

Wyndham City Council

Event Planning Guide

A planning guide for organising events in Wyndham.



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INTRODUCTION

WELCOME TO WYNDHAM

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 in Wyndham. 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.

After reading the guide if you have further questions, please contact us.

Wyndham Events Team

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 or 1300 023 411.

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 share the workload and allocate key responsibilities. There are several important areas of event management that can be allocated to key members 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

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

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 and builds trust in our community. 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.

CREATING A SUSTAINABLE EVENT

An event that is responsible around sustainability and the impact on the local area, is important for both the environment and the community.

Taking steps towards running a sustainable event does not necessarily mean that it will cost more. Sustainable events are attractive to sponsors, grants and other sources of funding. A sustainable event can be leveraged to gain more financial support.

<http://www.sustainability.vic.gov.au/>

Have you considered the following in relation to a sustainable event?

- Provide the public with information on public transport, walking or riding routes to your event.
- Water drinking tap availability for people to fill their own bottles? Communicate bring water bottles to patrons via advertisements or social media.
- Is there support for local business by purchasing locally?
- Are stalls and vendors minimising the use of single use plastics?
<https://www.wyndham.vic.gov.au/single-use-plastic-policy-2019>
- Ask food vendors to avoid single use waste products or products with excessive packaging (for example, swap single-serve sauce packets for a condiment station).
- Make sure food service waste is disposed of responsibly (for example, cooking oils and chemicals).
- Partner with an organisation that collects leftover food and redistributes it to people in need or compost.
- Provide recycling and organic waste collection bins.
- Use modern, fuel saving generators and monitor use to reduce running time.
- Hiring toilets? Choose a hired toilet provider that is water efficient, waterless or uses 'grey water' and disposes of wastewater correctly.
- Purchase or hire items that are made from recycled material, are recyclable and/or reusable.
- If your event has lights or noise, consider the location of the event to minimise impact to local wildlife.

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

CONTACT - open.spaceevents@wyndham.vic.gov.au

A Permit to Hold a Function or Event on Council Land may be required for your event or activity if it is held on public open spaces that are managed by Council.

To check if you require a permit to hold a function or event on Council land please [click here](#)

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

SITING APPROVAL - [APPLICATION](#)

CONTACT - [Building Service Unit - 1300 023 411](#) or 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

CONTACT - 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.

COORDINATING EVENTS WITH FOOD & DRINKS

It is important that anyone selling food or drinks at your event is doing so safely. Your role as event coordinator is important in ensuring that vendors are doing the right thing and have the right information.

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

FoodTrader allows businesses and community groups to:

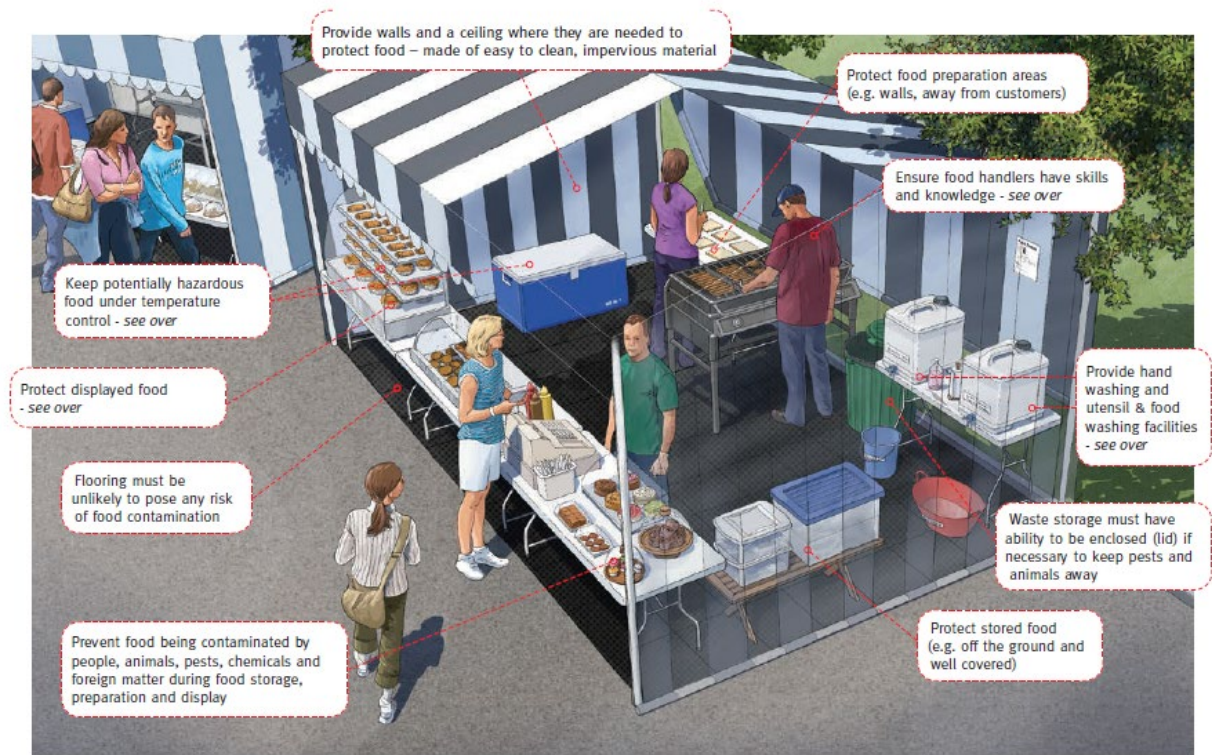
- Apply for a Food Act registration with their registering council,
- Manage their registration, and
- Lodge Statements of Trade for each of their events.

