CITY OF MELTON

EVENT MANAGEMENT GUIDE

CONTENTS

The City of Melton's Event Management Guide has been designed to assist and support event managers and community organisations in the running of public events within the municipality. It is designed to help guide community members through the steps they need to take to maximise the likelihood of running a successful event with minimal risk.

The guide highlights a number of key issues to consider when organising an event, however it is a guide only and does not cover every single issue that the Event Organiser might encounter. It is recommended that the event organiser identify those parts of the guide that do apply to their particular event.

This guide is available to provide clarity and direction to support event organisers in the delivery of events that are compliant with Council's requirements. It remains the event organiser's responsibility to seek additional information where required from event professionals and to ensure that all approvals have been obtained.

Please refer to Council's website *(melton.vic.gov.au)* for the relevant links to the applications you may require in planning and organising your event.

All information in this guide is suggested in good faith and aims to encourage good practice, increased knowledge and understanding of event management.

The Event Management Guide is divided into the following two parts:

Part One   GETTING STARTED

This section outlines the event processes to follow in planning and organising your event and Council's application process requirements.

Part Two   EVENT MANAGEMENT GUIDE

This section provides general information and guidelines on things you may need to consider in organising and managing a successful and safe event.

How does this guide work?

This guide is simple to use. You need only follow three steps.

1 Read the "Event Management Guide" document carefully.

2 Determine which type of event you are planning and which categories apply to you. (Each category contains a list of specific issues for you to consider). You may be required to address these issues with additional permits and documents to provide to Council.

3 Contact the appropriate departments (outlined in this document) to obtain the necessary documents and advice regarding your event.

Event organisers are reminded that they need to make their own enquiries into many of the planning aspects outlined in this guide and that it is possible to engage in help from professional event management companies. Please note: No circus or carnival events are permitted on Council owned land (other than organised as part of Council's signature events/festivals program).

Part One

GETTING STARTED

WHO SHOULD APPLY?

If you are planning to have an event on public land or roads within the City of Melton, you must obtain Council's permission. A list of Council's venues and spaces available can be found at:

melton.vic.gov.au/Out_n_About/Community_facilities

Council needs to be notified about ALL public events held in the City of Melton. The event organiser is required to complete an Community Event Notification Form which can be downloaded at *melton.vic.gov.au*. Incomplete forms will not be accepted. All event notifications should be returned to *events@melton.vic.gov.au*.

To assist with terminology used throughout this guide, please refer to the definition of terms:

A–Z DEFINITION OF TERMS

Bond: Amount held as surety prior to event and returned after the event if a reserve or venue is returned undamaged and in acceptable condition.

Cost recovery: The process of recovering any financial costs incurred by Council as a result of an event such as clean-up costs and repairs to grounds or facilities.

Community: Sector defined as not for profit, incorporated and non-incorporated community organisations

Corporate function: Event organised for invited guests by corporate or commercial sector for promotional or commercial purposes.

Council property: Defined as land owned, occupied or managed by Council including any buildings or things owned, managed or controlled by Council on that land.

Emergency Management Plan: Outlines how event organisers will respond to serious incidents requiring the assistance of emergency services or evacuation of a site.

Event: An event includes any planned activity such as filming or public event where any permanent or temporary structure, open area, fenced or unfenced, footpath and roadway contains a number of persons greater than that normally found at that location.

Event Coordinator: The event coordinator is the key contact person who delivers the event by coordinating the activity or event. In large scale events, the role may be divided between a team of people.

Event Organiser: Any individual, group or incorporated body seeking authorisation to conduct an event or activity within Melton City Council's municipal boundaries. The event organiser is the event permit applicant who provides the public liability insurance cover for the activity/ event and indemnifies Council.

Filming – Low-impact: Defined as involving a total of six people or less, single camera and handheld sound recorder and no impact on regular vehicular or pedestrian traffic.

Filming – High-impact: Involving large crew, significant equipment, vehicles, simulated violence, action scenes or impacting on regular vehicular or pedestrian traffic.

Food Notifications - Registrations and Statements of Trade: Documents required by local and State Government health departments if you are a community group, club or voluntary association that intends to sell or serve food at an event from a temporary marquee, stand, van or indoor venue without a registered kitchen.

Infrastructure: In event terms, infrastructure means the various structures and equipment brought on site to deliver both event and site amenity to event patrons (e.g. staging, marquees, temporary toilets).

Logistics: In event terms, logistics generally refer to the scheduling and flow of goods (infrastructure) and services necessary to produce the event.

Not-for-profit sector: An organisation that is not operating for the profit or gain of its individual members, whether these gains have been direct or indirect.

Occupancy Permit: Written approval from a Municipal Building Surveyor (MBS) to run an event at a Place of Public Entertainment or 'POPE' and written approval from Victorian Building Authority (VBA) to run an event involving large temporary structures such as:

· a tent, marquee or booth with a floor area greater than 100m2

· prefabricated building exceeding 100m2 (other than that placed on the ground level)

· seating stand for more than 20 persons

· stage or platform exceeding 140m2.

Place of Public Entertainment (PoPE): A POPE is defined as any building or space greater than 500 square metres, substantially enclosed by a fence or similar feature that may be used for public entertainment (a concert, sporting or other public event) at Council or privately owned premises.

Private ceremony: An event such as a wedding ceremony for a small number of invited guests (maximum of 100 on a reserve), generally treated as a 'private function'.

Private function: An event or activity for invited guests (maximum of 100 on a reserve), such as a family gathering and birthday party.

Public event: An event open to the general public and expected to draw over 60 people.

Reserve Booking: Written authorisation required before an event, activity or private function can be conducted on a Council reserve.

Risk Management Plan: The Risk Management Plan sets out a list of each event's hazards and associated risks, the assessment of each risk's likelihood and consequence and the actions to manage each risk to an acceptable level of safety.

Safety Officer: Safety Officers have extensive experience and qualifications in Occupational Health and Safety (OH&S). They provide independent advice with managing, monitoring and reviewing risks and hazards at a festival site.

Site Warden: A site warden assists with the safe set up, running and pack up at an event. Events over an extensive area should appoint a site manager per area coordinated by a chief warden which in some cases may also be the event coordinator.

Siting of Temporary Structure Approval: Written approval from Municipal Building Surveyor (MBS), their delegate, to erect a large temporary structure for an event within the City of Melton.

Supplementary approvals, licenses and permits: Relate to written approval from a range of Council departments or external authorities with responsibilities for a specific event site or activity (such as a sportsground booking, traffic management on major roads, fireworks or the serving of alcohol). Copies must be submitted as part of the event permit application where indicated in this handbook and Application Form B.

Traffic management: Any event reasonably expected to impact on local parking amenity and regular traffic conditions, will require a traffic management plan before an event permit can be issued.

Unmanned Aerial Vehicle (UAV): Also known as a 'drone', commonly used in filming, photography, other commercial and recreational uses, all subject to stringent guidelines by the Civil Aviation Safety Authority (CASA).

1.2
NOTIFICATION TIME

Your application to hold an event in the City of Melton must be submitted to Council with the following time limits.

Event applications must be lodged **eight weeks (minimum)** prior to the proposed date of the event. Note that Melton and Caroline Springs police require **3 months notice** to attend an event and that police involvement may be a mandatory requirement. For road closures and changes to traffic conditions, Vic Roads requires a minimum of **6 months notice**.

Event Permit applications made outside the mimimum council required timeframe (30 days) will not be considered by Melton City Council.

Council has a responsibility to ensure that events in streets, parks, and gardens are professionally organised and safely managed. Early applications allow time for Council to assist you with a successful event and fulfil all legal requirements.

