Government of **Western Australia**
Department of **Health**

Guidelines for concerts, events and organised gatherings

December 2009

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Section 1 – Background

1.1 Introduction

The Guidelines for Concerts, Events and Organised Gatherings was developed as a pilot project in 2004 by the Environmental Health Directorate in consultation with the Events industry, WA Police, Department
of Health, the Drug and Alcohol Office (DAO) and local government.

The purpose of this resource is to identify basic standards and safety measures for event organisers which are necessary to satisfy authorities such as local government, police, Department of the Environment and Conservation and emergency service organisations. The guidelines are intended to prescribe requirements for events and concerts to ensure that venues are safe for patrons, do not disturb neighbouring properties and provide uniformity throughout WA.

Risk management plans are now an integral part of the event development process. A risk management plan should be prepared for every event. At the Hillsborough disaster memorial service the Archbishop of York said:–

> *"Crowd disasters do not usually happen for a single reason, nor is it possible to blame one scapegoat. Disasters happen because of a whole series of mistakes, misjudgements and mischance happens to come together in deadly combinations."*

This statement remains valid as in recent times we have seen a substantial increase in the number of events and a corresponding number of potentially disastrous situations. The risk management process, when correctly applied in accordance with AS/NZS 4360, will reduce the risk of a disaster.

This December 2009 edition is a reviewed version from the document produced in September 2004; any future amendments will be made to the online document. Comments may be forwarded at any time to:–

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1.2 About this resource

Who is this resource for?

The primary target group for this resource is event organisers. However, it is also a useful tool for Local Governments, Police, Department of Environment and Conservation and emergency service organisations.

What does it aim to do?

The purpose of this resource is to make events safer, identify basic standards necessary to satisfy authorities and provide a consistent state-wide approach to events.

When using the guidelines, the size and complexity of the event must be considered to ensure that appropriate information from the guidelines is utilised. Care needs to be taken to selectively determine appropriate controls for the risks identified for each event.

The guidelines provide advice on issues that are not covered by formal legislation and contain information to assist the interpretation of prescribed legislation such as the Building Code of Australia and the *Health (Public Buildings) Regulations* 1992. It is important to note that even though a venue may comply with all prescribed legislation, it does not mean that all necessary health or safety aspects have been addressed.

Whilst this guide is not, in itself, a legislative document, it could be considered a best practice guideline document.

Event definition

A gathering of people brought together for a common purpose by some prearrangement.

The guidelines have particular relevance to events that are of a temporary nature but they are also relevant to events that occur regularly.

Is this resource relevant to both big and small events?

These guidelines focus on risk. For example, size and complexity are risk elements and larger events tend to be a higher risk.

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

Types of events

The *Guidelines for Concerts, Events and Organised Gatherings* contains guidelines for rave parties, concerts and large events.

Type of event	Definition
Rave Parties	A rave party is typically an all-night dance event where DJs and other performers play electronic dance music and rave music
Concerts	A concert is a performance of musical entertainment
Large Events	An event is classified as large if the attendance at the event will exceed 5,000 patrons
Small Events	An event is classified as small if the attendance at the event will be less than 5,000 patrons

1.3 How to use this resource

This resource includes:

- Roles and responsibilities for government agencies and key personnel associated with events;
- General information about events; and
- Forms and support tools to complete prior to holding an event.

►► Read

It is important to read all the information provided in this resource when planning events in order to determine the parts that are applicable to your event. See Table 1 for a summary of the required event approvals/applications/plans.

►► Navigating through the electronic version

BACK BUTTON
(CTRL + Click to follow links)

LINK TO SECTION
(CTRL + click to follow links)

Identify and complete the relevant forms and checklists located in the tools and forms section.

Photocopy all forms and applications before distributing to the relevant stakeholders and government agencies.

File all important documents for future reference.

1.4 Approvals/applications

What approvals are necessary?

Each event is different and the specific approvals required will depend upon the type of event. The approvals below are those that apply to most events.

Event organisers must consult with local government to determine all of the required approvals for their area.

How to apply

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

When do I need to apply?

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

Information on the requirements for each approval is contained within the guidelines.

Local government approval

Local government, often referred to as the 'Local Council', is the key organisation as far as events are concerned; it is the only organisation that is involved with every event. Local councils have a number of statutory responsibilities across a variety of legislation. Local government should be the first organisation to contact.

If your event is not within a permanent facility that is approved to conduct events similar to yours then an event application must be submitted to local government. Local government should respond and advise you of specific information and types of approvals that will apply to the event. Primarily local government should be concerned at this stage with how your event will affect the neighbouring community. If you are unsure what is required, refer to the local government in whose jurisdiction the event will be held.

Following are examples of approvals that event managers may be required to have for their event. Some local governments may have unique local laws that require consideration.

Public building approval (*Health Act*) – *Approval to conduct an event (refer to pg 144)*

This approval is a requirement of the *Health Act* 1911. A Certificate of Approval is required whenever there is a prearranged gathering of people regardless of where that may be or any other approvals that may be in place.

A Public Building Approval is intended to address public health and safety issues and it is the only approval applicable to every event.

The Certificate of Approval links facility suitability with capacity and some events may require specific areas, buildings, spectator stands or marquees that require individual approvals.

Planning approval – *Approval to vary land use*

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

Liquor licence (*Liquor Control Act*) – *Approval to sell or supply alcohol*

If it is intended that liquor is to be sold and supplied at an event, then a liquor licence, or a variation to an existing licence, approved by the Director of Liquor Licensing, must be obtained from the Department of Racing, Gaming and Liquor. More information can be found in Section 8 – Management of Alcohol.

Noise Regulation 18 Approval – *Approval for a non-complying event*

If noise emissions from an event are likely to exceed assigned noise levels and the event would lose its character or usefulness if it had to meet the assigned levels, a local government CEO can issue an approval and set conditions for a non-complying event. An application must be made to a local government at least 60 days before the event and be accompanied by a $500 application fee.

Noise from "agricultural shows, fairs, fetes, exhibitions and like events" is "exempt noise" that is not required to meet the allowable noise limits. *A Noise Regulation 18* Approval is therefore not required in these circumstances.

Application for food and drink outlets – All food vendors are required to notify or be registered with their enforcement agency or local government, and must display their Certificate of Registration endorsement of notification in a conspicuous location at all times.

All food and drink outlets to be located at the venue are to be approved in writing by local government **14 working days prior** to the event and must comply with the *Food Act 2008* and any local government local laws.

Specific requirements for food and an application form to sell food from temporary food premises are contained in Guideline 33: Temporary food stalls at events.

Generally it is the food vendor's responsibility to seek approval individually. It is the event organiser's responsibility to ensure that the relevant vendors have obtained appropriate approvals.

Camping

If your event includes camping then specific approval must be obtained from local government.

Table 1. Summary of the required approvals and plans that need to be submitted to the necessary authorities before the commencement of an event

Checklist for event managers			
Approvals/Applications	**Does it apply to your event?**	**Authority to submit the application to**	**Form/approval complete**
☐ Public Building Approval *(Event Application)*		Local Govt	
☐ Planning Approval		Local Govt	
☐ Liquor Licence		DRGL and Local Govt	
☐ Noise Regulation 18 Approval		Local Govt	
☐ Application for Food and Drink Outlets		Local Govt	
☐ Approval of Temporary Structures (Tents and Marquees)		Local Govt	
Plans required	**Does it apply to your event?**	**Authority to submit the application to**	**Tick when plan is complete**
☐ Risk Management Plan (AS/NZS 4360)		Local Govt	
☐ Emergency Plan (AS 3745)		Local Govt	
☐ Operational Plan**		Not submitted – kept for personal use	

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

Checklist for the designated crowd control agent			
Plans required	**Does it apply to your event?**	**Person to submit the application to**	**Tick when plan is complete**
☐ Crowd Control Plan		Event Manager	

Checklist for first aid providers			
Plans Required	**Does it apply to your event?**	**Person to submit the application to**	**Tick when plan is complete**
☐ Medical Plan		Event Manager	

References

Food Act 2008 Government of Western Australia.

Liquor Control Act 1988, Government of Western Australia.

Section 2 – Roles and responsibilities

2.1 Roles and responsibilities

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

2.1.1 Event phases

Diagram 1.   Five phases of an event

PHASE 1	**Pre-event approvals and applications** This includes all activities in the planning process that enable an event to be held in a safe and appropriate manner. E.g. Applying for approvals from local government, organising insurance, emergency procedures etc.

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PHASE 2	**Load-in** This involves the pre-event physical activities, delivery and construction of all of the infrastructure and equipment necessary for the event and ensuring that all licences are finalised. A briefing for the event should also take place during this phase.

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PHASE 3	**Event** For the purposes of these guidelines, an event encompasses all aspects from when patrons commence queuing outside for entry until the last patron leaves.

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PHASE 4	**Load-out** This comprises the breakdown of facilities, clean-up and making good any damage.

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PHASE 5	**Post-event debrief** An event debrief should be carried out with all relevant stakeholders. Following the event debrief there should be an evaluation of the event to determine its overall success in terms of minimising risks and avoiding harm, accidents and disturbances.

2.1.2 Summary table of the key roles and responsibilities during the event phases

Event	Pre-event Approvals and Applications	Load-in	Event	Load-out	Post-event Debrief
Local Government	✔	✔	✔	✔	✔
Police	✔		✔		✔
Department of Health	✔	✔	✔		✔
Department of Environment and Conservation (if required)	✔		✔		✔
Department of Racing, Gaming and Liquor	✔	✔	✔		✔
Crowd Controller/Security Officer	✔	✔	✔	✔	✔
Promoter/Site/Event Manager	✔	✔	✔	✔	✔
The Licensee	✔	✔	✔		✔

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

Local government

Local government plays a key role for all events and are an integral part of the risk management process. Local government has a responsibility to ensure that events cause the minimum inconvenience and harm to the community. They must also consult with the WA Police and other authorities to ensure that any policing issues are addressed.

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1. Pre-event approvals and applications
KEY ROLE: Assessing and deciding on approvals
They are responsible for event approvals and this includes but is not limited to:
• *Building/construction approvals.*
• *Health and safety issues.*
• *Food.*
• *Noise control.*
• Planning/zoning issues
• *Traffic management and parking.*
• *Waste management.*

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2. Load-in
KEY ROLE: Monitoring and compliance
Event approvals should be finalised prior to load in. Local government's role during the load-in phase is to:
• Monitor site construction.
• Attend to any issues that affect residents.

Final building approvals can only be signed off once the site has been fully constructed. Typical issues during this phase that local government may need to address are traffic management of construction vehicles and construction noise issues.

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3. Event
KEY ROLE: Monitoring, compliance and enforcement
Throughout the event Local Government must:
• Monitor the event to ascertain that approval conditions are complied with.
• Identify areas where improvements may be made to make the event safer.
• Monitor *Noise Regulation 18 Approval* conditions.
• Monitor provision of food and adequacy of toilet facilities.
• Maintain contact with the command post at regular intervals.

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4. Load-out
KEY ROLE: Make sure that patrons leave safely and the site is left clean
• Ensure that the event organisers have addressed clean up issues.
• Attend to traffic and noise-related issues.

