION ONE

## HELPFUL EVENT INFORMATION

### A GUIDE TO EVENT PLANNING

Wyndham City Council's Events Team run event planning sessions throughout the year. The session is an introduction on where to start and what to consider when planning and delivering an event.

For further information on how to register for this course, please contact Council's Volunteer Team [volunteers@wyndham.vic.gov.au](mailto:volunteers@wyndham.vic.gov.au) or 9742 0777.

### EVENT COMMITTEES

It's a great idea to establish a committee to help plan and stage the event. Not only will the committee play a vital role ensuring you reach the goals for your event and achieve a successful outcome, it's also a good way to cover all bases, share the workload and allocate key responsibilities. There are several important areas of event management that can be allocated to key member of the committee.

- Communications/issues management/media
- Marketing and promotions
- Entertainment and programming
- Finance
- Sponsorship
- Administration
- Permits and applications
- Development and management of the site
- Contractor management
- Traffic management
- Operations – Stallholders/amenities
- Insurance/risk management/occupational health & safety
- Emergency management
- Volunteers

### RECORD KEEPING

Organising an event not only requires detailed planning, it also needs organised administration to manage the paper trail. It's very important to make sure that paperwork relating to the staging of the event is well managed in the interest of accountability and transparency. It will also make it easier for you to evaluate the event and plan for the next one.

## KEY STAKEHOLDERS

A key stakeholder is anyone who has a stake in the event. For example, the committee, sponsors and beneficiaries, trader representatives etc.

There are many ways to keep key stakeholders informed and involved in the planning and staging of the event. A series of planning meetings should be conducted well in advance of the event to allow time for both planned and unexpected changes that may occur as a result of consultation. Use agendas and minute your planning meetings to ensure records of discussions, decisions and actions are maintained.

A briefing meeting should be conducted just prior to the event to clarify issues of emergency procedures, traffic management, communication, security, public health and safety and access.

A post event de brief meeting should be conducted as part of the evaluation process and key stakeholders shall be given a chance to provide feedback on their event experience – good or bad.

## EVENT MANAGEMENT CENTRE (EMC)

Depending on the size and nature of the event an event management centre may be required.

This centre is the operations and decisions making point for the organisers, staff and contractors involved in the event. This is where information can be gained, problems solved, and key documents and plans kept.

Ideally the centre is powered so that computers and printers can be used during the event operations.

## PUBLIC INFORMATION CENTRE

Information centres can add a lot of value to an event. Participants and spectators can find out all sorts of information that can really improve their experience at the event. The information centre can provide general event enquires, event programs, information, free sunscreen and contact point for lost children and lost property

## COMMUNICATING TO THE PUBLIC DURING THE EVENT

Regardless of the size of the event, you need to be able to communicate to the public and participants at all times. This could be a megaphone, a public address system or via the speaker on the stage.

## EVENTS TOOL KIT

An onsite events tool kit is invaluable, the kit should contain the following:

Batteries	Extension cords	Measuring tape
Cable ties	First aid kit	Mobile phone charger
Cable tie cutter	Gaffe tape	Pens
Clipboards	Gloves	Scissors
Copy of event plan	Hazard tape	Sun screen
Copy of site map	Highlighters	Spray and wipe
Calculator	Lighter	Torch
Double adaptor	Masking tape	Wet wipes

## VOLUNTEER MANAGEMENT

The use of volunteers to support the staging of an event is not only a great way to boost resources, spread the workload and increase participation, it's a fantastic way to maximise community involvement.

It is vital that all volunteers are briefed prior to the event to be able to manage the tasks assigned to them, have the appropriate training and be able to answer questions from the general public.

Volunteers should be made very clear about their role, the reporting structure, the event program and the emergency management procedures. It is also the responsibility of the event organiser to look after every volunteer and ensure that the roster and shift are fair, that they have access to food, water and weather protection.

The use of volunteers may require coverage under your insurance policies. Check with your insurance provider.