EVENT MANAGEMENT GUIDE

Section 2

EVENT PLANNING

2.1

PLANNING YOUR EVENT

A well managed and safe event evolves through a process of careful planning. Given the complexity of event organisation it is vital to maintain good records of planning, implementation and evaluation.

2.2

STRATEGY FOR SUCCESS

Make sure the purpose for the event is important enough to merit the time and expense needed to properly stage, publicise and evaluate the event.

Successful strategies you can employ in planning your event:

- determine the purpose of the event
- identify who you want to attend the event
- consider the best time to stage the event
- decide the best place to stage the event
- brainstorm and develop the event concept
- create an organisational structure
- start planning ahead of time
- prepare an event action plan
- maintain records of procedure.

2.3

EVENT ACTION PLAN

An Event Action Plan is a timeline guide which highlights the main actions to be performed during the event planning and application process.

A template can be found at the back of the guide.

2.4

PROJECT MANAGEMENT

Good project management is the key to a well organised event. The basic steps in project management would include:

- identifying the scope of work to be completed
- breaking the scope of work down into general areas of activity
- listing the tasks to be completed for each area of activity in the form of a checklist that can be marked off as completed for each task achieved
- allocating staff and resources to each area of activity
- organising the tasks for each area into a chronological schedule
- creating a timeline guide (Event Action Plan) that provides an overview of work tasks and timeframes
- applying the above tools to the planning and implementation of the event.

2.5
CREATING A BUDGET

When creating a budget the objective is to provide the event with a financial blueprint. The budget should be specific and include revenue opportunities (ie. sponsorship and partnerships, ticket sales, donations, concession sales).

Events incur a range of expenses such as printing, permits, insurance, hire fees, speakers, food, supplies and security but not limited to.

Balancing revenue and expenses is essential for event planning.

A template can be found at the back of this guide.

Steps to follow to allow you to meet your budget objective would include:

- identify the costs and income sources for the event
- determine an appropriate level of budgeting
- establish a budget
- monitor budget expenditure and income
- undertake a review of the budget post event.

2.6
WEATHER

The impact of weather on your event will depend on the activities involved. Potential weather impacts should be considered and included in your risk assessment (refer 8.2 Risk assessment & management).

Consider having in place arrangements to deal with possible weather conditions such as:

- heat – provision of shelter, water, first aid, sun cream, mosquito repellent
- wind – provision of shelter, and ensuring structures and dangerous items are secure
- rain – provision of shelter, and protection for leads and electrical equipment
- hail – provision of shelter and protection for electrical equipment
- cold – provision of shelter and warmth.

In the case of extreme weather it may be necessary to cancel or postpone your event to ensure the safety and security of those present.

Before the event, you should establish:

- conditions for cancellation or postponement and include these in information to attendees (such as on the event's website or the back of tickets)
- who is responsible for deciding to cancel/postpone
- at what time you need to make a decision about cancelling/postponing an event
- how you will advise staff, volunteers, performers and people planning to attend
- the event of the cancellation or postponement.

2.6.1
CONTINGENCY PLANNING

A contingency plan details the response to the impact of a risk or general misfortune. More basically, it is a list of back-ups plans so that if anything does go wrong, there is a pre-organised plan of action decided upon, that will not only increase the efficiency of fixing the issues, but also prevent panic from setting in. Some examples of what you may consider when constructing a contingency plan are:

- What are you going to do in the case of bad weather? (Do you have an indoor option available?)

- What are you going to do if you are planning on having outdoor fires and/or a BBQ and the day of the event is deemed a total fire ban day?

- What are you going to do if the band you organised pulls out last minute?

- What will you do if the sole food vendor you organised suddenly cannot make it anymore?

This information should be included in your pre-event staff and volunteer briefings.

2.7
FUNDING

Approaching companies or local businesses for sponsorship is great way of raising funds to increase your budget. Along with cash donations, in-kind contributions are another forms of sponsorship that can play an important role in assisting your event. This may take the form of volunteer hours or donations of materials, products or even a venue.

Sponsorships are a major income source of many new and continuing events. It is important to identify sponsors, prepare sponsorship proposals and service sponsors.

Some key steps to securing event sponsorship and raising revenue would be to:

- make realistic judgements as to the potential of the event for sponsorship

- develop a basic sponsorship policy to guide sponsorship efforts

- identify likely potential sponsors for the event.

- develop a clear understanding of the benefits sought by the potential sponsors.

- identify relevant non-sponsorship revenue sources

- develop a plan to guide your efforts at revenue raising.

2.7.1
GRANTS

Grants are another effective way of raising event revenue. The application for funding is a competitive process, and the acquisition of funds is not guaranteed.

There are a number of organisations and government bodies within Victoria, including Melton City Council that offer grants for event organisation and management.

Below is a list of just some of the funding bodies offering grants for local events.

Organisation	Website
Melton City Council	melton.vic.gov.au/Services/Grants_and_Funding
Regional Arts Victoria	rav.net.au/funding-opportunities/project-grants/
Business Victoria	business.vic.gov.au/support-for-your-business/grants-and-assistance/country-events-program
Victorian Multicultural Commission	multicultural.vic.gov.au/grants
Arts Victoria	arts.vic.gov.au/Funding_Programs/VicArts_Grants
Vic Health	vichealth.vic.gov.au/funding
Australian Government: GrantsLink (access to all grants)	grantslink.gov.au
Festivals Australia	arts.gov.au/arts/festivals_australia
Department of Sport and Recreation	sport.vic.gov.au
Philanthropy Australia	philanthropy.org.au

2.7
RECOGNITION OF INDIGENOUS LAND OWNERS

An Acknowledgement of Country is a means by which all people can show respect for Aboriginal culture and heritage and the ongoing relationship the traditional custodians have with their land. An Acknowledgement of Country would be used at minor functions such as public speeches, seminars and meetings. On such occasions, a chair or speaker may begin by acknowledging that the meeting is taking place in the country of the traditional custodians.

For example: "I would like to acknowledge the traditional custodians of the land. I would also like to pay respect to the Elders both past and present and extend that respect to other Indigenous Australians who are present".

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

2.8
ON THE DAY

It is a good idea to ensure you have ready access to all important event documentation on the day of your event. This documentation might include:

- a running sheet outlining the timing of your event
- the chain of command layout
- contact mobile phone numbers of all staff, volunteers, performers, emergency personnel and other key stakeholders
- a site plan
- a traffic management plan
- a crowd management plan
- copies of all contracts and permits
- an emergency response plan, including emergency medical plan and emergency communications plan
- incident or accident report forms.

One way to ensure staff and volunteers are fully informed of all key aspects of the event is to make up an 'Event Pack' containing important information relevant to the successful running of the event on the day.

It is recommended that a copy be distributed to all relevant personnel at a briefing meeting several days before the event.

THE VENUE

3.1
CHOICE OF VENUE

The purpose, concept and theme of the event will determine the venue. It is the responsibility of the hirer to ensure that the chosen site is suitable for the intended event and that all relevant approvals and information are obtained for the event. .

When deciding on a suitable venue the following needs to be considered:

- the anticipated size of the event and expected patronage
- entrances and exits and car parking
- indoor versus outdoor requirements
- requirements of people with disabilities (refer to item 8.8 for further information)
- access to infrastructure – power, water, communications, toilets, etc
- risk management and occupational health and safety.

3.2
HIRE OF A COUNCIL OWNED FACILITY

To hire a Council owned facility (hall, park or reserve) contact Melton City Council's Customer Service team on 9747 7200 to check availability and to make a provisional booking.

Fees and charges are reviewed annually and can be found on Council's website *melton.vic.gov.au/Out_n_About/Community_facilities/Hire_a_facility*

For more information, contact Council's Neighbourhood Participation team on 9747 5200 or *venues@melton.vic.gov.au*

For more information on Leisure, Parks and Facilities, contact 9747 7200 or *csu@melton.vic.gov.au*

3.3
SITE PLAN

A site plan shows the ground level layout of your event and is essential for event planning and management. Typically event site plans will indicate the site boundaries, street accesses, stalls and tent locations, etc.