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5. Post-event debrief
KEY ROLE: To address any problems and identify improvements
During this phase local government (Environmental Health Officers and Rangers) must:
• Attend the event debrief.
• Report on any issues relating to the event from a local government perspective, including complaints from local residents.

Police

Police have a key enforcement role in terms of law and order in respect to public events.

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1. Pre-event approvals and applications
Although police do not have a direct role in event approvals at this phase it is good practice for local government and event managers to consult with police and discuss event plans. Police can provide advice on:
- Policing issues including traffic management to local government.
- Liquor licence applications.

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2. Load-in
No roles or responsibilities during this phase.

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3. Event
Role of WA Police:
- Maintain law and order.
- Administer the *Security and Related Activities (Control) Act* 1996.
- Enforce the *Liquor Control Act* 1988.
- Enforce the *Misuse of Drugs Act.*
- Under the *Health Act*, police are authorised to access public buildings and close facilities that are considered unsafe or unsuitable for a use to which they are or may be put.

WA Police should ensure that contact is maintained with the command post at regular intervals.

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4. Load-out
No roles or responsibilities during this phase.

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5. Post-event debrief
During this phase police must:
- Attend the event debrief.
- Report on any issues relating to the event from a police perspective, including any infringements issued, charges laid or any other enforcement issues.

Department of Environment and Conservation (DEC)

The primary role of the Department of Environment and Conservation (DEC), in regards to event management, is to provide advice and guidance to local governments in the management of noise. The local government of the district in which the event is to be held is responsible for the issuing of the *Noise Regulation 18 Approvals* and the setting of conditions. If there are residents affected in more than one local government area, then both affected local governments must agree on the conditions for the event. If they cannot agree, the Minister for the Environment will decide on the conditions for the event.

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1. Pre-event approvals and applications

It is recommended that for large, high-risk or unusual events, departmental officers are included in the risk management process as a stakeholder to provide state-wide consistency and experience from a variety of other similar events. Departmental officers are also able to provide advice on possible health hazards.

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2. Load-in

The key role of the DOH during this phase is to:
- Audit electrical installations.
- Monitor site construction for major events.

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3. Event

The *Health Act* allows environmental health officers and health officials to access all facilities to ensure that health/safety requirements are addressed.

The key role of health officials during this phase is to:
- Audit event safety.
- Maintain contact with the command post at regular intervals throughout the event.

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4. Load-out

No roles or responsibilities during this phase.

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5. Post-event debrief

During this phase the DOH may:
- Attend the event debrief.
- Report on any issues relating to the event from a DOH perspective, including any breaches of legislation.

Department of Racing, Gaming and Liquor (DRGL)

A key responsibility of the Department of Racing, Gaming and Liquor (DRGL) is the regulation of the sale and supply of liquor (*Liquor Control Act* 1988). If it is intended that liquor be sold and supplied at an event (including a sporting contest, show, exhibition, trade or other fair or reception), then approval must be sought from the Director of Liquor Licensing.

1. Pre-event approvals and applications

DRGL is available to provide advice to event organisers in planning the provision of liquor at their event. Following the initial discussion with an event organiser, DRGL will provide the relevant liquor licence application forms for that event. DRGL will work with event organisers to ensure that the liquor licence application submitted by the licensee meets the requirements of the Legislation. If approved, the Liquor Licence should be issued at this stage.

Events for:	Must lodge application forms:
No more than 500 persons.	No later than 14 days before the event.
Between 500 and 5,000 persons.	No later than 30 days before the event.
More than 5,000 persons.	No later than 60 days before the event.

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2. Load-in

No action necessary.

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3. Event

The DRGL may send inspectors out to the event to identify whether the licensee is acting in accordance with the terms and conditions of the licence and the *Liquor Control Act* 1988.

Upon arrival at the event inspectors should report to the command post and maintain regular contact throughout the event.

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4. Load-out

No roles or responsibilities during this phase.

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5. Post-event debrief

During this phase the DRGL may:
• Attend the event debrief.
• Report on any liquor licensing issues relating to the event.

Crowd controller/Security officer

A security officer is defined as a person who watches, guards or protects any property.

A crowd controller is defined as a person who performs one of the following functions –

- Controls or monitors behaviour.
- Screens people seeking entry.
- Removes people for behavioural reasons.

Crowd controllers and security officers may be dual licensed but when determining requirements the two responsibilities must be clearly separated.

The *Security and Related Activities (Control) Act* 1996 requires crowd controllers and security officers to be licensed, and to be under the control of a security or crowd control agent. Police administer the Act and conduct surveillance to ensure that security/crowd control personnel operate in accordance with the Act.

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1. Pre-event approvals and applications
   Crowd control agents are responsible for crowd control planning in conjunction with the event organiser and police. At this point it may be necessary to clearly delineate the roles and responsibilities of both the security officers and crowd controllers.

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2. Load-in
   Secure the site and monitor site access by unauthorised people.

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3. Event
   The security officer will:
   • Watch, guard and protect any property.
   A crowd controller will:
   • control or monitor behaviour, screen people seeking entry and remove people for behavioural reasons.
   It is imperative that both security officers and crowd controllers maintain contact with the command post at regular intervals.

↓

4. Load-out
   Secure the site and monitor site access by unauthorised people.

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5. Post-event debrief
   During this phase a representative of the security officers and crowd controllers must:
   • Attend the event debrief.
   • Report on any crowd control or security issues relating to the event.
   • Report on key indicators identified prior to the event and as part of the risk management process.

Event manager/promoter/site manager

The event manager is the person who is responsible for organising an event.

The promoter is the person or organisation responsible for financing an event.

The site manager is the person engaged by the promoter to organise all site requirements on behalf of the promoter/event manager.

The event manager, promoter and site manager may all be the same person. For the purposes of this section they have all been grouped together and will be known as the 'event manager' unless otherwise specified.

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1. Pre-event approvals and applications
  The event manager is responsible for all activities in the planning process that enable an event to be held in a safe and appropriate manner.

  These responsibilities include:
  • Notice of intent/feasibility study to local government to establish requirements.
  • Applying for approvals.
  • Organising insurance.
  • Risk management plan.
  • Emergency procedures (including ability to stop an event at any point if necessary).
  • Operational considerations.
  • Health and safety issues.
  • Minimising impact to the surroundings.
  • General considerations.
  • Structural considerations.

A closure order may be issued by the DOH, police or local government as early as the initial planning stage if applications are not approved or if there is insufficient information to satisfy authorities that the event will be safe and the venue suitable for the proposed event. This precludes any further advertising or ticket sales.

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2. Load-in
  Ensure that the facilities are constructed and the site established in accordance with relevant approvals and conditions. All approvals are finalised during this phase.

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3. Event
  During this phase the site manager is responsible for ensuring that all of the infrastructure and equipment is maintained and functioning at the appropriate level.
  The event manager is responsible for:
  • Monitoring the event and identifying/being made aware of any issues as they arise.
  • Stopping the event if an emergency situation develops.
  • Setting up a complaints 'hotline' which must be monitored throughout the event and have backup systems to ensure all calls are answered.
  • Organising letterbox drops to local residents/businesses so that they are aware of the phone number to call if they wish to voice concerns surrounding the event.

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4. Load-out

During the load-out phase the site manager is responsible for the:
- Breakdown of facilities.
- Clean-up.

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5. Post-event debrief

The event manager is responsible for organising the events debrief. Stakeholders representatives involved in the event should attend. They may include:
- Event manager.
- Site manager.
- The Licensee *(applicable if liquor was available at the event)*.
- Local government (Environmental Health and Rangers).
- Police.
- Department of Health – (Environmental Health and Disaster Preparedness and Management Unit for significant events).
- Department of Racing, Gaming and Liquor *(applicable if liquor was available at the event)*.
- Department of Conservation and Environment (Noise Pollution Officers) *(if they have administered the noise exemption)*.
- Security/crowd control representative.
- Public transport representatives.
- FESA.
- First aid providers.
- Anyone who had a critical role in the operation of the event or venue approval.
- Anyone who experienced any operational deficiencies or can offer suggestions to improve future events.
- Anyone qualified to report on key indicators identified prior to the event and as part of the risk management process.

It is good practice for the event manager to write an evaluation report of the event to determine its overall success in terms of minimising risks and avoiding accidents. The report should then be made available to all the key stakeholders involved in the event.

The Licensee

The role of the licensee is only applicable if liquor is sold or supplied at the event. The primary role of the licensee is to ensure that alcohol is sold and consumed in an appropriate manner. The licensee of an event may also be the event manager.

1. Pre-event approvals and applications
The licensee must apply and obtain a licence from the DRGL to allow alcohol to be sold and consumed. The lodgement dates for liquor licence applications vary depending on the size of the event. *(refer to pg 16)*

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2. Load-in
The licensee must:
- Ensure the site is prepared in compliance with any conditions on the liquor licence.
- Ensure staff who are recruited have been trained in the responsible service of alcohol.
- Ensure venue is set up to support monitoring of juveniles and access to liquor.
- Provide a briefing to all staff regarding the licence conditions.
- Inform staff about the protocols to follow in order to contact the *command post*.

↓

3. Event
The licensee must ensure that:
- Any liquor licence or permit issued to them is displayed.
- The plan of the approved area is displayed.
- Liquor is being sold and supplied at the event in accordance with the terms and conditions of the licence and the *Liquor Control Act* 1988.
- Alcohol is served and consumed in a responsible manner.
- Contact is maintained with the command post at regular intervals.

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4. Load-out
No roles or responsibilities during this phase.

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5. Post-event debrief
During this phase the licensee must:
- Attend the event debrief.
- Report on any liquor issues relating to the event.

References

Security and Related Activities (Control) Act 1996, Government of Western Australia.

Liquor Control Act 1988, Government of Western Australia.

Section 3 – Administrative considerations

3.1 General administrative considerations

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

Event organisers

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

2. Fees
- Because of the cost to set and monitor conditions, most local governments will charge a fee.
- The fee will vary according to the type of event (e.g. concert, dance party, etc.) and should reflect the costs incurred. It is not a revenue-raising exercise by the local governments.

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

4. Ticketing arrangements
- Money for advance ticket sales received by venue operators or independent booking outlets should be held in trust to cover refunds should the performance be cancelled.
- Patrons shall be entitled to a full refund or ticket exchange option in situations such as:
  – Main attraction/event cancelled or re-scheduled
  – Main attraction/star performer(s) are cancelled and substitute arranged

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

Local governments

Events policies

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

3.2 Insurance requirements

Public liability

- The event organisers must have in place a public liability policy with an Australian Prudential Regulation Authority (APRA) approved insurer. There may be other stakeholders involved in the event who need public liability cover.
- Evidence of public liability cover should be obtained from all stakeholders in the form of certificates of currency.
- Each certificate should be checked to ensure the name of the insured matches the name of the stakeholder, the policy period covers the date of the event and the situation or address of the event has been clearly detailed on the certificate.
- The public liability policy should have a minimum sum insured of $5 million for a low-risk event and progressing upward to reflect the risk category as outlined in these guidelines, or such other amount as determined by local government.