For general information about the value of using volunteers at your event, contact:

**Wyndham's Volunteering Team**  
[volunteers@wyndham.vic.gov.au](mailto:volunteers@wyndham.vic.gov.au)

**Volunteering Victoria**  
<http://volunteeringvictoria.org.au/>

**Volunteer West**  
<http://volunteerwest.org.au/>



## CREATING AN ACCESSIBLE EVENT

An event that welcomes everyone in the community is important for our reputation and builds trust in our community. This includes people with disability. We know that there are over four million people with disability in Australia. In Wyndham, people with a disability make up 20% of the population, so there is significant benefit in ensuring that you run an accessible and inclusive event.

An accessible event goes beyond ramps and toilets. We want to ensure events consider dignity, respect and equitable participation to ensure that people with disability can participate and be involved in all activities.

There are many ways to ensure that your event is inclusive for everyone. Here are a few for you to consider:

- **Signage and advertising:** Ensure signage is clear and placed where someone in a seated position could easily read it. Include directional arrows and use large print where the text stands out from the background. When developing flyers or posters, consider having them available in alternative formats e.g. large print, accessible word version or other languages.
- **Auslan interpreters:** Including the Deaf community in planning an event will ensure that everyone is welcome. Auslan interpreters on the stage will ensure the Deaf community understand what is being said and performed.
- **Seating:** Creating seating areas near the front of your event or stage, with good viewing and a good hearing distance away, will ensure people with mobility issues, older adults, or those with a vision or hearing impairment will be able to be included. Consider having seating placed at various locations throughout your event site.
- **Rest and recharge areas:** A quieter area away from the main event allows people to take a break and attend to any physical needs in a quiet and private area. You could also provide a power source for people to recharge their scooter or mobility devices. Older adults often appreciate a break and supplying some water or tea and coffee will often 'recharge' people too.
- **Matting:** Accessible matting is temporary plastic flooring that when placed on the grass or uneven surfaces provides safe pathways for people who use wheelchairs, scooters, walkers, prams, crutches, walking sticks or just find it difficult to walk across soft grass in their heels!
- **Transport:** Choose a location close to public transport. Consider providing a 'drop off' point near the entrance. Where possible, provide accessible parking for people who use wheelchairs.
- **Toilets and ramps:** Where possible, choose a venue with an accessible toilet for people who have mobility issues. Check the toilet is working and free from stored equipment. Consider providing temporary or portable ramps where steps are located.
- **Vendors and providers of activities:** In your information to vendors and providers of activities for the community indicate your requirement that they consider accessibility of people with disability in the services they provide. This includes flexibility in the way they do things, take payments and provide customer service.

When we include access and inclusion of people with disability in our planning of event all diversity groups benefit.

## SECTION TWO

### PERMITS

There are a variety of permits that may be required depending on the location and nature of your proposed event.

EVENT BOOKINGS IN PUBLIC SPACE - [APPLICATION](#)

CONTACT - [FacilitiesandRecreation@wyndham.vic.gov.au](mailto:FacilitiesandRecreation@wyndham.vic.gov.au)

The City of Wyndham welcomes applications for all types of events and activities held in Wyndham's public open spaces.

A Use of Public Space Permit may be required for your event or activity if it is held on public open spaces that is managed by Council.

This permit is required for organised activities or events that are held on Council managed open space and is to be used by more people than are usually found in that location. The event could be a festival, market, cinema, display, parade, cultural ceremony, private function, sporting competition, demonstration or other.

#### **Criteria for requirement of Event Bookings in Public Space permit:**

Organisers who tick any of the boxes below need to apply for a Use of Public Space Permit.

- More than 50 people
- Temporary structures such as marquees, stages, mechanical or inflatable rides
- Pyrotechnic displays
- Commercial filming and/or photography

#### **How to submit an application for Use of Public Space Permit**

- Submit your [application](#) and attach the requested documentation
- Small activities should make application no less than 4 weeks prior to the date
- Major events and large-scale activities should apply no less than 16 weeks prior to the date
- You may be required to provide further information and apply for additional permits during the application stage
- If COVID-19 re-emerges, restrictions on gatherings are likely to be re-introduced. In this situation, organisers of gatherings may be asked to postpone or cancel their event.
- There is no fee for the Activity on Public space permit however, there may be other Council fees, a bond or external fees applicable to your application
- An Activity on Public Space Permit does not give the holder exclusive use of the area.