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

Help

For further information or assistance, please contact Wyndham City Council's, Public and Environmental Health Department on: 1300 023 411 or 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.

SECTION THREE

SAFETY, RISK & EMERGENCY MANAGEMENT

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 activities 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 is on the basis that a relevant risk assessment will be undertaken and that the event organisers are intent upon managing a compliant and safe workplace and is equally intent on protecting the public and the asset.

What is a risk assessment?

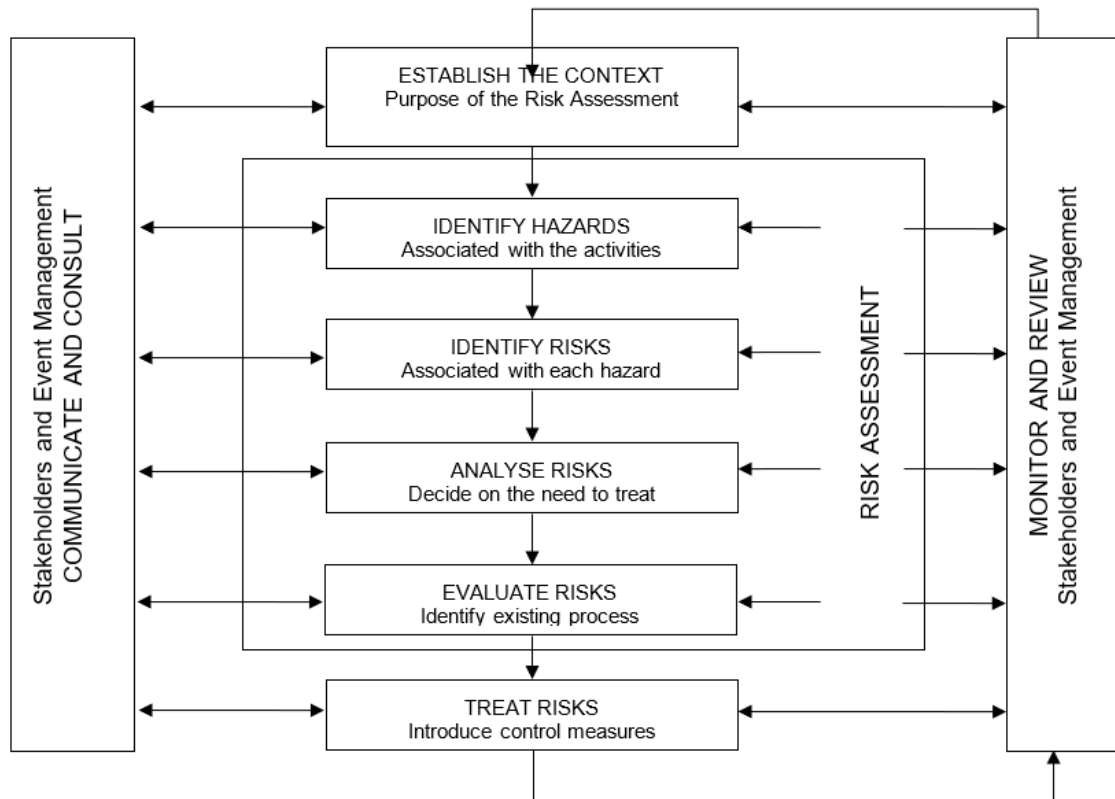
The safety of the public, volunteers and staff involved in any event is of the highest priority and must be considered in all aspects of event planning. The scale of each event should determine the planning and documentation required.

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 lightning)
- 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. | • Event cancellation. | • Gas leak. |
| • Bomb threat. | • External emergency. | • Lost child. |
| • Car accident in car park. | • Fire. | • Person entrapment. |
| • Civil disturbance. | • Flood. | • Structural damage. |
| • Electrical failure. | | |

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