Building and contents insurance

- The application should include evidence that the building or venue has been insured under a Buildings Policy (if applicable).
- A Certificate of Currency should be provided detailing the building sum insured which should be sufficient to cover the cost of rebuilding the structure in the event of a total loss situation such as a fire.
- The certificate should be checked to ensure the sum insured is adequate and that the policy period (dates) cover the date of the event. Similarly, evidence of contents or property insurance should be obtained.

Workers' compensation

- Events may include persons who are 'working' such as security guards, promoters and/or sponsors. As per legal requirements, the employers of these individuals are required to have in place Workers' Compensation cover. A certificate of currency should be obtained by way of evidence.
- For Information on Construction Safety Awareness Training, please see the Support Tools section.

Personal accident cover

- Volunteers may be involved in the running and coordination of the event. Consideration may need to be given requiring these persons to be covered by a personal accident policy should they suffer a personal injury (i.e. effectively to replace Workers' Compensation cover).

Motor vehicle insurance

All vehicles should be registered as per legislation. In some instances event organisers may feel it necessary to ensure:

- All motor vehicles are covered by a fully comprehensive motor vehicle policy in case of damage caused by those vehicles onsite.
- All drivers are licensed appropriately.

Part B – Guidelines

Section 4 – creating an accessible event and risk management

Guideline 1: Venue suitability

The following issues need to be considered when selecting a venue:

- Acceptance of the proposed event by neighbouring properties and tenants.
- Proximity to suitable public transport.
- Off-road parking for patrons.
- Off-road parking for set up and take down personnel.
- Provision for policing, first aid and command facilities.
- Facility able to meet the needs of the proposed numbers.
- Buffer zones between noise sources and noise-sensitive neighbouring properties.
- Absence of toxic industries in close proximity to the event.
- Pleasant environment for patrons, chill-out space, shade in summer, rain protection in winter.
- Adequate toilet facilities.
- Storm protection for patrons.
- On-site emergency muster points.
- Multiple emergency service routes.
- Close proximity to emergency responders, hospitals and FESA.

Guideline 2: Creating an accessible event

Background:

- People with disabilities comprise over 20% of the WA population which means approximately one (1) in five (5) people in WA have a disability.
- Whether your event is specifically targeted at a section of the population or is designed for the general public, the likelihood of people with disabilities attending is high.
- Events that accommodate the needs of everyone in the community will be the most successful in terms of attendance, participation, public relations and safety. Facilities should be designed to comply with AS 1428.1 Design for Access and mobility.
- The Department of Disability Services has published guidelines, 'Creating Accessible Events'. See the Support Tools section to view the guidelines or alternatively access them on the website: *http://www.disability.wa.gov.au/DSC:STANDARD:233014762:pc=L5C3*

These guidelines should be considered when planning your event. Some of the main points have been summarised below in the guidelines.

Guidelines:

1. Promotional material should include the following advice:
    - Wheelchair access.
    - Accessible facilities parking and or set down areas.
    - Details of ramp access.

2. For outdoor events establish viewing areas for mobility impaired people close to the mixer desk as this is usually the only structure front of house and it usually has reasonable access via the restricted viewing at the rear of the mixer.

3. Ramps for disabled must be:
    - Minimum one (1) metre wide.
    - Gradient no steeper than 1:14.
    - Landings at no more than nine (9) metre intervals (greater distances are permitted where gradients are flatter).
    - Hand rails on both sides.
    - Non-slip.

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

Emergency Evacuation

It is imperative for as many to evacuate within the shortest possible time. According to the Building Code of Australia, emergency evacuation plans should provide for safe refuges for mobility impaired so that they can be evacuated after the majority has left.

Support tools:

- *Creating accessible events.*

Guideline 3: Preliminary event rating

Background:

- Events are rated according to risk to assist approving authorities and emergency responders to allocate appropriate resources – high-risk events require more thorough planning and surveillance whilst low-risk events will need far less scrutiny and resources.
- The risk matrix found in the tools section is intended to provide a quick rating to assist organisers and approving authorities to quickly identify the type of event that is proposed. It does not remove the requirement for Risk Management Planning in accordance with AS 4630.

Guidelines:

See risk classification for events matrix in Support Tools section for quick risk identification guidelines and explanatory notes.

Support tools:

- *Medical resources and event rating.*
- *Risk classification for public buildings.*
- *Glossary of the hazard keywords that may be used in risk identification.*

Guideline 4: Risk management

Background:

- Risk management is a logical and systematic method to identify, analyse, treat, monitor and communicate risks associated with any activity, function or process.
- Effective risk management is essential for the success of any public event.
- The *Health (Public Buildings) Regulations* 1992 require risk management plans, in accordance with AS/NZS 4360 – Risk Management, for events of more than 5,000 people.
- Liquor licensing and local government also have discretion to require plans for other medium and high-risk events.
- The **event manager** is responsible for preparing the plans which must be submitted to the local government for approval.
- Plans should be owned by the event manager and treated as confidential by other stakeholders.

Risk management AS/NZS 4360

 AS/NZS 4360 is a generic guide to establish and implement a risk management plan. It outlines steps which, when taken in sequence, will enable continual improvement in decision making.

> **Definition: Risk management**
>
> AS/NZS 4360 defines Risk Assessment as "the overall process of risk analysis and risk evaluation." For the purposes of this Guideline, the term Risk Assessment will refer to all the steps inside the dotted line *(See Diagram 2)*.

Risk management

Is about	Is not about
Ensuring safety.	Creating a totally risk free society.
Balancing benefits and risks, with a focus on reducing real risks.	Generating useless piles of paperwork.
Enabling innovation and learning.	Scaring people by exaggerating or publicising trivial risks.
Ensuring that those who create risks manage them responsibly.	Stopping important recreational and learning activities where the risks are managed.
Enabling individuals to understand that as well as the right to protection, they also have to exercise responsibility.	Reducing protection of people from risks that cause real harm and suffering.

Guidelines:

►► Developing a risk management plan

Under health legislation it is mandatory for events of more than 5,000 people to develop a risk management plan in accordance with AS/NZS 4360 and the process outlined in **Diagram 2** below. Other agencies may require risk management plans for smaller events and it is recommended that all events develop a plan.

Diagram 2. The Risk Management Process Model (AS/NZ 4360)
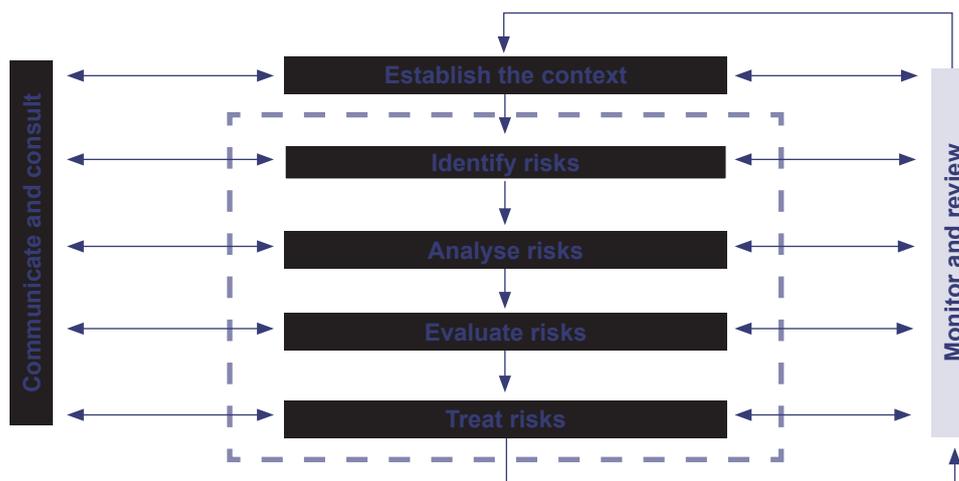
The risk management plan should include:

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

►► Submitting the risk management plan to local government

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

All risk management plans must be treated and stored as highly confidential documents.

It is unacceptable to submit the documentation immediately prior to an event. A well prepared plan submitted early in the approval process is an indication of the organiser's knowledge of the process and potential issues associated with the event.

►► Carry out the risk management plan during and after the event

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

In response to any logged incidents, changes should be made to the risk management plan and its implementation as the event progresses, with emergency evacuation being the worst case scenario.

►► Post event

After the event a review of the risk management plan should be carried out by the event manager. At the debriefing improvements for future events are identified and successful elements should also be identified. The review process should be completed prior to when the stakeholders gather to plan the next event. Refer to event debrief in the Support Tools section.

Local government risk management plan assessment

- Local government must assess risk management plans in compliance with Regulation 4.2.
- To ensure the risk management plan is as effective as possible, local government should consider the following in Table 6.

Table 6.   Assessment tool for local government

Assessment of risk management plans
☐ Does the plan identify the objectives?
☐ Does the plan establish the context?
☐ Has the plan included relevant stakeholders (e.g. police) in its development?
☐ Are the risks clearly defined?
☐ Are the likelihoods and consequences used to determine the risks defined and relevant?
☐ Does the plan address all public areas or areas likely to impact upon the health, safety or amenity of the public?
☐ Are the strategies proposed to address risks appropriate and known to be effective?
☐ Have large events been dissected into manageable areas and key risk words used to identify specific risks and processes?

Scenario: Developing a risk management plan

See developing a risk management plan for your event in the Support Tools section to help with the scenario.

Step one: Establishing the context
Event manager Jack White would like to hold an event in the Peel region. The event would be categorised as a rock concert, and it is projected that 10,000 people will attend the event. Alcohol will be sold. Gates open at 15:00 hours and the event ends at 23:00 hours.

Step two: Identify risks
Jack White meets with the local government, stakeholders and the farmer who owns the site on which the event is to be held. Together they do a **brainstorming session** for potential risks associated with a rock concert at that location. Given that there is a dam on the property in the vicinity of the proposed stage location, one potential identified risk is drowning.

Step three: Analyse risks
Jack White and the stakeholders analysed the risks using the criteria in the _**Tool: Developing a risk management plan for your event, Table 2 and Table 3**_. They determined that the likelihood of drowning occurring could be classified as "unlikely" (Table 2) and the consequence of a person drowning would be "major" (Table 3).

Step four: Evaluate risks
Using the likelihood and consequences ratings from _**Tables 2 and 3**_, the identified level of risk associated with a drowning was determined using _**Table 4**_ (level of risk). The level of risk was considered to be high.

Step five: Treat risks
Given that the risk rating for a drowning occurring at Jack White's concert was high, _**Table 5**_ **(Treatment of risk rating)** was used to determine that senior management attention was needed. Therefore Jack worked with the local government and the farmer to construct a barrier around the dam. The location of the stage was also revised in light of this high risk.

Hint
► For large sites break up the site into segments similar to security operational zones and assess each segment separately.

Support tools:

- _Developing a risk management plan for your event._
- _Risk classification for public buildings._
- _Event briefing and debriefing._
- _Glossary of the hazard keywords that may be used in risk identification._

Guideline 5: Emergency management

Background:

- An **emergency** is any unplanned event that can cause deaths or significant injuries; disrupt operations; cause physical or environmental damage; threaten the reputation of the event; or decrease the revenue from the event.

Examples of an emergency situation:	
1. Crowd crush.	6. Civil disturbance.
2. Fire.	7. Loss of key supplier or customer.
3. Flood or flash flood.	8. Explosion.
4. Severe weather.	9. Biological agent release (bioterrorism).
5. Earthquake.	10. Communications failure.