OCCUPANCY PERMIT FOR A PLACE OF PUBLIC ENTERTAINMENT (POPE) - [APPLICATION](#)  
SITING APPROVAL - [APPLICATION](#)

CONTACT - [Building Service Unit - 9742 0716](#) or [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au) (attn Building Services Unit)

**Criteria for requirement of Occupancy Permit for a Place of Public Entertainment (POPE):**

- There is paid admission to an event by the way of an entry fee
- The venue has an area greater than 500 square meters
- The event is enclosed or substantially enclosed, that is: a controlled space (by fencing, structures, or natural features) that a reasonable person would see as being an exclusive area.

Some events that are organised and controlled by a ‘community – based organisation’ and where the number of persons attending the event at any one time does not exceed 5,000 people are not required to apply for POPE Occupancy Permit.

**How do I apply for an occupancy permit (POPE)?**

You will need to lodge an application for an occupancy permit or for a place of public entertainment. The application must be submitted to Wyndham City Council at least 3 weeks prior the event being held. Failure to do so and not provide adequate information may adversely affect your application.

Your application for an occupancy permit must be accompanied by documentation as outlined in the [application](#).

**Criteria for requirement of Siting Approval permit:**

Certain temporary structures are classified under the Victorian Building Act 1993 as a Prescribed Temporary Structure ‘Siting Approval’.

The purpose of the Siting Approval is to ensure that any prescribed temporary structures are suitable constructions for the proposed site and meet the minimum safety and evacuation Standards.

Siting Approval permit is required for temporary structures that meet the following criteria:

- Seating stands for more than 20 persons
- Stage/s or platforms (including sky borders and stage wings) exceeding 150 square metres in floor area.
- Tents, marquees and booths, with a floor area greater than 100 square metres in floor area.
- Prefabricated Building greater than 100 square metres not placed directly in the ground.
- Structures with a lower size or capacity than a prescribed temporary structure such as an inflatable cinema screen may also require structural verification.

### How do I apply for siting approval?

Application must be made by lodging an “Application for Siting Approval” to the Municipal Building Surveyor with all supporting documentation at least 3 weeks prior to proposed erection of the structure/s.

Your application for siting approval must be accompanied by documentation as outlined in the [application](#).

### TRAFFIC MANAGEMENT - [APPLICATION](#)

CONTACT - [TrafficConcerns@wyndham.vic.gov.au](mailto:TrafficConcerns@wyndham.vic.gov.au)

If your event impacts the normal use of roads in and around your event site, then you may need to apply for permission to temporarily change the normal use of the roadways. This will involve engaging a traffic management company to develop and implement a traffic management plan (TMP) in accordance with Australian standards. To determine whether your event requires a TMP, please contact the Traffic Team.

### STREATRADER

Streatrader is the online system for businesses and community groups to register and notify their temporary and mobile food premises with their registering council.

Streatrader allows businesses and community groups to:

- Apply for a Food Act registration with their registering council,
- Manage their registration, and
- Lodge Statements of Trade for each of their events.

For information on how to register and how to use Streatrader, please visit the Streatrader website <https://streatrader.health.vic.gov.au/>

Alternatively, you can contact Wyndham City Council’s Environmental Health Unit on 9742 0738 or [ehadmin@wyndham.vic.gov.au](mailto:ehadmin@wyndham.vic.gov.au) for assistance.