All key stakeholders can use the site plan as part of the planning process, with consultation as to its final layout.

A site plan should be easy to interpret and, if a large event, be posted strategically around the site for use by patrons. The site plan can be used by staff and volunteers in setting up the event, and is also invaluable as a reference in an emergency situation.

When drawing your site plan use a simple format and include surrounding streets and landmarks. Your site plan must be clear and show all important event features. It can be a hand drawn sketch or perhaps a Google map showing an aerial view of the site with your event details listed accordingly.

Consider including the following features:

- all entrances and exits
- emergency access routes
- paths used by vehicles
- paths for pedestrians only
- car parking
- information centre (HQ)
- food and other stall holder locations
- stage and temporary structure locations
- seating arrangements
- shade and shelter
- entertainment sites ie rides, jumping castle
- toilet facilities
- waste bins and refuse sites
- first aid posts
- drinking water sites
- approved liquor consumption areas
- non-alcohol (dry) areas
- security and/or police locations
- fire fighting equipment.

Note: Council will request an event site plan to be submitted as part of the event application process. All distinct planned features of your event must be shown. Please refer to sample site plan.

Section 4
COMMITTEES

4.1
STAFFING ARRANGEMENTS

The staffing arrangements implemented at your event need to be carefully considered with a chain of command established for the delegation of tasks and responsibilities.

Arrangements to be considered include:

- who are the personnel staffing the event and what are their roles?
- staff briefings – the information staff will be given
- communication channels for staff required to work on the day
- what clothing should staff wear?
- safety equipment required
- do staff require protection from the sun and access drinks?
- staff etiquette.

4.2
COMMITTEES

Committees are a useful management tool and can play an important role in organising and managing a successful event.

An event is made up of many areas of responsibility that can best be handled by delegating to competent members of each committee. It is recommended that committees meet on a regular basis to review progress, make necessary changes and update the event plan as required.

4.3
STAFF

Event staff play an important role in the success of an event and need to be kept informed of the details of the event plan.

It is essential that staff or volunteers are provided with pre-event training or briefings which clarifies roles, responsibilities and procedures, especially in communication, emergency and security plans. It is also advisable that all staff and volunteers are provided with a written position description clearly outlining their roles and responsibilities and whom they are to report to.

Training or induction sessions should be held at least one to two weeks before the event to enable confirmation of volunteer numbers, roles and responsibilities. Event packs should be distributed to each staff member with an overview of the event and details specifically pertaining to them.

4.4
VOLUNTEERS

Volunteers are an invaluable resource to provide assistance with the managing and running of an event.

The event organiser needs to be aware of the rights and responsibilities of volunteers which include issues such as insurance and occupational health and safety. The use of volunteers may require coverage under the insurance policies obtained by you as the event organiser. It should also be noted that while the general perception is that volunteering means free labour, there are still often many costs involved with volunteers, such as catering, training, parking and possibly uniforms.

For more information about volunteering please visit *volunteeringaustralia.org.*

4.5
EVENT PACKS FOR STAFF & VOLUNTEERS

One way to ensure staff and volunteers are fully informed of all key aspects of the event is to make up an 'Event Pack' containing important information relevant to the successful running of the event on the day.

It is recommended that a copy of this manual be distributed to all relevant personnel at a briefing meeting several days before the event.

Section 5

EVENT PROMOTION

5.1
EVENT SIGNAGE

Clear and strategically placed signage will assist in coordinating traffic and pedestrian movements and help to manage your event. To determine sign requirements, consider what information people at your event will need to know and whether this should be displayed on a sign.

Appropriate signage for your event might convey information regarding:

- parking or no parking areas
- toilets
- entrances and exits
- first aid
- lost children
- accessible facilities, including entry and exit points
- meeting points
- information points.

If liquor is being sold you will be required to display a number of signs under the liquor laws, ie. the statutory notice stating the offence of supplying liquor to a minor.

Any temporary advertising signs for your event that will be placed on public land (footpaths, parks, road verges) will need to be approved by Council prior to the event. It is recommended that locations where a sign is to be placed is recorded at the time of placement to ensure no signage is missed and not collected at the conclusion of your event.

5.2
TICKETING

Dependant on the type and size of your event you may decide to offer tickets – these could be either advanced tickets, tickets purchased at the event, or both. A sound administration process is essential. When selecting a ticketing system ensure you are aware of the booking fees and credit charges you as the event organiser will encur and add these costs to your budget.

5.3
PROMOTION & ADVERTISING

Promoting a special event takes creative thinking balanced with practicality. In order to effectively promote your event it is vital that you reach your target audience and you need to carefully consider how to reach the people you want to attend your event.

Some ways of effectively advertising and promoting your event might include:

- via a website which is an excellent resource information tool
- advertising in the local newspaper and on the radio
- letterbox drops
- posters,flyers and brochures
- letters to key community groups.

Use your local media effectively as this will increase your reach and ultimately your attendance at the event. When sending out a media release to your local newspaper and radio station ensure that it contains key information such as the event date, time and location, what the event is about and possibly a quote from your event spokesperson or organiser.

If you intend to place promotional or advertising signs before or during your event, you will need Council permission. Please contact Melton City Council's Local Laws Department on 9747 7200.

EVENT PROMOTION

6.1
TRAFFIC AND PEDESTRIAN MANAGEMENT

When an event involves road closure or the managing of traffic and pedestrians, a Traffic Management Plan (TMP) needs to be developed by a suitably experienced person.

The aim of having a TMP is to outline the strategy whereby the traffic associated with the event will be efficiently managed to reduce congestion on the main feeder roads surrounding the event site. TMP requirement is in accordance with AS1742.3 (2009) and DIER Traffic Control of Worksites COP – June 2004, Section 19 and 20 of Local Government Act.)

A TMP should identify the roads and streets to be closed, time of closure and alternate routes. A clearly drawn map of the proposed area must accompany applications for road closures, processions and street activities. You will also be required to notify businesses and residents impacted and apply for the appropriate permit from Melton City Council. This application must be received in writing for smaller road closures **no less than 28 days prior**, and for major road closures at **least three to six months prior** to the event.

Council will inspect the area and advise the event organiser if it is practical and safe to allow the requested road closure. Any road closure will apply only to that section of streets as approved by Council and is to be advertised in the local newspaper a minimum of **two weeks prior** to the event.

Depending on the nature of the event and the classification of the roads, you may also require approval from Vic Roads and/or Victoria Police.

Due to the sophisticated nature and responsibility that a Traffic Management Plan requires, Melton City Council recommends that a consultant be engaged to develop and administer all Traffic Management Plans for events.

When the City of Melton's Engineering department has issued a permit, you are required to notify services and residents that may be affected by the road closure.

This is achieved by placing a notice in the Public Notices section of the local paper and advising the following people, in writing, of the road closure at **least one month** and then again, **one week prior** to the event:

- local residents & businesses
- VicRoads;
- Traffic Management Unit of Victoria Police and D24;
- Ambulance Victoria
- Country Fire Authority
- Department of Infrastructure, Urban Transit.

Traffic Management Submission Forms can be downloaded here: *melton.vic.gov.au/Regulations/ Permits_and_forms/Engineering_application_forms* and returned to Melton City Council's Engineering Department for assessment.

Further information, please contact Melton City Council's Engineering Officers on 9747 7200 or email *traffic@melton.vic.gov.au*

Section 7

INFRASTRUCTURE

7.1
POWER & LIGHTING

It is vital that event organisers ensure venues have adequate power facilities to equal their power needs. If existing power facilities are not adequate, additional generator units must be made available.