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

Guidelines:

- An **emergency management plan** must be prepared and approved by the **event manager** and approved by local government for every event with more than 5,000 patrons, events where alcohol will be consumed or as otherwise required by local government.
- Plans should be provided for all medium and high-risk events (local government has discretion to require plans for other events).
- Plans must comply with AS 3745, Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces which can be found at *www.saiglobal.com/shop/script/Provider. asp?Db=AS* This standard recommends procedures for the safety of people during emergencies, guidelines for the appointment of the Emergency Planning Committee and the setting up of the Emergency Control Organisation.
- **Emergency services** must be provided with event details, emergency contact details and venue access requirements. See the ***Checklist of key stakeholders to inform*** in the Support Tools section for stakeholders to notify.
- An **emergency management plan** should encompass:
  1. Emergency and disaster planning and preparedness.
  2. Hazard identification and mitigation.
  3. Emergency response.
  4. Evacuation.

- **Security** and **key personnel** must be familiar with the **emergency procedures** within the emergency management plan.
- Security and key personnel should be briefed immediately before each event.

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

Did you know?

Disaster Preparedness and Management Unit
Department of Health

The Disaster Preparedness and Management Unit maintains readiness at all times to respond to a disaster or emergency that requires assistance at a state level.

Examples include floods or cyclones affecting a populated area, a road traffic accident or any other major event involving multiple casualties that cannot be coped with at a local level.

Their role includes:

- coordinating the provision of acute medical response.
- coordinating the secondary triage and treatment of severely injured persons at an emergency site.
- providing advice on and arrangements for special medical care that may be required for casualties.
- coordinating the medical evacuation of severely injured persons to appropriately resourced medical centres.
- remaining contactable on a 24 hour basis.

Contact details:
DPMU Statewide
Email – *emergencyoncall@health.wa.gov.au*
Telephone 24 hours – 61 8 9328 0553

Western Australia Disaster Preparedness

Following the 2007 Australia Day celebrations where multiple fireworks exhibitions occurred within the metropolitan area, representatives from Western Australia's emergency services expressed concern over the lack of communication and planning, the apparent lack of understanding by some local authorities as to which agencies need to be involved in planning for a major event, and the requirement to incorporate risk management.

Because of WA's unique size and geographical isolation it is especially important to ensure that adequate plans are put in place to cater for unexpected emergencies that may occur at any pre-planned public event, particularly those which have an anticipated number of attendees that is larger than the normal daily population at that location.

The key to a timely response is for emergency response organisations to be able to identify events and risk profiles where larger than normal numbers of people may congregate. The issues are not confined to large individual events so multiple events within geographical locations must also be considered.

A public events co-ordination group comprising representatives from emergency services, industry and key stakeholders has been established to identify such issues.

Initially the Department of Health, Environmental Health Directorate is preparing a general event analysis for the group and therefore it is necessary for all event organisers to provide basic information on all events to the email address *publicevents@health.wa.gov.au* The group intends to make available information on all events in an online calendar.

Event Information
Event Name.

Location.

Type of event.

Expected attendance – overall.

Expected attendance – at busiest time.

Alcohol Consumption Yes / No.

Start and finish times.

Event organiser contact details.

Support tools:

- *Checklist of key stakeholders to inform.*

Guideline 6: Medical, First Aid and Public Health considerations

Background

WA is unique in its size and geographical isolation. This makes it especially important to ensure that adequate plans are put in place to cater for any medical emergencies that may occur at any pre-planned public event, particularly those which have an anticipated number of attendees that is larger than the normal daily population at that location.

Event medical services need to be considered for all phases of the event, including set-up, the event itself, post event and clean-up. The level of medical service needs to reflect the identified risks and likely consequences. Event medical services should be adequate to manage event-related patients with minimal or no significant extra demand on local emergency ambulance services and health care facilities. The management strategies should include both singular events, where someone such as a staff member, patron or competitor falls ill or is injured whilst attending the event, and also the mass casualty event, where the number of casualties will overwhelm the local health resources.

An important consideration is the time for casualties to reach primary or tertiary treatment.

WA Health resources available for care of the critically unwell are severely limited outside the metropolitan area. Whilst the Royal Flying Doctor Service and St John Ambulance provide an excellent transfer service to Perth hospitals for anyone who is seriously injured or unwell, neither provider has any capability to transfer large numbers of persons at any one time. In addition, if health resources are overwhelmed in the metropolitan area, then the expected time for assistance to arrive from interstate is approximately 24–36 hours. These factors make it vitally important that appropriate planning is carried out prior to the event taking place and that management strategies for medical emergencies and first aid care are put in place.

Historical Data

Historical post event data analysis has shown that at least 1–2% of a crowd will require some first aid or medical care. Of those requiring medical attention, around 10% will need ongoing care on site and 1% will require transport to hospital by ambulance. These figures increase where there are high-risk activities such as crowd surfing, moshing, presence of alcohol, drugs, 'fence jumpers' and other related activities. Certain events or music genres may be associated with aggressive or antisocial behaviour resulting in increased risk of injury. In addition, environmental factors such as weather conditions and location specific features also contribute to risks and patient presentations.

Types of injuries

Experience from different types of events shows that patient presentations may be due to a range of conditions, and can be divided into three (3) main groups:

1) Pre-existing medical conditions unrelated to the event or may be exacerbated by the event.

> For example:
>> heart disease
>> epilepsy
>> mental health crisis
>> diabetes

Some of these may be serious, and in very large crowds, over an extended period of time, one or two deaths due to natural causes may be expected. Appropriately trained and experienced medical or paramedical personnel are required to recognise and adequately treat or transport these patients.

2) Minor injuries or event-specific conditions. For example:

> sunburn
> blisters
> minor cuts and abrasions
> bee stings
> dehydration
> heat exhaustion
> drug and alcohol abuse
> minor assaults
> bone fractures
> piercing tears

These injuries usually make up the bulk of medical presentations and most can be dealt with by first aid level personnel. However, some of the injured may deteriorate and re-present with worsening symptoms, or may not respond to simple first aid measures. Qualified medical or paramedic personnel may be required to assess and treat these patients and some may require referral to their own GP or an Emergency Department offering GP services. A small number may require transport to hospital.

3) Event-specific serious presentations. For example:

drug and alcohol overdose
serious assaults
vehicle related trauma (motorsport)
crush injuries
high-impact / high-risk sports injuries
falls

These patients usually need a higher level of care and may require urgent medical attention and ambulance transport to hospital.

Medical Risk Classification

To assist event organizers and first aid providers to determine the medical resources required for an event a Medical Risk Classification tool has been developed. This tool identifies the resources that may be required, and the external agencies that require prior notification to an event from a Health perspective.

The **Medical Risk Classification (MRC) tool** addresses the specific medical risks, the location and medical resources available to the public, and determines the level of medical planning required for an event.

The key component of the MRC assessment is to determine how well any casualties can be managed once an incident occurs, as well as any ongoing medical treatment.

The goal is to reduce the severity of injuries that do occur, and to achieve the best possible medical outcome.

The Public Health Event Risk Classification (PHERC) tool deals with factors that have Public Health significance. These factors influence the planning for crowd control, toilet facilities, security, access and egress, venue layout, etc. **The overarching goal of the PHERC assessment is to prevent injury.**

To determine an overall level of risk for an event the MRC tool score must be considered in conjunction with the PHERC tool score

Medical Intervention Plan

Once the MRC score has been determined a medical intervention plan for the event can be finalised. The medical intervention plan is largely determined by the response time to transfer a patient from the event to tertiary medical care, and has a direct relationship between the time to reach a hospital, and the time to reach a tertiary hospital facility.

Guidelines for Event Organisers Based on the Medical Risk Classification

To address the key medical and first aid concerns at an event, the following issues need to be addressed in conjunction with the event organiser. These include:

1) The first aid provider for all large and high-risk events should develop a medical plan based on risks identified utilising the process outlined in AS4360:2004 Risk Management. These risks should also be incorporated into the Event Risk Management Plan.

2) Use the Medical Risk Classification and Public Health Event Risk Classification assessment tools developed by the Department of Health, to determine the event's overall level of risk.

3) Ensure that the appropriate level of health input and pre-planning required for the medical and first aid response is carried out. Refer to the tools
   - List of WA First Aid and Ambulance services provider'
   - Medical Resource Planner
   - Risk considerations for planning medical and first aid resources

4) Service providers need to be fully conversant with event designs and not presume that conditions will be the same as previous events.

5) Event organiser's reputations will be dependant upon the skills of the planning team and the first aid provider. Event organisers should ensure that they understand and are fully satisfied with the level of care being provided.

6) The number of first aid personnel and first aid posts will vary with the type of event.

7) First aid posts should be conspicuous and identified by an illuminated sign at night. Ideal locations are near the main entry or command post. For high risk concerts, a post should also be located behind the stage barrier in a location where patrons extracted from the mosh pit can be observed prior to rejoining the concert site.

8) At all events, first aid providers should have oxygen equipment, semi-automatic defibrillator and basic first aid supplies.

9) All first aid providers should have appropriate professional indemnity insurance for their personnel and should hold current first aid qualifications from an accredited training provider.

10) First aid personnel must be appropriately trained and routinely requalified.

11) It is **not acceptable** for staff to have dual roles e.g. a crowd controller with a first aid qualification is first and foremost a crowd controller.

Medical Risk Classification Tool

The primary purpose of this tool is to determine the specific medical risks, the location and medical resources available to the public, and determines the level of medical planning required for an event, and the need for a medical intervention plan for an event.

Please email completed form to DPMU@health.wa.gov.au

Category	Grouping	Allocation	Event Scoring
Event Description	Cat 1 - e.g. Classic Music / Children's concert / Youth camps	1	
	Cat 2 - e.g. Family events & shows / local sporting events / Schoolies	2	
	Cat 3 – e.g. Festivals/ Major sporting event /	4	
	Cat 4 – e.g. Rock Concert / Extreme Sporting events	8	
Number of people	<2000	1	
	2001-5000	2	
	5001-10,000	4	
	10,001 - 50,000	8	
	50,001 - 100,000	16	
	>100,000	32	
Type of people attending	Families	1	
	Fan clubs / support groups	2	
	International stars / competitors / visitors	3	
	VIPs	4	
Age Group	30-65 inc family	1	
	>65 / 0 - 12	2	
	12 - 16	3	
	16-30	4	
Event location / confinement	Outside - open area	1	
	Outside - confined area	2	
	Inside - space	3	
	Inside - crowded	4	
Available Health Resources NB: Tertiary health facilities ONLY exist in Perth.	Tertiary Hospitals	1	
	Regional / General hospitals	2	
	Integrated district health services	3	
	Small hospital	4	
	Multi purpose centre	5	

Category	Grouping	Allocation	Event Scoring
Distance to Local Health Resources	< 10 kms	1	
	10 - 50 kms	2	
	50 - 100 kms	4	
	> 100 kms	8	
Time to Tertiary Health Resources NB: Tertiary health facilities ONLY exist in Perth.	< 30min	1	
	31 – 60 mins	2	
	61 - 90 mins	4	
	91 – 120 mins	8	
	121 - 152 mins	16	
	> 153 mins	32	
Duration of event	<1 hour	1	
	2 - 4 hours	2	
	4 – 8 hours	3	
	8 - 12 hours	4	
	12 – 24 hours	5	
Alcohol	None	1	
	Restricted	2	
	Readily available	4	
	No controls	8	
Probability of drugs	None	1	
	Possible	2	
	Probable	4	
Time of event	Morning	1	
	Afternoon	2	
	Evening	3	
	All day	4	
Season of event	Spring / Autumn	1	
	Summer / Winter	2	
Aggregate Score	Min - 13 Max - 120	This Event	

Medical Risk Categories

Based on the 'Event Scoring' column total in the Medical Risk Classification Tool.