### Help

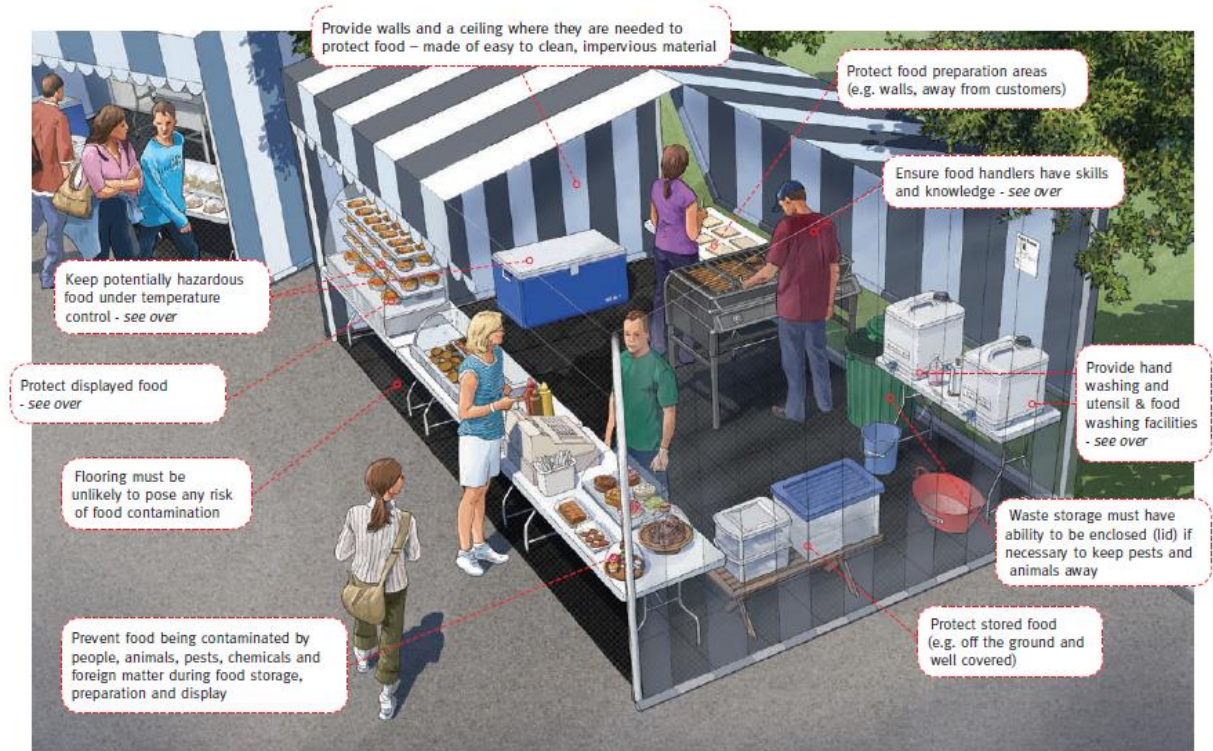
Wyndham City’s Environmental Health Unit is available to provide advice to operators of food premises who are unsure of their responsibilities. For more information please contact:

#### Environmental Health Unit

03 9742 0738

[ehadmin@wyndham.vic.gov.au](mailto:ehadmin@wyndham.vic.gov.au)

**GUIDE FOR THE DESIGN AND OPERATION OF A TEMPORARY FOOD PREMISES (STALL)**



This document is for guidance only and is not legally binding. Each premises will be assessed on its own individual food safety risks by the relevant local enforcement agency. Other requirements may also apply (e.g. LPG use, fire control, waste disposal) – seek advice from your local enforcement agency.

Hand washing facilities	Utensil and food washing facilities	Food handlers
<p>Container of sufficient size (e.g. 20 litres) with tap and potable water (warm running water is required unless written approval from enforcement agency)</p> <p>Liquid soap and paper towels</p> <p>Container for waste water. The waste water is to be disposed of appropriately (e.g. to sewer or without risk of entering stormwater/ waterways)</p>	<p>Container of sufficient size (e.g. 20 litres) with tap and potable water</p> <p>Hot water and/or food grade chemical sanitiser for sanitising if needed</p> <p>Provide separate washing and rinsing containers for food and for utensils, as needed</p>	<p>Ensure food, utensils and food contact surfaces are not contaminated by hands, hair, jewellery, wounds, coughs, etc.</p> <p>Clean person, attire and habits</p> <p>No smoking in stall</p> <p>Money and food handled separately</p> <p>Must have skills &amp; knowledge in food safety and food hygiene matters</p> <p>Exposed wounds covered with waterproof covering</p> <p>Avoid unnecessary contact with food by using utensils or gloves</p> <p>Hands must be washed whenever they are likely to contaminate food</p>
<p><b>Food display, single use items and condiments</b></p> <p>Protect displayed food from contamination (e.g. using lids, cling wrap or sneeze barriers)</p> <p>Protect single use utensils from contamination (e.g. store handle up) and do not reuse</p> <p>Provide separate serving utensils for each self-serve food</p> <p>Clean the outside and top of dispenser bottles and do not top-up bottles</p>	<p><b>Temperature control of potentially hazardous food</b></p> <p>Cold food – ensure 5°C or below</p> <p>Hot food – ensure 60°C or above</p> <p>Check food temperature with thermometer (accurate to +/- 1°C)</p> <p>Please seek advice from your local enforcement agency if planning to use an alternative to appropriate temperature control for display of potentially hazardous food.</p>	