The event organiser is responsible for arranging the supply and installation of any electrical/power requirements for the event, such as the use of generators, extension cords and cables.

If generators are required at an event, it is important to carefully consider their placement to ensure public safety and prevent disturbance from the event. Some things to consider when determining the placement of your generators are:

- Position away from areas that require silence (silenced generators create noise);
- Position away from patrons, in a well-lit, secure and safe location;
- Position on flat ground in an area that is easily accessible by trucks for delivery;
- Locate within close proximity to required areas to avoid use of excessive cable.

It is important to ensure that:

- Electrical leads do not create trip hazards. NO cables are to lie on the ground unless adequately protected as they can present a serious hazard;
- Temporary electrical leads must be flexible cables;
- Double adaptors and piggy-back plugs are NOT to be used.

Please note Council recommends that you engage a professional electrical company to oversee the installation and running of the additional power.

7.2
WATER

Water will most likely be required for catering, entertainment or cleaning purposes before, during and after the event.

All taps located on or within your selected venue should be checked to ensure they are in good working order prior to the event. Where any deficiencies are located in Council-owned facilities, they are to be reported to Council at the earliest possibility to enable the problem to be repaired prior to your event.

It is the responsibility of the event organisers to ensure that there is a sufficient supply of free drinking water at the event; and that there is clear directional signage to that water. A general guide for determining how many water stations (drinking fountain or water trailers) are required is one per every 200 patrons.

Transportable drinking water facilities are available to hire (with sponsorship available for not-for-profit organisations).

Refer to Western Water: *westernwater.com.au/commedu/Pages/SponsorshipEvents.aspx* **or City West Water:** *citywestwater.com.au/* **websites for further information.**

7.3
TOILETS & SHOWERS

It is the responsibility of the event organiser to ensure adequate sanitary facilities are made available for participants and patrons. This may require hire of port-a-loos.

The Australian Emergency Manual recommends the following as a guide:

Toilet facilities for events where alcohol is not available:

PATRONS	Males			Females	
	WC	URINALS	HAND BASINS	WC	HAND BASINS
<500	1	2	2	6	2
<1000	2	4	4	9	4
<2000	4	8	6	12	6
<3000	6	15	10	18	10
<5000	8	25	17	30	17

Toilet facilities for events where alcohol is available:

PATRONS	Males			Females	
	WC	URINALS	HAND BASINS	WC	HAND BASINS
<500	3	8	2	13	2
<1000	5	10	4	16	4
<2000	9	15	7	18	7
<3000	10	20	14	22	14
<5000	12	30	20	40	20

The above figures may be reduced for short events as follows:

Duration of event	Quantity required
8 hours plus	100%
6-8 hours	80%
4-6 hours	75%
Less than 4 hours	70%

In addition to ensuring an adequate number of toilet facilities are available, the toilet facilities provided should be:

- well lit so as not to provide a security and safety hazard
- provided with soap and hand drying equipment
- odour free
- cleaned and re-stocked regularly
- located away from food storage and food service areas
- accessible for people with disabilities
- equipped with baby changing facilities
- equipped with breast feeding facilities
- equipped with sharps disposal facilities
- supplied with condoms at some events
- appropriate for wet weather.

The City of Melton strongly supports the organisation of accessible events, and therefore we strongly recommend that 5% of all toilets supplied should be accessible to people with disabilities. Accessible toilets should:

- be non-gender specific
- be located wherever male and female toilets are provided
- be accessible by pathways
- have accessible handles, locks and signage
- be located within close proximity to the main event to ensure people don't need to travel long distances to access them
- have accessible wash basins.

Please see the Melton City Council Accessible Events Guide for further information.

melton.vic.gov.au/Services/People/Living_with_a_disability/Being_part_of_the_community/Good_access

7.4

TEMPORARY STRUCTURES & STAGING

(INCLUDING OCCUPANCY PERMIT FOR A PLACE OF PUBLIC ENTERTAINMENT OR POPE)

Tents, marquees and portable stages all qualify as temporary structures and if being used at an event should be marked on your site plan.

An occupancy permit is required if you intend to erect a temporary structure for your event, with the purpose of public entertainment, which exceeds the following:

- a stage or platform exceeding 150 m2
- a tent, marquee or booth with a floor area greater than 100 m2
- a seating stand that accommodates more than 20 persons
- a prefabricated building exceeding 100 m2.

Then you or your supplier, depending on the arrangement, will be required to obtain an occupancy permit from the Melton City Council Building Surveyor.

Therefore it is advisable that before paying any deposits or signing any contracts that you should ask your supplier for details regarding occupancy permits and approvals.

Applications for Occupancy Permit for a Place of Public Entertainment (POPE) may be downloaded here: *melton.vic.gov.au/Services/Building_planning_transport/Building*

Note: minimum four weeks notice required

It is also important to understand that the sitting of the temporary structure is subject to the approval of the municipal building surveyor, and that the erection of the temporary structure must be carried out by registered building practitioners and comply with Council requirements.

For further information please do not hesitate to contact the Melton City Council's Building Services Officers on 9747 7200 or email *buildingpermits@melton.vic.gov.au*

7.5
GROUND MARKINGS & PLACING STAKES OR PICKETS IN THE GROUND

You will need to advise Council if you intend to erect a marquee, tent or any other structure on Council owned land which will require pegs or posts to be driven into the ground.

Pegging of temporary infrastructure is not permitted on Council owned parklands and reserves.

Any ground line markings used on Council owned land must be with water based paint only.

Note: If you are responsible for damaging any underground reticulation or electrical systems on Council property, you will be liable for the cost of repairing the damage.

7.6
AMUSEMENT RIDES & STRUCTURES

It is essential that all operators participating in an event have their rides registered with WorkSafe Victoria: *worksafe.vic.gov.au*

· It is the responsibility of the event organiser to ensure that;

· Each operator has their rides registered with WorkSafe Victoria;

· Each operator has provided you with a copy of their current public liability insurance and registration certificate;

· Each operator has an up-to-date logbook for their rides, showing details of yearly inspections and regular maintenance.

Refer to WorkSafe Victoria for further details: *worksafe.vic.gov.au*

7.7
SHELTER & SHADE

Shelter and shaded areas should be available wherever patrons, staff and volunteers (including First Aiders) may be located for an extended period of time and where weather conditions dictate it is required.

Some shelter requirements for your event might include:

· spectator and official viewing areas

· seated eating areas

· First Aid area

· event management centre

· competitor and officials marshalling areas

· entrance and ticketing areas.

Section 8

PUBLIC SAFETY & SECURITY

8.1
OCCUPATIONAL HEALTH & SAFETY

The event organiser has an obligation to provide a safe environment for the public and to ensure appropriate care, safety and any training requirements are provided for staff and volunteers involved in running the event.

For specific information relating to Occupational Health and Safety requirements refer to WorkSafe Victoria website:
worksafe.vic.gov.au

8.2
EVENT RISK ASSESSMENT & MANAGEMENT

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

On-site safety at all events is of the utmost importance with public expectation being to be able to enjoy your event in safe and secure surrounds. It is a responsibility of the Event Organiser to identify and address any potential hazards.

A Risk Management Plan (RMP) is a live document and is therefore never 'finished'. It should be constantly reviewed by the Event Organisers and as many participating parties, contractors, and other stakeholders as possible. A RMP must be specifically prepared for your event in order to detail all potential risks. When creating your plan you need to consider all types of risks that could possibly occur, including:

· natural hazards (rain, wind, extreme heat, and lightning)

· physical hazards (uneven paths, busy roads, emergency access)

· chemical hazards (fire, toxic materials, used needles)

· safety hazards (crowd control, exposed electrical and fireworks)

· organisational hazards (loss of reputation, negative media).