Low	< 13
Medium	14 – 49
High	50 - 85
Extreme	86 +

Action For Event Organisers Based On The Medical Risk Score

Planning Required	Level Of Risk			
	Low	Medium	High	Extreme
Notify local SJA of event	Yes	Yes	Yes	Yes
Notify local hospital / health care provider	Yes	Yes	Yes	Yes
Notify DPMU	No	Yes	Yes	Yes
Minimal notification period to all agencies	4 weeks	10 weeks	20 weeks	28 weeks
Provision of transport arrangement	Yes	Yes	Yes	Yes
Provision of first aiders	Yes	Yes	Yes	Yes
Provision of first aid centres	Yes	Yes	Yes	Yes
Provision of qualified paramedics	No	No	Yes	Yes
Provision of adequately equipped medical centres	No	No	Yes	Yes
Provision of on site medical teams	No	No	No	Yes
Public information and health notices	No	Yes	Yes	Yes
Medical Plan required	No	Yes	Yes	Yes
Health risks included in Risk Management Plan	Yes	Yes	Yes	Yes

If at any time you require assistance with the completion of the medical risk classification tool, or the health and medical planning requirements, please contact the Disaster Preparedness and Management Unit staff via email at DPMU@health.wa.gov.au or by telephoning (08) 9222 2437.

The Environmental Health Directorate can provide assistance with factors that have Public Health significance e.g. Public Health messages in relation to personal health and food issues relevant for extreme weather conditions, planning for crowd control, toilet facilities, security, access and egress, and venue layout.

The following Public Health Event Risk Classification Tool will determine that risk score and identify the Public Health requirements.

NB: To determine the overall Health risk for an event, both the Medical Risk Classification and Public Health Event Risk Classification tools need to be completed.

PUBLIC HEALTH EVENT RISK CLASSIFICATION TOOL

This Public Health Event Risk Classification Tool deals with factors that have Public Health significance. From a Health perspective the overarching goal of the Event Risk Classification Tool is to prevent injury.

Please email completed form to Public.Events@health.wa.gov.au.

Events Risk Classification

Number of patrons attending	
More Than 10,000	40
5000 – 10000	30
1000 – 5000	20
500 to 1000 persons	15
200 to 500 persons	5
100 to 200 persons	2
Less than 100 persons	1
Less than 50	0
Entry Restrictions	
Open to general public; free or prior numbers not known, general admission	4
Function for select membership – non-related persons pre sold tickets & allocated seating	2
Private "family" function i.e. Birthday, Wedding etc mostly related persons	1
Crowd Dynamics	
Harsh environment crowd pushing and competition almost always occurs	15
Hostile elements – reasonable possibility of crowd pressures at some stage (Sporting fixtures etc)	7
Elderly, mobility impaired, require assistance and close supervision	4
Young children requiring close supervision	2
Healthy, predominantly good mobility – static crowd	0
Lighting	
Lighting dimmed or extinguished	10
Normal lighting	2
Held during the day (daylight hours) – open air or building with windows	1
Duration	
Greater than eight hours	10
Between four and eight hours	4
Between two and four hours	2
Between one and two hours	1
Up to one hour	0
Structures	
Spectator stand Temporary (score per stand)	10
Temporary facilities or one off event	5
Stage and support system - temporary - complex (score per stage)	4
Stage permanent or temporary simple	2
Marquee - Large area greater than 200m^2 (multiply score by No. of marquees)	4
Marquee - Medium 55m^2 to 200m^2 (multiply score by No. of marquees)	2

Marquee or stall - Small Less than 55m^2 in area (multiply score by No. of marquees)	1
Egress Difficulty	
Multi storey building or basement with only stair access to open space	10
2 storey building	6
Complex single storey building, multiple areas	4
Simple single storey building – one area	1
Open Air	0
Type of Use	
Pyrotechnical display (fireworks)	10
Entertainment with amplified music	10
High Risk activities – crowd interaction	2
Medium Risk activities	1
Low risk activities	0
TOTAL	
Drugs & Alcohol - Multiplier – Multiply above TOTAL	
BYO Alcohol; Alcohol is sold / provided & or illicit drug use likely	X2
Alcohol banned or traditionally consumed in moderation	X1
SCORE	

Risk Rating	Score	Likelihood	Approval	Surveillance Frequency
Low risk	0 – 11	Serious incident unlikely	Formal approval in accordance with Council policy Provide guidance notes to operator/owner to advise building limitations and capacity.	Inspect in accordance with Council policy
Medium Risk	11 – 50	Serious incident will occur at some time	Formal approval required. Issue Certificate of Approval. Provide guidance notes to operator/owner to advise building limitations and capacity.	Events – inspect set-up.
High Risk	50 – 100	Serious incidents often occur	Formal Approval Required – Certificate of Approval mandatory	Events – inspect and monitor

DETERMINATION OF THE OVERALL LEVEL OF HEALTH RISK FOR AN EVENT

To determine the overall level of Health risk for an event both the Medical Risk Classification score and the Public Health Event Risk Classification rating needs to be calculated.

The combined total of these two assessments will give a baseline rating. However, in addition to these two risk ratings, additional factors will be taken in to consideration by Health representatives to determine the overall Health risk rating for an event.

Some of the additional factors include but are not limited to:

- Consideration of the cultural significance of an event
- Political sensitivity/embarrassment if an incident occurs at the event
- Previous experience from similar events and/or operators (e.g. death at an event)
- Proximity of toxic substances to a temporary event
- Experience level of public building operators or managers

The final calculation of the overall Health risk for an event is calculated as follows:

Risk Classification Tool /Factor	Score	Rating
Medical Risk Classification		
Public Health Event Risk Classification		
Other factors		
TOTAL		
Final Score/Rating for event		

Section 5 – Public building approvals

Guideline 7: Public building approvals

Background:

> **Definition: Public building**
>
> The *Health Act* 1911 defines any place of assembly as a public building and specifies the approval authority as local government. It also requires local government to issue a Certificate of Approval. The Act provides the head of power to enable the approving authority – local government – to ensure that all health and safety-related issues in and about the event are addressed, sets capacity and can close events and prevent ticket sales.
>
> A public building approval is unique in that it is the only approval that applies to every event.
>
> Separate approvals may be required for defined areas, spectator stands or marquees.
>
> A public building approval is more commonly known as an 'event application'.

- Public building approval by local government is needed before an event can go ahead. Contact your local government for the necessary forms.
- The public building approval process has three parts: the application, the approval to construct or erect and the final approval.
- A public building will only be approved once all health and safety issues have been satisfactorily addressed. Then a Certificate of Approval will be issued.
- It is an offence to operate without a valid Certificate of Approval and both local government and police are empowered to close public buildings that are considered unsafe or unsuitable.
- The **type of use** is a critical element in the approval process. If you are holding your event in an existing building, it may already have a Certificate of Approval for its **normal type of use**. If so, an application for a **variation** of a Certificate of Approval may need to be made to allow your event to go ahead at the venue.

Guidelines:

- Applications should include the *Health (Public Buildings) Regulations* 1992 – *Form 1 Application to Construct, Extend or Vary a Public Building*.

►►**How to Apply for a Public Building Approval**

- Promoters must allow sufficient time for local government to consider the application prior to organising the event. A typical application process time is as follows:

Low-risk events – are usually able to be approved at officer level under delegated authority. It is advisable to submit applications **at least six (6) weeks** prior to the event.

High-risk events – quite often these require the approval of council (i.e. it may need to be tabled at the next local council meeting). It is therefore advisable that applications for high-risk events are submitted **at least three (3) months** prior to the event.

- It is important that you speak with your local government prior to completing the event application form as each local government may have their own specific event application form. A generic event application form can be found in the *Forms section*.
- Event applications should at the very least contain (but not be limited to) the following information:
  - A description of the event.
  - A letter of consent from the land owner (or owner's agent) stating that the owner has approved the use of the property.
  - Promoter's previous experience in similar events, together with letters of reference or referees.
  - A layout plan of the venue which depicts locations of proposed stages, lighting towers, temporary structures and other features or attractions.
  - Prior to council considering any application for the staging of a concert, written comments should be obtained from the Officer in Charge (OIC) of the relevant police station. These comments should be submitted to council with the application for approval.
  - Parking arrangements should be made with council's OIC Ranger Services and an approved parking layout submitted with the application. Event organisers should encourage use of public transport if available. Parking control measures need to also be advised and in this regard SES, sports groups and other community organisations may be available.
  - Event organisers must make separate application to council if road or street closures are required.
- Provide sufficient information to allow approving officers to understand critical safety issues that may be associated with the structure. See the Tools section.

►►Approval to Construct or Erect

- Local government will assess and either reject or approve the application. Conditional approvals are often granted.

►►Final Approval

- When the structure is completed, local governments need to be advised so that they can inspect and issue an approval to allow the facility to be used.
- A *Health (Public Buildings) Regulations* 1992, *Form 2, Application for a Certificate of Approval* is used for this purpose and can be found in the Tools section.

►►Application for Variation of a Certificate of Approval

- In circumstances where there is an existing Certificate of Approval for a venue, an application for a variation of a Certificate of Approval will be required if there is a change of use and increased capacity to accommodate an event for which the building has not been approved.
- If structural alterations are required, a Building Licence will be necessary. If there are no structural alterations then an application may be submitted on a *Form 3, Public Buildings – Application for Variation of a Certificate of Approval*.

Example

Sports centres with large floor areas are often public buildings approved for sporting purposes. They may be unsuitable for larger events because toilet facilities and exits are inadequate. The capacity can usually be increased with minor alterations and by providing additional temporary toilet facilities.

- When the venue or temporary structure has been constructed and is ready for the event to commence, a *Form 2 – Application for a Certificate of Approval* should be lodged with the local government. This signifies that all approval requirements have been completed and that the construction and load-in phases are complete.

NOTE: Other public building approval criteria are listed under headings: *Lighting and in Guideline 8 public building design requirements*.

Forms:

- *Form 1: Application to construct, Extend or Vary A Public Building.*
- *Form 2: Application for a Certificate of Approval – Health (Public Buildings) Regulations 1992.*
- *Form 3: Application for Variation of a Certificate of Approval.*
- *Event Application Form.*

Guideline 8: Public building design

The following information is provided to give an understanding of some of the design requirements that need to be addressed. These requirements apply to both permanent and temporary public buildings.

► ► **Seating Specifications**

- The minimum distance between rows of seats is 300mm.
- There shall be no more than 10 seats in a dead end row and no more than 17 seats in rows between aisles.
- If the distance between rows is increased to more than 500mm then the length of rows between aisles can be increased.
- Aisles must be no less than one (1) metre wide.
- The sides and rear of raised seating areas must be bounded by guard rails.