## SECTION THREE

### SAFETY, RISK & EMERGENCY MANAGEMENT

#### COVIDSAFE PUBLIC EVENTS

Event organisers must ensure they comply with all Victorian State Government health regulations and guidelines when running a public event. Restrictions can change frequently, therefore it is the organisers responsibility to ensure they stay up to date with restrictions both in the lead up to and during your event.

#### RISK MANAGEMENT

No matter the nature or size of your event, your event will have risk. It is your responsibility as the event organiser to identify and manage these risks.

Event organisers can effectively manage risk by anticipating, understanding and making sensible decisions on how to manage and control risk. This process is called risk management and in order to know what risk needs to be managed a risk assessment needs to be conducted.

For assistance view the [Risk Assessment example](#).

#### **Why does an event need to manage risk?**

Event sites and actives are considered to be places of work and there are industry acts, regulations standards and guidelines that event organisers should be developing their procedures in accordance with these documents. There are high penalties for failure to comply with regulation and the risk of an event site being shut down by Worksafe for noncompliance.

Wyndham City takes risk management and the safety of the community seriously. When we entrust public space to an event organiser, this in on the basis that a relevant risk assessment will be undertaken and that the event organisers are intent upon managing a compliant and safe work place and is equally intent on protecting the public and the asset.

#### **What is a risk assessment?**

The safety of the public, volunteers and staff involved in any event is of the highest priority and must be considered in all aspects of event planning. The scale of each event should determine the planning and documentation required.

Event risk management is the careful examination of your event activities to identify any potential hazards, allowing control measures to be introduced to reduce the risk to the lowest practical level.

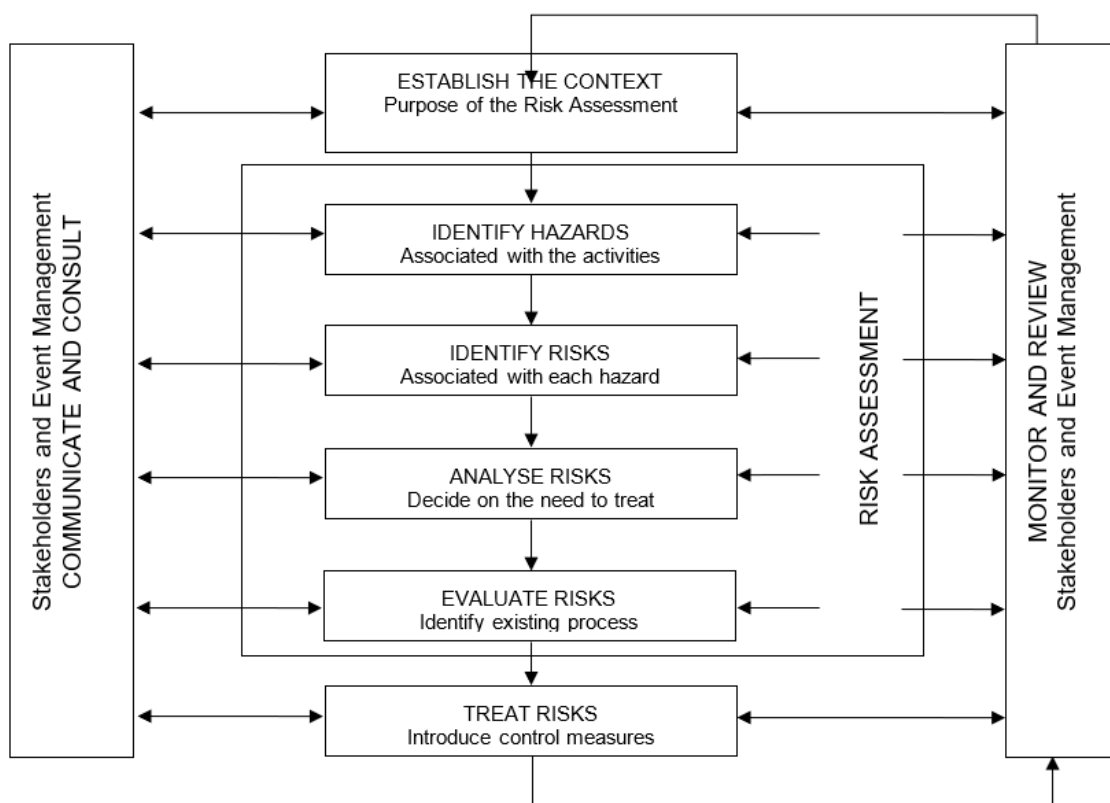
A risk assessment is a document that details all potential risks and control measures (where required)