Next, using the tables below, you need to assign each identified risk with a likelihood level of occurring, the subsequent level of consequences that would come as a result of the risk occurring, and an overall risk rating.

Likelihood Levels Table		
A	Almost certain	Almost expected to occur in most circumstances
B	Likely	Will most likely occur in most circumstances
C	Possible	Reasonable likelihood that it may occur
D	Unlikely	Could possibly occur at some time
E	Rare	Very unlikely to occur, only in exceptional circumstances

Consequences Level Table						
LEVEL	DESCRIPTION	FINANCIAL	HEALTH	REPUTATION	OPERATIONS	ENVIRONMENTAL
1	Insignificant	Less than $1,000	First Aid	Unsubstantiated, resolvable concern	Little impact	Temporary pollution
2	Minor	$1,000 – $10,000	Minor injury	Substantiated, low impact, low news profile	Minor affect on operations	Minor repair required
3	Moderate	$10,000 – $50,000	Significant injury	Substantiated, moderate impact, local exposure	Significant delays, but manageable	Moderate repair required
4	Major	$50,000 – $150,000	Major injury, or permanent disability	Substantiated, high impact, state-wide exposure	Major impact, event threatened	High level of repairs required
5	Catastrophic	More than $150,000	Death	Substantiated, catastrophic impact, national exposure, third party actions	Catastrophic impact, event cancelled	Permanent damage

Risk Rating		Consequences				
Likelihood		INSIGNIFICANT 1	MINOR 2	MODERATE 3	MAJOR 4	CATASTROPHIC 5
CERTAIN	A	High	High	Extreme	Extreme	Extreme
LIKELY	B	Moderate	High	High	Extreme	Extreme
POSSIBLE	C	Low	Moderate	High	Extreme	Extreme
UNLIKELY	D	Low	Low	Moderate	High	Extreme
RARE	E	Low	Low	Low	Moderate	High

The final step in developing your RMP is deciding on how you are going to minimise that risk from occurring, and if it does occur what your plan of action will be. Possible solutions could include:

- natural hazards (wet weather plan, providing shade and water facilities)

- physical hazards (highlighting steps, having first aid onsite, using traffic controllers)

- chemical hazards (provide fire extinguishers and first aid onsite)

- safety hazards (employing extra security, permits and using qualified electricians)

- organisational hazards (designating a media contact and/or publicist).

Under OH&S legislation and other related law, the event organiser is obliged to ensure that reasonable steps are taken to ensure that events are conducted in a manner which provides for the safety of everyone that might be present at any time, including the general public, volunteers, staff, independent contractors and their employees and sub-contractors.

Liability arises where a person is "exposed" to the risk of injury to health and safety, it is not necessary for a person to have been actually injured but merely "exposed to risk". Therefore, an Event Management Plan (EMP) must focus on the risk to health and safety rather than the consequences of an injury or accident.

8.3
INCIDENT REPORT

An Incident Report Register should be kept to document the details of any incident that occurs during or in conjunction with the event. Recording incidents that occur is one important way of identifying issues that need to be considered prior to the running of a possible subsequent event.

Particular attention should be paid to any incident that may occur around the following issues:

- illness and accident

- intoxication, including refusal of entry or service

- behaviour, including refusal of entry and/or service

- any behaviour of an anti social or criminal nature.

The incident report should cover the details of the incident (who, where, when and what happened) and what actions were taken (i.e. medical attention given, police called, etc). It is crucial to document these incidents as if a matter goes to court in the future you have the appropriate documentation to prove you had all measures in place at the time of the incident.

8.4
FIRST AID

Regardless of the size of an event, it is necessary to provide a level of first aid. Whether you will need a First Aid station staffed by a qualified certificate, or paramedic and medical facilities, this will be determined by the type of event, the number of patrons expected to attend and any perceived risks.

It is advisable to consider the following:

- the location of a first aid station;
- site access to running water;
- qualifications of staff
- required First Aid supplies
- safe storage of First Aid equipment
- identifying who is responsible to ensure equipment is available and appropriate;
- liaison with appropriate authorities about your requirements.
- how will you communicate with the first aiders in the event of an emergency.

8.5
MEDICAL EMERGENCY

It is important that the event organiser ensures adequate plans are put in place to cater for medical emergencies that may occur at public events.

Note: emergency vehicle access to your venue must be available at all times during the staging of the event.

Consideration should to be given to the following:

- the location of the nearest medical centre,hospital and doctor
- a list of key medical contacts – names and phone numbers
- consider how long it would take for medical assistance to reach your venue
- staff and equipment:
  - whose responsibility is it to coordinate assistance for a medical emergency?
  - how many staff will you need?
  - are they appropriately qualified?

8.6
EMERGENCY MANAGEMENT PLAN

The aim of an Emergency Management Plan (EMP) is to minimise the threat to life and damage to property.

An EMP is different to a risk management plan as it should detail specific responses during an emergency and lists the organised processes and procedures that should be undertaken. Events must have a formal, written emergency response plan, which should be provided to all event organisers, key stakeholders, police and emergency service personnel. The plan should:

- detail arrangements for on-site emergencies not requiring outside help
- specify arrangements to request further police and other emergency services assistance
- specify arrangements to hand over control to police and emergency services as required
- identify personnel who can authorise evacuation
- identify how the event will be interrupted
- identify access and evacuation routes
- identify evacuation areas for performers, employees and patrons
- identify the method of advising patrons of the evacuation plan (in programs, PA system, announcements at the beginning of performance, prominent signage)
- identify the role event staff will take in supporting civilian services
- identify meeting points for emergency services
- identify triage and ambulance loading areas
- include details of hospitals prepared for a major incident
- how will you communicate with all of these parties?

8.7
SECURITY & CROWD CONTROL

The security requirements required to ensure the safety of the public will differ according to the type of event you are holding. The Event Organiser needs to examine the possible risks involved with the event, ie. "What could happen?" or "What if?" The answers will determine the type or combination of security that you may require. Consider contacting your local police who can advise you on this issue.

Consideration should be given to:

- What, if any, security arrangements need to be made?
- How many staff are required for security – what are their roles and responsibilities?
- Where will these staff be located?
- What hours will they be available?
- What will their role be in the event of an emergency?
- How will you store and safeguard money collected?
- Have you made arrangements for lost or stolen property or lost children?

How will you communicate with security staff?

8.8
ACCESSIBILITY

Event organisers should ensure that events are accessible for all members of the community.

Melton City Council's Accessible Event Guide contains practical information on how to make events accessible for all people with a disability, older adults and culturally and linguistically diverse (CALD) communities. To access the guide, contact the MetroAccess Officer at Melton City Council or email *csu@melton.vic.gov.au*

8.9
LOST & STOLEN PROPERTY OR LOST CHILDREN

It is advisable to have a location for the receipt of lost or stolen property and lost children. Show this location on your site plan. All staff manning your lost children location must be certified with a "Working With Children's Check". For further information visit: *workingwithchildren. vic.gov.au*. All staff must be briefed on the process in place for dealing with lost children and how and who they will communicate with to make the PA announcements.

8.10
FIRE SAFETY

In regards to fire safety controls at your event there are a number of things to be considered, including:

- Is there likely to be a Total Fire Ban in place at the time of the event?

- Is the area subject to bushfire?

- Are BBQ's, heaters and electrical items in good repair?

- Is the power supply to the event safe?

- Has everything been installed by suitably qualified technicians?

- Are gas cylinders secured correctly?

- Are hydrants or suitable water available in the event of a fire?

- ·Do you have access to fire extinguishers – ensure they have been checked or serviced recently and are located in appropriate locations and adequately signposted?

- Have you developed procedures to follow in case of a fire?