> Guardrails must extend 1,000mm above any surface where a person can stand and not allow a 150mm diameter sphere to pass through any section. If there is more than a four (4) metre drop then there must be no hand holds. Rails and balustrades that comply with the Building Code of Australia comply with this requirement.

- Guardrails must be securely fixed. Guardrails that are loose and wobble are not acceptable.
- Loose seats on flat ground must be secured in groups of no less than four. Seats forming rows on tiered stands must be secured to the floor.
- For bench seating 450mm must be allowed for each person. And each space shall be clearly identified.

► ► **Stairs Steps and Risers**

- The risers of aisle steps shall be no less than 120mm and no more than 200mm and the going shall be no less than 280mm.
- Other stairways etc risers shall not exceed 170mm and the going shall be no less than 280mm. They shall be uniform.
- Risers shall be constructed so that there are no gaps between seating levels.

►►Exits

- There must be more than one (1) exit if more than 50 people are to be accommodated.
- There must be no more than 20 metres of travel to any exit or to a point where there is access to two exits; the furthest shall be no more than 40 metres from the starting point.
- Exits shall open in the direction of egress and be able to be operated with a single hand action.
- Side walls through tents are suitable if they utilise Velcro type fastenings.
- Traditional ties can be used for security purposes whilst the public is not in attendance.
- Manual sliding doors can not be used as exits for places with more than 50 people.

►►Exit Signs

- Each required exit shall be identified by an electrically operated sign that complies with AS 2293.
- Whenever possible these signs should be connected to a mains electricity supply and not a generator. It is strongly recommended that signs be supplied from a central battery supply.

►►Exit Width

- For buildings the aggregate width of exits should comply with the BCA Section D1.6. For outdoor areas refer to the *Support Tools section*.

Do You Know

Stage left and stage right come from an actors view.

When looking towards a stage – stage left is on the right side

---

Guideline 9: Temporary structures (marquees, tents, spectator stands)

Background:

In Western Australia, every time a tent, marquee or spectator stand is erected it requires local government approval either as a public building under the *Health Act* or as a temporary building under the Building Regulations.

- Local government may waive this requirement for low risk structures.
- As a general rule if the public are within or on the facility it should have local government approval.

Refer to Public Building Application section.

Guidelines:

When a temporary structure is to be a public building in its own right or is part of a larger event, the following information should be provided as part of the public building application package.

Information Required in Application

1. **General Information**
2. **Manufacturer's Information**
3. **Structural Adequacy**
4. **Fire Indices**
5. **Design Parameters**

1. General Information

This includes:

- The purpose for which it will be used.
- The number of people expected to use the facility.
- The design integrity and ground conditions.
- Erector's competence.

2. Manufacturer's Information

Facility design and construction details are required to address the following:

- Manufacturer details
  - Name and contact details.
- Description of the structure
  - Dimensions.
  - Type of material.
  - Intended uses.
- Codes to which it complies.
- Structural adequacy.
- Fabric fire indices.
- Design parameters.
  Wind limitations, ground density and footing loads or ballast requirements.
- Instruction booklet complete with drawings and bracing diagrams and a checklist.
- Correct erection methods.
- Training necessary to correctly erect the structure.

3. Structural Adequacy

For structures greater than 55m^2 manufacturer structural design certification and calculations should be sufficient to address the structural adequacy requirement. However if these are not available, then a history of long-established use should suffice. In some instances however, certification by a practicing structural engineer may also be required.

Included in the Support Tools section is a *Typical Checklist for Temporary Structures/marquee*.

4. Fire Indices

Details of the flammability of materials used to construct and decorate the facility must be provided. Whenever possible, test results should be provided from a National Association of Testing Authorities (NATA) approved laboratory should be provided. The test certificates must have sufficient information to enable them to be identified with the particular material being assessed. Materials must not develop molten flaming droplets.

5. Design Parameters

◼ **Wind Loading**

Wind loading is critical. Design information must identify maximum safe wind speeds that structures can withstand. Event managers must understand these parameters and include them in risk and operational planning documents. Refer to the Support Tools section for *Speed and Force Conversion Table*.

◼ **Ground Density**

The ground density is perhaps the most important criteria as it is the area most likely to cause structures to fail.

The ground holding requirements must be ascertained. As a guide to the holding requirements of various soil types the following figures are appropriate.

Loose sand	35kpa
Stiff/very stiff clay	80kpa
Moderately compacted sand and gravel	180kpa

The soil type, anticipated holding capacity and any criteria that may affect that capacity should be noted on the check list and erection certification.

◼ **Ballast**

Where structures rely on ballast the ground density is of lesser importance but the required weights and footing details must be clearly identified. Ballast is the preferred method.

◼ **Erection Manual**

Manufacturers should provide documented information on erection procedures, bracing diagrams and a check list to ensure that all the critical criteria have been complied with. This documentation should also outline competencies required to enable the facility to be erected safely and undertake to train new operators.

Support tools:

◼ *Speed and Force Conversion Table*.

◼ *Typical Checklist for Temporary Structures.*

◼ *Information on Construction Safety Awareness Training.*

Guideline 10: Spectator stands
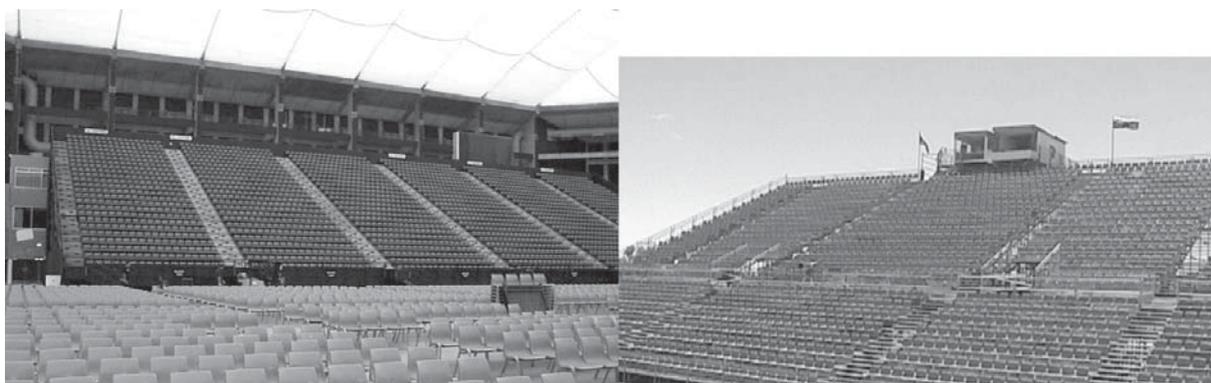
Background:

- There are no specific regulatory requirements for spectator stands.
- Standards Australia has established a working group to develop an Australian Standard. It is most likely that the proposed Australian Standard will be adopted once it is published.

Guidelines:

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

Structural

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

Footings

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

Example:

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

Guideline 11: Shows, carnivals and fairs

Background:

This guideline applies to show concessions and is based upon the Royal Agricultural Society RAS "Guidelines for Commercial Exhibitors".

AS/NZS 3002 Electrical Installations – Shows and Carnivals defines a concession as

"Any booth, display, riding device or any other single entertainment unit"

Concessions are often small tent-like structures. Although they are generally considered low risk they can present an extreme risk in high winds if they are not anchored adequately. There are recorded incidents where small tents have become airborne and flown into show rides with catastrophic results.

Guidelines:

- Facilities should be completed by mid-day the day prior to the show commencing.
- Prior to commencing construction a *Health (Public Buildings) Regulations, Form 1 application* should be submitted to the local government*.

  * NOTE: Local government may not require a Form 1 application for small tents, small marquees, rides, or small show bag concessions and the like and rely on previous history of long-established use.

- For low risk situations local government may allow competent event organisers to administer construction standards for temporary low risk structures but audit this process prior to events.
- Event Organisers should have a register to record:
  - All facility locations;
  - A description of the type and use of the facility
  - Erectors' certificates of compliance.
  - Structural certificates.
- Local government should formally approve all permanent structures, seating stands and buildings open to members of the public and audit the event organiser's records to be satisfied that the smaller temporary structures are satisfactory.

Amusement Structures

- Show amusement rides must comply with the *Occupational Safety and Health Regulations* 1996, regulation 4.52 amusement structures.
- The basic requirement for amusement structures is that they comply with AS 3533.

Concession Booths

- Components must be bolted or locked in place, slip joints are not accepted.
- Booths must be able to be fully enclosed and waterproof.
- Operators must supply a certificate to verify that the structure has been installed in accordance with the manufacturer's recommendations and instructions.
- This certificate must include details of the fabric flammability.
  - Where new concessions are purchased or manufactured, certified flammability tests from a NATA laboratory should be obtained to verify the fabric flammability. Where this is not available, a flammability test may be required.

Additional Information

- Local government may require additional information or order structures that are considered unsafe or unsuitable to be demolished.
- Where footings are used, they must be solid hardwood or solid masonry blocks.
- Except for the limited use of polystyrene in small signs, concessions must not be constructed from thin plywood, Masonite, polystyrene or other similar materials.
- Facilities must not obstruct access to any fire hose, fire hydrant or fixed fire extinguisher on or near their sites. Facilities must be set out so those fire hose reels may be fully extended.
- Any part of any tent, including guy ropes and supports, or awning erected on their site must not protrude over the boundaries of their site or beyond a kerb line or demarcated road edge where no kerbing exists.

Guideline 12: Motor sports

Guidelines:

Motor sports are inherently dangerous and the *Health Act* 1911 defines those that have spectator viewing as public buildings.

A very broad concept is that spectators must be protected from competition vehicles and any debris that may emanate from the race area. The types of barriers will vary significantly between the different sports.

There are four critical safety elements to be considered.

- Spectator safety.
- Competitor safety.
- Officials safety.
- Vehicle safety.

Whilst these guidelines primarily focus on spectator safety the other aspects cannot be ignored as they may ultimately affect spectators if they are ignored or poorly administered.

It is recommended that motor sports are administered by an appropriate authority that can address all of the safety issues.

In Western Australia the following organisations are recognised as appropriate authorities:

- Motor Racing – Confederation of Australian Motor Sports (CAMS).
- Speedway – WA Speedway Commission (Speedway West).
- Motorcycling – Motorcycling Australia, Western Australia (MAWA).
- Speed Boating – Australian Power Boat Association (APBA).
- Go Karts – Australian Karting Association (AKA).
- Drag Racing – Australian National Drag Racing Association (ANDRA).

Contact Department of Health for additional information.

References

Health (Public Buildings) Regulations 1992, Government of Western Australia.

Section 6 – Operational considerations

Guideline 13: Operational procedures

> **NOTE:**
>
> **Stakeholders and event organisers must be aware of how operational decisions may affect crowd behaviour and dynamics.**
>
> **A quick fix for one issue may have catastrophic effects on other issues.**

Background:

- To assist the approval process, operational procedures should be developed to identify and show the relationship between key elements. Included in the procedures should be a running sheet to show critical event timings.