and should be constantly reviewed. When creating your plan you need to consider all types of risks/hazards that could possibly occur which could include:

- Natural (rain, wind, extreme heat and lightening)
- Physical (uneven paths, busy roads, emergency access)
- Chemical (fire, toxic materials)
- Safety (crowd control, exposed electrical and fireworks)
- Organisational (loss of reputation, negative media)

### Event Risk Management Process - Overview



### Risk Matrix

RATING		CONSEQUENCE				
LIKELIHOOD		Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Almost Certain (expected)	A	Medium	High	High	Very High	Very High
Likely (probably)	B	Medium	Medium	High	High	Very High
Possible (should sometime)	C	Low	Medium	High	High	High
Unlikely (could)	D	Low	Low	Medium	Medium	High
Rare (unlikely)	E	Low	Low	Medium	Medium	High

## EMERGENCY MANAGEMENT PLAN

This section covers how to plan for an emergency and manage an emergency at your event and is divided into the key areas for preparing an Emergency Management Plan.

We strongly suggest you engage a qualified and experienced individual or company to undertake and develop the Emergency Management Plan.

### How To Develop An Emergency Management Plan

With any large crowd gathering in a public space, it is imperative that you plan for an emergency, including how to safely evacuate attendees.

Major and high-risk events must have a formal Emergency Management Plan developed in consultation with emergency services representative. Once adopted, it should be made available to key on-site event personnel, stakeholders and emergency services.

Your emergency management plan should include:

#### A site plan with;

- A grid plan of the venue and all services on your site plan
- Assembly areas
- Vehicle access for emergency vehicles
- Location of onsite emergency service (if they have a presence on site)
- First aid and ambulance areas

#### Documentation with;

- Name and contacts of staff that will authorise and manage evacuation procedures
- Details of how the event will be interrupted and people notified in the event of an emergency
- Detailed arrangements for onsite emergencies that do not require outside help such as small fires
- Specific information to hand over control to police and emergency services as required
- Minor first aid incidents, security to manage containable incidents
- Details of hospitals prepared for a major incident
- Details of security arrangements
- Details of recovery arrangements
- Details and procedure to be followed if an evacuation is required

### Emergency Response Guide

The plan should have numerous response guides which are summaries of actions that advise staff how to react to different scenarios. Some of the response guides will also have a checklist that should be completed as the staff member is making and communicating decisions. The checklist will capture important information for the emergency services.



- Armed or dangerous intruder
- Bomb threat
- Car accident in car park
- Civil disturbance
- Electrical failure
- Event cancellation
- External emergency
- Fire
- Flood
- Gas leak
- Lost child
- Person entrapment
- Structural damage

## **Emergency Services**

Local emergency services including Police, CFA and Ambulance Victoria should be consulted when planning events and kept up to date during the final phase of the event planning and management process.

Key information to provide to emergency services could include:

- Date and time of your event
- Type of event you are hosting
- If alcohol is to be available
- The expected number of attendees
- Security and first aid management
- Any traffic management plan in place

## **Emergency Communications**

In the event of an emergency occurring at the event, it is critical that emergency services personnel and those with the responsibility for managing the situation can communicate with each other as well as:

- Event security
- Representative outside the venue
- Senior event staff on-site

If you expect significant crowd numbers consider establishing an onsite emergency coordination centre where representatives from emergency services, first aid, security and the event can centralise activity, monitor communications and issues as they arrive.

## SECURITY & CROWD CONTROL

With such strong emphasis on risk management and public safety, appropriate security is paramount. Different types and scales of events require different level of security and this should be determined as part of the Risk Assessment.