For events held in the summer months, it is best to contact your local CFA branch and discuss the event and its requirements with them.

8.11
FIREWORKS & PYROTECHNICS

Whilst fireworks are considered the most entertaining factor and major draw card for many outdoor events, it is important to be clear that it is the event organiser who is responsible for each element of a safe display. These include:

- fireworks exclusion zone

- maintaining the exclusion zone

- notifications to Authorities and the community

- operator requirements

- risk management

Legislation, Insurance & Process

Display fireworks in Australia require you to comply with State and Federal specific acts and regulations. In Victoria, the Dangerous Goods Regulations 2011 is managed by the Victorian WorkSafe Authority who are the state regulators for explosives. It is a requirement under this regulation that an operator must be licenced, ensure the safe transport, storage, operation and sale of display fireworks and pyrotechnics. Notification must be submitted to WorkSafe with a minimum of 7 days notice. There is no formal response received from WorkSafe other than an automatic email reply saying they have received your notification.

Melton City Council's Building Surveyor and CFA are to be notified of an event involving pyrotechnics. Council will also need to be a signatory to the initial permit application if the event is to be held on Council owned land.

It is the responsibility of the event organiser to ensure that a check is completed to ensure the operator is licenced and has submitted a permit notification to all relevant authorities. Whilst it is not a regulation most operators will notify the local Police and other local authorities as required. Melton City Council has the right to check the validity of any notification or licence submitted to them for a display

Fireworks insurance is not like standard event insurance, it is scrutinised with the insurance underwriters and fireworks providers very carefully to ensure the correct level of cover is in place. The minimum fireworks insurance should be 20 million.

Any fireworks provider should be able to provide the event organiser with their valid WorkCover Certificate of Currency and Public Liability Insurance Certificate of Currency. This is a good way to ensure that your provider is ensured for the event

Notifications to residents

It is a requirement of Melton City Council that any event organiser wishing to proceed with a Fireworks display notify residents within a 1km to 2km zone. Whilst local ads in the paper are effective, Council encourages additional methods to be engaged such as:

- Bulk community text messaging like they do in fire ridden country areas
- Through community social mediums such as Facebook and Twitter along with traditional letter box drops.

Fire prevention

- Fireworks companies and operators are governed by the Country Fire Authority Act 1956. There are regulations around fireworks and fire prevention methods
- In CFA areas a schedule 14 permit is required to conduct a fireworks display within the fire danger period. On a the day of Total Fire Ban a section 40 TFB permit is required if a display is to go ahead. The section 40 is at the discretion of the local fire authority and even if granted, can be revoked on the day of the event. Operators will provide basic fire fighting equipment as part of their display requirements.

To apply for a fireworks permit refer to WorkSafe Victoria on 1800 136 089 or visit: *worksafe.vic.gov. au/safety-and-prevention/health-and-safety-topics/ explosives/fireworks*

8.12 POLICE

The local police station should be consulted when planning events and kept up-to-date during the final phase of the event planning and management process.

Information to provide to the police would include:

- date and timing of your event
- type of event you are holding
- if alcohol is to be available
- the expected number of attendees
- security and first aid measures you will have in place
- road closures.

Section 9

PERMITS

9.1
CONDUCTING EVENTS ON COUNCIL & PRIVATE LAND

Generally, all events planned to be held on Melton City Council owned and or managed land will require the event planner to complete and submit an **Event Permit Application**. If you are unsure whether or not this is necessary please contact the Melton City Council Customer Service team on 9747 7200 and they will confirm what is required.

The Event Permit Application Form can be located at *melton.vic.gov.au*

Anyone planning events on private land is not required to submit the Event Application Form. Depending on the nature and planned happenings at the event however, other permits may still be required. Private event planners are also welcomed and encouraged to use this document as a guide to assist with the running of a safe and successful event.

9.2
SERVING FOOD & ALCOHOL

For information on food handling and permits, or the responsible serving of alcohol and associated permits please refer to the food management and alcohol management sections on pages 40 and 42 respectively, of this document.

9.3
ROAD CLOSURES

For information on road closure permits and traffic management please refer to the Traffic and Pedestrian Management section on page 23 of this document.

9.4
FIREWORKS

If you intend to have a fireworks display at your event, they must be carried out by a licensed pyro-technician. The Victorian Work Cover Authority assesses pyrotechnic experience and qualifications to operate and conduct fireworks.

Before sourcing out a licensed pyro-technician, you should ensure that the intended site is suitable and large enough for your display, and that there is enough space for the fireworks to land well away from spectators. Consideration should also be given to overhead power lines and other obstructions.

If you intend to carry out the display on Council land then you will require a permit to do so.

9.5
TOTAL FIRE BAN DAYS

If your event is to be held on a total fire ban day, you will need to apply for a permit to undertake any of the following actions on the day:

- welding, cutting and/or grinding
- heating and spreading of bitumen and like substances
- use of blow lamps or gas torches
- safety fuses in blasting operations
- emergency flares at civil and military aerodromes
- flares at a petroleum fractionation plant, a gas plant or any plant of a like nature
- industrial heat testing
- bee keeping – using fire for loading, unloading or working with bees
- catering – use of fire in the open air (applicant must hold a Temporary Food Premises / Stall permit from the relevant Municipal Health Officer)

- fireworks and other uses of fire for public entertainment (applicant must hold a Pyro-technician License)
- sawmill waste and refuse burners
- use of LPG burners for Hot Air Ballooning (applicant must be a commercial operator).

To apply for a total fire ban permit or for more information, visit *cfa.vic.gov.au/warnings-restrictions/total-fire-ban-permits/*

9.6
TEMPORARY STRUCTURES

For information regarding permits required for temporary structures at your event, please refer to the temporary structures section on page 26 of this document.

9.7
PLACES OF PUBLIC ENTERTAINMENT (POPE)

If any of the statements below are relevant to the event you are intending to hold you will generally be required to obtain a POPE permit (as per the Building Act and Building Regulations 2006), in order to legally run your event. While the main aspects of a POPE are outlined below, it can be a complicated permit and you are advised to contact Melton City Council's Planning Department on 9747 7200 for advice and further instruction.

If you are planning an outdoor event that will be:

- Held in an enclosed or substantially enclosed area (meaning the entire venue area or large parts of the venue area are enclosed by high fencing, or some other sort of temporary or permanent structure, which prevents spectators from being able to quickly exit the venue in the case of emergency, or

- Ticketed (meaning admission into the event is gained by payment of money or the giving of other consideration), or

- Held in an area greater than 500m^2.

If you are planning an indoor event that will be:

- Ticketed (meaning admission into the event is gained by payment of money or the giving of other consideration), or

- Held in a building greater than 500m^2.

However, if you are a community based organisation your event may be exempt from the requirement to obtain a POPE permit, despite having any of the above factors; as long as the number of persons in their event does not exceed 5,000 at any one time. Again, if you have any queries or seek advice or further instruction, please do not hesitate to contact the City of Melton's Planning department on 9747 7200.

9.8
AMPLIFIED NOISE

For large events an approved Noise Management Plan may be required to mitigate impact on surrounding occupants and residents. For advice and further information contact Council's Environmental Health Unit on 9747 7200.

For large music events compliance with the State Environment Protection Policy (control of music noise from public premises) is required; please refer to the Environmental Protection Agency (EPA) website for more information *(epa.vic.gov.au)*.

9.9
APRA & PPCA

The Australasian Performing Right Association (APRA) and Phonographic Performance Company of Australia of (PPCA) are the two licencing organisations that regulate copyrights in music recordings:

APRA grants licences for the broadcast and public performance rights of copyrighted live musical work and then distributes licence fee income to the appropriate songwriters and their publishers.

PPCA grants licences for the broadcast and public performance of copyrighted music in the recorded version and distributes licence fee income to the appropriate record labels and directly to registered Australian recording artists.