- Although an **operational procedures plan** is not mandatory it is recommended best practice where the event is large and complex in order to ensure a smooth running, safer event. It is particularly important for identifying potential risks as part of the risk management planning process *(risk management)*.

Guidelines:

►►**Requirements of the operational procedure plan**

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

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

> **Definition**
>
> 'Front of house' refers to areas of the building that the audience has access to, generally excluding stage and backstage areas, and including the auditorium and foyer.

Guideline 14: Fire fighting

Guidelines:

►►Fire Fighting Appliances

- One 4.5kg B (E) dry chemical powder fire extinguisher must be located adjacent to:
  - Any electrical generator or switchboard.
  - Any flammable liquid or gas containers.
  - Any food preparation/cooking area.
- Pressured water type extinguishers or 4.5kg AB (E) dry chemical extinguishers must be provided:
  - Within 10 metres of each exit 1 (one).
  - Backstage – 2 (two).
- For buildings, fire fighting equipment must be supplied in accordance with the Building Code of Australia or as recommended by FESA or another suitably qualified group.
- Each fire extinguisher should be positioned on a hook or bracket located no more than 1200mm above the adjacent floor and the extinguisher base should be more than 100mm above the floor.
- All equipment must be maintained in accordance with AS 1851 Maintenance Standards. This standard requires extinguishers to be tested regularly and the test details clearly identified on each extinguisher.

►►Separation Distances

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

- In the event of fire the first priority is to evacuate the immediate vicinity.
- Fire fighting is of secondary importance unless the fire is very small and easily contained such as burning paper in a rubbish bin.

Guideline 15: Coordinated approach by stakeholders

Background:

- A number of agencies involved with events have either a key monitoring, support or enforcement role. It is recommended that these agencies act in a collaborative way to support the effective use of resources.
- Most incidents at an event will affect more than one stakeholder. For medium and high-risk events key response agencies need to be able to communicate easily and quickly. The best way to achieve this is to have a central control or command post with representatives from each key area in attendance.
- A command post is a central coordination and communications point.
- A command post is a proactive method for coordinating the prevention of key emergency management risks.
- Command posts allow the relevant personnel and services to activate in a coordinated and effective way to incidents.

Command post	
Benefits	**Challenges**
Quicker response to emergency situations.	Coordinating all agencies to work together.
Coordinated communication.	Finding a suitable location for all agencies to work from.

Guidelines:

- Establish a central command post.
- Depending on the size and nature of the event it may also be pertinent to have a separate incident control centre where the incident lead agency can operate.
- Ensure the command post is in an easily accessible location.
- Operational issues that command posts should aim to address include:
  - Medical and first aid notification of incidents and response coordination.
  - Crowd control and security notification of incidents and response coordination.
  - Handling of serious complaints.
  - Noise.
  - Monitoring role in regards to the behaviour and general feeling of the crowd (e.g. to diffuse potentially violent situations).
  - Be aware of issues external to the venue that may effect the event: Not limited to traffic or pedestrian movements, transport delays, chemical spills etc.
- **Key stakeholders** who should be represented in the command post include:
  - Event organiser.
  - Police.
  - Security/crowd control.
  - FESA.
  - First aid.
  - Local government – Environmental Health Officers and possibly ranger services (to control external road/traffic movement).
- The **command post** and **incident control centre** should be **equipped** with:
  - Land line telephones.
  - Two way radio.
  - Tables and chairs, separate area for each stakeholder.
  - Detailed maps of surrounding streets.
  - Plans of the venue showing critical services and isolation points. Fire services, electrical, gas, water, sewerage.
  - Sound insulation if it is an area prone to concert noise.
  - Emergency lighting.
  - Emergency power.
  - If CCTV is available it should also be included in the command centre.
  - Battery operated clock that will operate in the event of a power failure.
  - Refreshment centre, fridge, tea/coffee making facilities in close proximity.
  - Air conditioning (where available).
  - Whiteboard complete with markers.

Section 7 – Crowd dynamics and management

Guideline 16: Crowd dynamics

Although a venue may be fully compliant with building codes and regulations, significant problems may still occur.

A basic understanding of crowd dynamics will allow you to set up your venue and operational plans to substantially reduce the risk of a serious incident.

Failure to appreciate the appropriate crowd dynamics may result in a serious incident at some stage.

Background:

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

*Death may result through an increase in pressure, resulting in crushing. Most deaths in crush incidents are attributed to compressive asphyxia which occurs when the chest cavity is compressed and breathing can no longer occur due to the reduced chest cavity size.

- A crowd may **react** to a **perceived threat** and respond by fleeing the danger **(flight response)**. Dangers do not have to be real, just perceived.
- A **craze** occurs when there is a competitive rush to obtain a valued objective such as front position at a concert, or giveaway from a promotion or entertainer.

Example The Who concert tragedy
(*http://www.crowdsafe.com/taskrpt/index.html#TheWhoDead*)

On December 3, 1979, eleven concert ticketholders in a crowd of 8,000 to 10,000, or perhaps more, were crushed to death and scores were injured trying to enter a sold-out rock concert by The Who in Cincinnati, Ohio, USA.

For more than 14,000 fans – out of approximately 18,500 the only viewing options inside the Coliseum were festival seating (standing room) or general admission (unreserved seats). That is why thousands of loyal Who fans came to the concert hours early to stand in the chilled wintry evening.

Besides the forced competition among fans that festival seating brought to the event other crowd safety lapses would appear on December 3. The situation was made worse by, among other things, an absence of communication between event organisers, security and the waiting crowd; a lack of crowd management of any kind, including queuing; and a refusal by those in charge to respond to a police call to open a sufficient number of main entrance doors to relieve the festering crowd crushing.

When the main entrance doors finally opened close to the time the Who were to take the stage, many eyewitnesses claimed that only one (1) or two (2) main entrance doors, from among a broad bank of doors, were opened to handle the massive crowd. Fans near the front, watched in horror as these doors were opened, then shut, then opened, then shut yet again, and so on. When the doors did open, ticketholders pressed forward. When the doors were shut, people were smashed against each other and the building by the thousands of fans behind them who did not know the main entrance was closed. Deadly crowd surges and rippling human waves of pressure knocked people down and rendered them helplessly trapped and fighting for breath and escape.

Guidelines:

Crowd Flows

- In high pedestrian traffic locations it is important to maximise pedestrian flows by ensuring that there are no obstructions and by limiting changes in direction.

- As crowd density increases, walking speed slows dramatically.
- Normal walking speed is estimated at 1.5 metres per second.
- At densities of four (4) people per square metre, speeds are less than 0.5 metres per second.
- At densities of more than six (6) people per square metre, people often lose control and fall or are lifted off the ground.
- Crowds can only move as fast as the slowest person.

- **Densities** should be **monitored** and regulated to reasonable limits. For further information contact Environmental Health on 61 8 9388 4999.
- **Flow rates** and crowd dynamics must be considered when **designing exits** and venue **entries** as well as routes to other areas within the venue.
- **Visual** and **audible communication** systems such as PA systems and video screen messages are recommended to allow communication with patrons to assist with crowd control. This allows crowds to be informed of reasons for delay which can help to reduce frustration, aggression and panic.

- Implement strategies to **avoid disruption** to normal **traffic flows** due to:

    Obstructed path of travel.

    Closed gates or doors.

    Crowds stopping to view something of interest.

    A queue to an attraction or concession.

    Disruption caused by crowd behaviour.

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

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

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

Guideline 17: Crowd control and security

Background:

- The difference in roles between security officers and crowd controllers is often misunderstood. The table below outlines the purpose of each role.

Crowd Controller

A crowd controller is a person who performs one of the following functions:

- Controls or monitors behaviour.
- Screens people seeking entry.
- Removes people for behavioural reasons.

Ticket Collectors

Ticket collectors and ushers do not have to be licensed crowd controllers.

Security

The term security refers to the process and officers involved in ensuring the security of people, equipment or property.

Security Officer

A security officer is defined as a person who watches, guards or protects any property. Officers may be dual licensed, but when determining requirements the two responsibilities must be clearly separated.

- The ultimate responsibility to ensure patron safety rests with the event organiser or organisation that is responsible for the public building application. For permanent facilities this is usually the venue manager. Local government is responsible for ensuring that the crowd control plan is adequate.

Why is crowd control required?

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

Guidelines:

- Every event should have a **crowd control plan** prepared by a crowd control agent, addressing all crowd control issues.
- The **crowd control plan** must identify:
  - Anticipated crowd demographics (age range, etc).
  - A clear mandate to prevent problems and use non-aggressive patron management techniques where possible.
  - Probable areas of concern and response to prevent problems.
  - Numbers and deployment of crowd controllers.
  - Numbers and deployment of security officers.
  - Start and finish times.
  - Rostering for relief and meal breaks.
- In the absence of comprehensive security licensed events should employ a ratio of at least two (2) crowd controllers for the first 100 patrons and then one (1) crowd controller for each additional 100 patrons or part thereof.
- For lower-risk events, the numbers are normally reduced to one (1) crowd controller/200 patrons. The ratio method should only be used as a guide for low-risk events.
- Locations where crowd control is required include:
  - Venue entrances
  - Exits
  - Concession areas
  - Stages
  - Aisles
  - Front of house crowd barriers
  - Other areas may also require crowd control (e.g. bars).
- Where an exit point also serves as an entry there must be at least two controllers.
- Controllers must be on site at least one hour before the venue is opened.
- Crowd controllers should be briefed and operate to the pre-arranged crowd control plan. Standing orders and procedures should be developed for each event.
- There must be sufficient controllers to allow relief for meal breaks and sickness etc.
- Every crowd controller must:
  - Have a distinctive uniform.
  - Be able to be easily identified. Unique identification must be formally issued at each event so that controllers can be easily identified.
  - Have a torch if the event is held at night and the controller is required to direct patrons to or from seats.
  - Have communication equipment that is effective under the conditions anticipated at the event.
  - Have ear protection if noise will be excessive.
  - Have any other equipment required by Worksafe WA.

Dance Party Crowd Control

Experience indicates that rave party crowds are not aggressive and hysteria or crushing does not occur. The most common problems are dehydration and use of illicit drugs.

- Crowd controllers should receive a briefing on emergency first aid for illicit drug-related medical incidents. This will assist if a patron 'drops' whilst a crowd controller is attending and is waiting for first aid support to arrive.
- Distressed patrons should be escorted to the first aid station for medical attention.

Concert Crowd Control

- For large events when popular performers attract young audiences, the following is recommended:

Front of stage

- At least one controller per metre of stage, including length of screamers (side extensions of the main stage). Crowd controllers must prevent patrons climbing onto the stage, remove injured patrons and monitor activities to ensure that crowd behaviour remains acceptable.
- Stage barriers of suitable design must be provided (refer to section on stage barriers).
- Egress from the audience area must be provided at either end of the stage barrier.
- Patrons must be prohibited from the stage unless arrangements are made with the authority prior to the event.

Support tools:

- *Checklist of Crowd Control Duties and Planning Tool.*
- *Crowd Control Procedure.*

Guideline 18: Structural requirements for crowd management

Background:

- Concerts and events where people may crush to view the event are inherently dangerous. Unfortunately, most members of the public are unaware of the significant dangers.
- It is therefore imperative that event and venue managers establish a safety policy to allow events to be administered uniformly.
- Mosh pits are high-risk areas because:
  - Crowd surfing is common.
  - Many people have been killed and many more have been permanently disabled due to activities in these areas.
  - The size of the crowd is not relevant. Major injuries have occurred at relatively small events with 500 or less people.