You may need to engage a security company to manage the crowd. The number of security staff you need will depend on the number of patrons. Your risk assessment will also inform you as to what the risk levels are at certain times and in certain areas and what 'type' of guard you may need to reduce the risk, i.e. Licensed crowd controller with a Responsible Service of Alcohol (RSA) Qualification.

It is important to consult with the security company to define the role of security staff; how many are needed for how many hours and their general position within the site.

# SECTION FOUR

## EVENT CONTACTS AND LINKS

The following contact details will be useful in helping you as the event organiser.

ORGANISATION	CONTACT NUMBER	WEBSITE
Ambulance Victoria	1800 765 731	<a href="http://www.ambulance.vic.gov.au">www.ambulance.vic.gov.au</a>
APRA – Australasian Performing Right Association	9426 5200	<a href="http://www.apraamcos.com.au">www.apraamcos.com.au</a>
Business Victoria	13 22 15	<a href="http://www.business.vic.gov.au">www.business.vic.gov.au</a>
CFA – Country Fire Authority		<a href="http://www.cfa.vic.gov.au">www.cfa.vic.gov.au</a>
Coronavirus Information	1800 675 398	<a href="http://www.coronavirus.vic.gov.au">www.coronavirus.vic.gov.au</a>
Energy Safe Victoria (gas cylinders)	1800 652 563	<a href="http://www.esv.vic.gov.au">www.esv.vic.gov.au</a>
Environment Protection Authority (EPA)	9695 2777	<a href="http://www.epa.vic.gov.au">www.epa.vic.gov.au</a>
Food Safety Victoria	1300 364 352	<a href="https://www2.health.vic.gov.au/public-health/food-safety">https://www2.health.vic.gov.au/public-health/food-safety</a>
Parks Victoria	13 1963	<a href="http://www.parkweb.vic.gov.au">www.parkweb.vic.gov.au</a>
Public Transport Victoria	1800 800 007	<a href="http://www.ptv.vic.gov.au/specialevents">www.ptv.vic.gov.au/specialevents</a>
Victoria State Emergency Services (SES)	132 500	<a href="mailto:wyndham@ses.vic.gov.au">wyndham@ses.vic.gov.au</a>
St John Ambulance	1300 360 455	<a href="http://www.stjohnvic.com.au">www.stjohnvic.com.au</a>
Streatrader		<a href="http://www.streatrader.health.vic.gov.au">www.streatrader.health.vic.gov.au</a>
VicRoads	9854 1994	<a href="http://www.vicroads.vic.gov.au">www.vicroads.vic.gov.au</a>
Victoria Police (road permits)	9247 5714	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>
Victorian Commission for Gambling & Liquor Regulation (if you intend to serve or sell alcohol)	1300 182 457	<a href="http://www.vcglr.vic.gov.au">www.vcglr.vic.gov.au</a>
Victorian Taxi Association	9676 2635	<a href="http://www.victaxi.com.au">www.victaxi.com.au</a>
Working with Children Checks	1300 652 879	<a href="http://www.workingwithchildren.vic.gov.au">www.workingwithchildren.vic.gov.au</a>
Worksafe (firework displays)	1800 136 089	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>
<b>Wyndham City Contacts</b>	9742 0777	
Wyndham City Council – Public Space Applications		<a href="mailto:mail@wyndham.vic.gov.au">mail@wyndham.vic.gov.au</a>
Wyndham City Council – Traffic Team		<a href="mailto:TrafficConcerns@wyndham.vic.gov.au">TrafficConcerns@wyndham.vic.gov.au</a>
Wyndham City Council – Environmental Health (Streatrader)		<a href="mailto:ehadmin@wyndham.vic.gov.au">ehadmin@wyndham.vic.gov.au</a>
Wyndham City Council – Building Services (POPE Permit or Siting Approval)		<a href="mailto:mail@wyndham.vic.gov.au">mail@wyndham.vic.gov.au</a>
Wyndham City Council – Events Team		<a href="mailto:events@wyndham.vic.gov.au">events@wyndham.vic.gov.au</a>
Wyndham City Council – Volunteer Team		<a href="mailto:volunteers@wyndham.vic.gov.au">volunteers@wyndham.vic.gov.au</a>