For more information or to register for a licence please visit *apra-amcos.com.au* or *ppca.com.au*

Section 10

INSURANCE

10.1

INSURANCE REQUIREMENTS

It is important that all appropriate insurances are obtained for your event. The event organiser should investigate and arrange the appropriate insurances required for the event. It is essential to understand exactly what each insurance policy covers and what is excluded under each policy.

Public Liability Insurance

The Event Organiser must investigate and arrange sufficient Public Liability Insurance (PLI) to cover the event.

Melton City Council does NOT provide public liability insurance protection for independently run events.

As a general guide, PLI to the value of $10–20 million is the standard requirement for most events, however this may vary according to the size of the event and risks involved.

A copy of your insurance Certificate of Currency will be requested by Melton City Council during the event approval process.

General Insurances

Examples of general insurances that may need to be provided in addition to public liability cover are:

- workers compensation – may be required by law to cover staff and volunteers at the event

- property and equipment – may be appropriate if technical equipment is to be used

- other – including professional indemnity, motor vehicle and accident, weather.

It is recommended that event organisers seek professional advice on insurance needs that are specific to their event.

Section 11

PUBLIC HEALTH

11.1

TEMPORARY FOOD STALLS

A temporary food stall is a temporary arrangement of equipment and appliances from which food is sold and served. It includes booths, tents, vans, marquees and other temporary equipment and appliances such as trestle tables and barbeques. It also includes fundraising barbeques and stalls that operate from existing buildings such as community centres and halls.

The above definition only applies to stalls that are set up for a specific occasional event lasting no more than 10 days, regardless of whether funds raised are for a community, charity or not-for-profit organisation.

Temporary food businesses include sausage sizzles and cake stalls as well as food given away or provided at no cost. Any person or group wanting to provide or prepare food for sale at any market, show or event in the municipality will be required to obtain Registration of a Temporary Food Business from Council.

Temporary food businesses must be conducted in accordance with the Local Government Guidelines for Temporary Food Stalls.

All food vendors engaged to trade or participate at your event must be registered with Streatrader.

Please visit: *health.vic.gov.au/foodsafety/bus/mobile.htm* **for further information.**

11.2

ORGANISING FOOD STALLS

Considerations regarding the supply of food for your event might include:

- procedures to ensure correct food handling;
- types of food you may wish to provide;
- where the food area is to be located;
- consider food waste and liquid waste control within your waste management plan.

Contact Council's Environmental Health Officer on 03 9747 7200 if you have any queries regarding food at events.

11.3

DRINKING WATER

Your event will need to have a sufficient supply of freely available potable water and clear directional signage to water. As the event organiser you will need to consider how water will be provided, ie. bottled water, tanks provided by a water carter or other organisation.

Outdoor events that expose participants and patrons to the elements must take due care for their health and comfort. Consideration should be given to factors such as hot weather, large crowds, participants walking a long distance (ie. a parade) and any other considerations that might cause people to become dehydrated or to overheat.

11.4

WASTE MANAGEMENT & RECYCLING

The Event Organiser is responsible for all the cleaning arrangements, both during and after the event. All premises used for events are to be left completely free of rubbish and debris.

It is your responsibility to ensure there are sufficient waste receptacles provided so that all waste generated by the event is disposed of properly. Consequently an effective waste management plan is vital for any festival or event.

The plan should detail how waste is to be removed and stored. Inadequate waste management can result in safety hazards, odours, attract animals and pests and aid in the transmission of communicable diseases to both staff and patrons.

Instruction must be given to staff on the hazards associated with waste and safe handling methods. They must be provided with appropriate protective equipment.

Issues to consider when developing your waste management plan should include:

- once bins are full waste should be placed in bins then removed to a separate, covered waste collection location that is well distanced from any food consumption, preparation or storage areas

- First Aid posts will generate their own waste and may need biohazard waste removal

- drug use at events must be considered and planned for through the provision of sharps containers at the event where necessary

- locating bins close to food and beverage points

- increasing the number of bins around allocated alcoholic drinking areas if applicable.

The Metropolitan Waste Management Group (MWMG) is a Victorian State Government statutory body. For more information about waste management please call 8698 9800 or visit: *wmwmg.vic.gov.au*

11.5
NOISE

Events can create noise levels much higher than normal day-to-day noise and it is important when planning an event to consider the affect of noise on neighbouring residents and businesses. Noise from any event must comply with Environmental Management and Pollution Control Act (1994).

Things to consider would include:

- if using any amplified equipment such as stereos, musical instruments, PA systems or similar, locate the equipment to minimise disturbance to nearby residents
- are the noise levels appropriate given the location and time of the event?

Nearby residents and businesses should be notified at least a week before the event. This notification might be in the form of a door knock, letter or mail drop, although Council may make a mail drop mandatory as part of the event approval conditions. When notifying residents ensure that a contact number is provided so any noise complaints can be brought immediately to the event organiser's attention.

What protocols and procedures are in place for you to handle noise complaints?

Council's Environmental Health Officer is available to answer any queries you may have in regard to noise management of your event. You can contact Environmental Health on 9747 7200.

11.6
ALCOHOL

If you intend selling or supplying alcohol at the event a liquor licence will need to be obtained from the Licensing Commission and a copy provided to Council.

If alcohol is BYO to the event a liquor permit will likely not be required, however the written consent of local authorities such as Melton City Council and the police will need to be obtained.

Factors to be considered if alcohol will be served at your event:

- know and apply the rules prohibiting the serving of alcohol to minors and to persons who are already intoxicated
- all staff serving alcohol should be trained and accredited
- if possible, toilet facilities should be provided near an alcohol consumption area.

A Liquor Licensing application form can be downloaded from the Victorian Commission for Gambling and Liquor Regulation's website: *vcglr.vic.gov.au/home/liquor/new+applicants/apply/*

COMMUNICATION

12.1

BEFORE, DURING & AFTER

A major factor in determining how successful your event is managed is by the efficiency of your communication before, during and after the event.

Communication:

- with Council is essential to ensure all approvals have been met for you to hold a safe and successful event

- with key stakeholders, staff and volunteers in the planning stages to ensure the event on the day runs smoothly

- with staff, volunteers and attendees during the event to ensure that attendees are happy and safe throughout the event

- to ensure important information is communicated quickly and clearly, good communication and reporting procedures will be vital between

- staff, volunteers, contractors and suppliers – it may be preferable to use two-way radios as mobile phone signals can sometimes become blocked in crowded areas

- event staff and emergency services and Police (ensure you have a list of who to contact in case of an emergency and establish how you will contact them, ie. by two-way radio)

- event staff and patrons attending the event. Work out how you will provide essential information.

12.2
INFORMATION CENTRE
(HEAD QUARTERS)

A clearly marked and centrally located information centre is a good management tool for large events as it provides a single location for all public enquiries, lost and found children and property, and the supply and distribution of any hard copy marketing or promotional material.
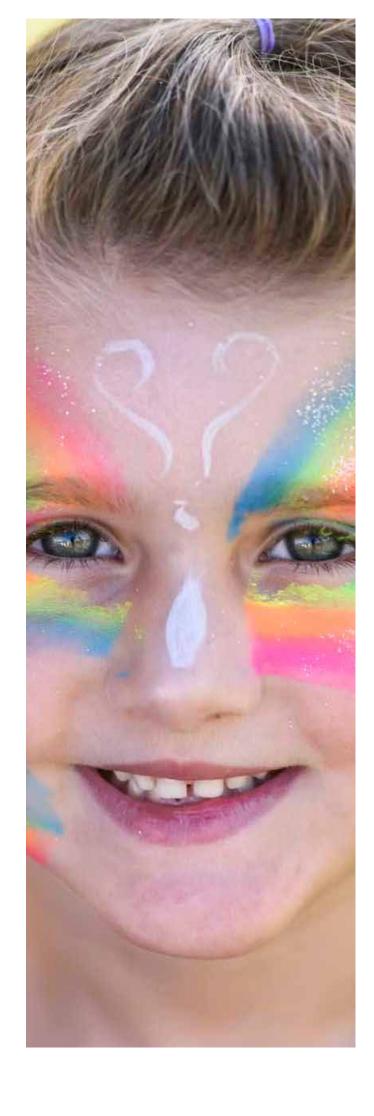
12.3
PUBLIC RELATIONS

Public relations and good communication are essential in ensuring happy patrons. The event organiser must be able to communicate clearly and efficiently with patrons for public and emergency announcements. Careful consideration should be given to the style and content of various announcements, especially in the case of an emergency. Calmness and clarity in communication is the key to ensuring good public relations.

12.4
ADJOINING OWNERS

As a courtesy and in the interests of amenability with adjoining residents and businesses who will be affected by the staging of your event, it is appropriate to inform them of the proposed event and associated activities.

This notification might be in the form of a door knock, letter or mail drop, although Council may make a mail drop mandatory as part of the event approval conditions. When notifying residents ensure that a contact number is provided so any concerns can be brought immediately to the event organiser's attention.

Section 13

AFTER THE EVENT

13.1
DEMOBILISATION

The event organiser must make sure that all event participants and stall holders know the process and what is required of them with regard to packing up once the event has ended.

By managing this demobilisation effectively the event will be concluded in an orderly manner and the venue cleared satisfactorily and safely.

13.2
CLEANING

The event venue will need to be tidied and cleaned at the end of your event. The event organiser will need to coordinate the necessary person power to ensure that staff, volunteers and stall holders properly clean their sites or allocated areas.

13.3
REMOVAL OF TEMPORARY SIGNAGE

As soon as possible after the event all advertising and directional signs that were erected as part of the event are to be removed.

To ensure no signage is missed and not collected it is recommended that locations where a sign has been placed be recorded at the time of placement.

13.4
POST EVENT DEBRIEF

It is recommended that immediately after the event has finished the event organiser should arrange to conduct a post event debrief celebration to get feedback and to thank any staff, volunteers, sponsors and key stakeholders for their involvement.

13.5
POST EVENT EVALUATION

A post event evaluation is a critical step in successful event management. It enables you to:

· measure the success of an event

· feed lessons learnt from the event back into the planning process for holding a similar future event

· continuously improve recurring events

· refine the event and shape its outcomes

· communicate event outcomes to stakeholders.

Arrange to do your evaluation as soon as possible after the event has been held, while the details are still fresh.

Measurable event objectives may include attendance, the amount of money raised or a social or environmental benefit.

Through the development of key attainable performance indicators the success of your event can be measured.

Some general evaluative criteria might include:

· did the event fulfill its goals and objectives – why or why not?

· identify what worked and what needs fine-tuning and which stall holders should be used again for any future event

Please refer to the Event Tool Kit available on *melton.vic.gov.au* for example of a template.

· what items were missing on the checklist?

· was the event well attended?

· was feedback (informal and formal) about the event positive/negative?

· given all that went into staging the event, was it worth it?

Finally, it is important to remember to celebrate your success and to thank all those who contributed.

FILMING

14.1
FILMING

Filming is generally treated as a planned activity requiring a permit subject not only to the film industry's *Code of Conduct for Film Crews* but also permit requirements where these apply under Melton City Council's Local Laws. In addition, the permit application should include:

- a brief film schedule and synopsis of film project and scenes filmed in Melton

- copy of notification letter to residents and businesses that may be affected by filming

- details of any dangerous substances or equipment brought onto location

- Operator's Certificate (OC) from Civil Aviation Safety Authority (CASA) for any unmanned aerial vehicle (UAV) used for filming or photography from Council land.

Without prior written consent from the Council, filming must not:

- make any planned temporary changes to location

- portray the Council as endorsing or supporting any products or services, views, attitudes or ideas suggested, conveyed, advertised, canvassed or otherwise depicted.

Please note: Filming on roadways from low loaders, onscreen portrayals of police and all simulated violence require that approval be sought from the Victoria Police Film and Television Office before a permit can be issued.

Requirements:

- a schedule for filming activities in Melton, a synopsis of each scene and film project is to be attached to permit application

- a copy of the OC is to be attached for any UAV used in filming.

To obtain a permit or further information please contact the Communications Department on 9747 7200 or *communications@melton.vic.gov.au*

Section 15

USEFUL CONTACTS & REFERENCES

Organisation	Contact number	Website or Email
Worksafe – Pyrotechnics	1800 136 089	worksafe.vic.gov.au
Parks Victoria	13 1963	parkweb.vic.gov.au
Victorian Taxi Association	9676 2635	victaxi.com.au
Ambulance Victoria	1800 765 731	ambulance.vic.gov.au
Metropolitan Fire Brigade	9662 2311	mfb.vic.gov.au
St John Ambulance	1300 360 455	stjohnvic.com.au
Victoria Police – Road Permits	9247 5714	police.vic.gov.au
Food Safety Victoria	1300 364 352	health.vic.gov.au/foodsafety
Streatrader		streatrader.health.vic.gov.au
Citipower	13 12 80	powercor.com.au
Citywide	9261 5000	citywide.com.au
Energy Safe Victoria (gas cylinders)	1800 652 563	esv.vic.gov.au/for-consumers/
Citylink	1300 360 962	citylink.com.au
Metro Trains	9619 2727	metrotrains.com.au
Dial Before You Dig	1100	1100.com.au
VicRoads	9854 1994	vicroads.gov.au
Public Transport Victoria	1800 800 007	ptv.vic.gov.au/specialevents
APRA AMCOS	9426 5200	apraamcos.com.au
EPA	9695 2777	epa.vic.gov.au
Dysons Bus Lines	1800 686 442	dysongroup.com.au
Victorian Commission for Gambling & Liquor Regulations	1300 182 457	vcglr.vic.gov.au
Melton City Council	9747 7200	melton.vic.gov.au
MCC – Leisure Facilities		csu@melton.vic.gov.au
MCC – Venues		venues@melton.vic.gov.au
MCC – Engineering		traffic@melton.vic.gov.au
MCC – Environmental Health		health@melton.vic.gov.au
MCC – Building Services		buildingpermits@melton.vic.gov.au
MCC – Local Laws		locallaws@melton.vic.gov.au
Department of Justice – Working with Children Checks	1300 652 879	workingwithchildren@justice.vic.gov.au
Film Victoria	9660 3200	film.vic.gov.au
CFA – District 14	8746 1400	cfa.vic.gov.au
SES	132 500	meltonses.websyte.com.au

EVENT
CHECKLIST

- [ ] Have you booked your venue?

- [ ] Event Permit application form completed?

- [ ] Copy of current PLI to be included with your application

- [ ] Detailed site plan to be include with your application

- [ ] Detailed traffic management to be included with your application

- [ ] Detailed risk management plan to be included with your application

- [ ] Detailed waste management plan to be included with your application

- [ ] Have you applied for your liquor license (if applicable)

- [ ] Have you applied for your Statement of Trade (if applicable)

- [ ] Have you applied for your POPE (if applicable)

- [ ] Have you applied for your other approvals i.e Victoria Police (if applicable)

Event Tool Kit • Available at *melton.vic.gov.au*

- [ ] Event Management Guide

- [ ] Event Permit Application Form

- [ ] Event Action Plan Timeline

- [ ] Risk Management Planning

- [ ] Running Sheet template

- [ ] Budget template

- [ ] Event Evaluation Guidelines

- [ ] Planning Checklist