Definition: Mosh Pit

The audience area in front of the stage

Definition: Stage Barrier

This is also known as a crowd barrier – a barrier placed in front of the stage to prevent patrons accessing the stage. Barriers must be equipped with a raised area to enable crowd controllers to be higher than the crowd.

Definition: Pit

The area between the stage and crowd barrier. The area occupied by the stage crowd controllers.

- Barriers at concerts serve several different purposes. These include:
  – Physical security;
  – Preventing the audience from accessing restricted areas;
  – Relieving and preventing the build up of crowd pressures e.g. a properly constructed front of stage barrier enables those suffering physical distress to be reached and helped more easily.
- There are two categories of crowd collapse:
  1. A single patron collapse.
  2. Multiple patrons collapsing through moshing, being caught in swirls, or other activities.

Definition: Swirls

Swirls is the name given to the practice of patrons moving to and fro with the music until the movement becomes circular. In the circular motion, patrons have collapsed as they move and step backwards.

Guidelines:

- *A Concert Safety Policy* should be implemented at all concerts *(see the Tools Section)*. Failure to implement a Concert Safety Policy may result in serious financial consequences in the event of a subsequent injury and claim from an injured patron.
- It is imperative that prior to an event a protocol with clearly identified triggers is developed to enable events to be stopped in a timely manner. This is an extremely important issue that is rarely in place.

There are various types of barriers in the entertainment industry. The most common type is a free standing demountable "A" frame barrier which normally has a one (1) metre tread plate at the front and a small raised platform at the rear. The individual barriers are bolted or pinned together to form a single extended barrier across the stage.

**Mojo barriers are recognised and accepted throughout the world
as being suitable barriers for mosh pits.**

Front of stage barrier

- A front of stage barrier should be considered for most concerts. They are particularly important if significant crowd pressure is expected. See the *Tools Section for design considerations for the front of stage barrier*.

Barriers subject to heavy pressure MUST always have provision to extract patrons in distress

Multiple Barriers

- In areas where extreme pressures will occur such as prime viewing areas, at stages for crowds in excess of 10,000 and where the audience is not seated, multiple barriers should be considered. The preferred type is called a "D" barrier. This barrier normally extends in a curve from the stage extremities through to the mixing facilities and roughly forms a "D".
- At events crowd pressure is critical and must be monitored thoroughly.
- At events where people may be of relatively small stature, density ratios may be considered which allow less than 0.3 square metres per person.
- These areas may require Executive Director Public Health approval because local government does not have discretion to approve densities permitting less than 0.5 square metres per person.

The Pit

- This is the area between the stage and the front of stage barrier, and should be designed to assist the work of crowd controllers, first aiders and paramedics.
- There should be no less than a 1.5 metre clear space between the stage front and the crowd barrier – more for extreme events.
- The pit should have a non-slip surface.
- Some form of elevated platform inside the barrier is required to help crowd controllers extract people from the crowd and oversee the audience to identify anyone in distress.
- Entrances or exits from the pit must be unobstructed to allow stretcher-bearers clear access to a medical or first aid point away from the pit area and should be at least 1.1 metre wide.
- Any arrangements for photographers to work in the pit area should be agreed with the event manager who will need to be satisfied that their activity will not interfere with the work of crowd controllers or first aid staff.

NOTE:
A concert held 'in the round' with a standing audience requires special arrangements for a pit area. The provision of an unobstructed escape corridor enables members of the audience taken over the barrier to be led away from the pit. However, care needs to be taken to avoid creating a point where people can be trapped between the escape corridor and the barrier.

Rock Concert Safety

The below specific requirements for rock concerts and seated audiences have been extracted from the current regulations ie. Building Code of Australia and the *Health (Public Buildings) Regulations* 1992. Fully seated venues are much safer than those with standing viewing. For unseated configurations, crowd pressures, collapses, and inappropriate behaviour such as crowd surfing and stage diving are major concerns.

Seated Audiences

- For seated audiences, the seats must be set out in accordance with the Building Code of Australia and the *Health (Public Buildings) Regulations* 1992. The basic requirements are set out below.

  Aisles

  - Aisles are required on both sides of every row of seats that is more than 10 seats.
  - There shall be no more than 42 seats between aisles.
  - Steps within aisles must:
    - Be the full width of the aisle, minimum aisle width 1 metre.
    - Be uniform in size (both the riser and going).
    - Going shall be between 280mm and 355mm.
    - Risers shall be between 115mm and 190mm.

  Clearance between rows

  The clearance between rows of seats shall be:

  - 300mm if the distance to an aisle is less than 3.5 metres or eight (8) seats.
  - 500mm if the distance to an aisle is more than 3.5 metres.
  - The minimum width of a seat or seating space is 450 mm.
    - Seats should be fixed to the floor or fastened in groups of no less than four and the groups should also be fastened together.
    - Where cross aisles occur, they must lead directly to an exit route.
    - There must be no dead ends.

Removal of patrons from mosh pit

The following information is based on the NSW Occupational Health and Safety procedures manual effective May 2001.

- The removal of patrons procedure applies to all personnel working in the security pit and the mosh pit.
- The two methods of removing patrons from the pit covered in this procedure include:
  - Catching surfers
  - Lifting patrons from the pit.
- For a specific outline of the procedures please refer to the Tools Section.

Emergency lifts

- Crowd controllers and patrons must communicate at all times and be aware of the patrons' fear in these circumstances.
- If a patient wears strong clothing such as jeans with a belt, these can provide a good handle for lifting as well as ensuring they are not torn from the patron during the lift.

Keeping the pit clear

- As an emergency exit, it is essential that the pit area is kept clear at all times from rubbish, obstructions and patrons.
- When patrons are in the pit, they are at risk from other patrons and crowd controllers falling on them. They must be removed from the pit immediately.

- Patrons are not permitted to take photos or dance in the pit and must be kept moving as they will not be aware of events unfolding behind them and can hinder security operations.

Job rotation

- To reduce crowd controller fatigue, pit personnel must be rotated.
- A job rotation procedure should be in place to rotate personnel from their position in the front row to a position in the back row.
- It should be noted that due to the difference in the performing acts and associated crowd behaviour, the demands on crowd controllers will vary throughout the event. Therefore, rest periods must coincide with demand.

Support tools:

- *A Concert Safety Policy.*
- *How to deal with patrons in distress.*
- *Design considerations for the front of stage barrier.*

Guideline 19: Entry and exits

Background:

- Disasters and crushes may occur when patrons are entering facilities as others are trying to exit, or when obstructions occur at entries and exits.

Guidelines:

- It is important that pedestrian flows entering facilities are clearly identified and that no traffic cross flows or competing queues exist.
- For dual direction routes, lanes of 2.5m in each direction are recognised as the optimum width to allow streaming flows.

Diagram 2. Optimum width to allow for streaming flows

2.5m   2.5m
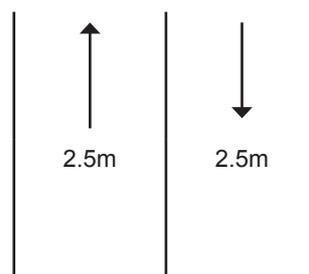
- Queuing studies have revealed that the most acceptable queuing method is a single queue accessing multiple stations similar to that used at most banks and airports in Western Australia.

Exits from an event

- For buildings, refer to the Building Code of Australia Section D 1.6.
- For outdoor areas, the Code is not appropriate and exit locations and sizes must be calculated to allow evacuations within reasonable times.

Support tools:

- *Entry and Exits.*

References

Crowd Management Strategies 2002, *The Who Concert Tragedy Task Force Report.* Retrieved June 11, 2008, from *http://www.crowdsafe.com/taskrpt/index.html#TheWhoDead.*

Building Code of Australia and the *Health (Public Buildings) Regulations* 1992.

Section 8 – Management of alcohol

Guideline 20: Prevention of alcohol-related issues

Background:

- Alcohol **significantly increases** the Department of Health risk rating of an event.
- Excessive alcohol consumption is regularly associated with verbal and physical abuse, violence and property damage (Allsop et al, 2005).
- The service and supply of alcohol at an event has a direct effect on the ability of patrons to get drunk. The responsible service of alcohol is the key to preventing and minimising alcohol-related problems at your event.
- Long trading hours and late night trading are linked with alcohol-related problems (Chikritzhs & Stockwell 2002).
- It has been identified that the consumption of regular strength beer has an association with short-term alcohol-related harm such as injuries and assault (Allsop et al 2005).
- Glass containers are often used as weapons and broken glass can lead to serious, avoidable injury.
- Alcohol combined with the type of entertainment will influence a person's mood and may encourage violence (Allsop et al 2005).

Guidelines:

Responsible Service of Alcohol

- Including circumstances where the event organiser is not the licensee of the event, the event organiser has a duty of care to ensure the sale and supply of alcohol does not cause harm. In this regard, the event organiser should ensure that the prevention of alcohol-related problems is a priority which is incorporated into the event planning process.
- Bar staff should receive a briefing on responsible service expectations prior to the event or immediately prior to their shift commencing. At a minimum, the briefing should include:
  - Under the _Liquor Control Act_, all employees of the licensee are considered to be 'authorised persons'. The _Liquor Control Act_ gives 'authorised persons' certain powers that support responsible service. Being an 'authorised person' also means they can be held accountable for their actions if they do not serve alcohol responsibly.
  - Bar staff are legally not permitted to serve alcohol to anyone who they think is drunk, or to anyone who is under 18 years of age. All bar staff should be aware of the definition of drunk under section 3A(1).
  - Recommended approach for refusing service.
  - Acceptable forms of proof-of-age identification as per the _Liquor Control Act_.
- The consumption of non-alcoholic and low alcohol beverages should be promoted. Supplying only low alcohol beverages is encouraged as this will significantly reduce the likelihood of injuries and assault at the event.

- The pricing of alcoholic drinks should not encourage the irresponsible consumption of liquor. Cheap or discounted liquor can lead to irresponsible consumption.
- Competitions that involve the actual consumption of alcohol should not be permitted.
- The event organiser and licensee are responsible for adequate measures to ensure that trading is not conducted in a manner which is detrimental to the public interest, including (but not limited to):
  - Adequate control over the sale of alcohol.
  - Alcohol only to be sold to bona fide persons attending the function/event.
  - No alcohol to be sold to juveniles.
  - Alcohol not to be sold for consumption off the premises, unless otherwise permitted.
- Licensed documents are clearly displayed and made available upon the request of an authorised officer. Where the proposed event will have an anticipated attendance greater than 500 people, a submission is to be lodged to the Department of Racing, Gaming and Liquor detailing what responsible server practices will be put in place to manage the sale and supply of liquor.
- The event organiser should have a readily accessible and clearly understood management plan in place for addressing problems such as disorderly and intoxicated patrons.
- Where an event is considered to be high risk, strategies to minimise risk such as not providing alcohol until the event commences and closing bars prior to the end of the event are recommended.
- Provide designated 'chill out' areas for intoxicated people to sober up.

Availability of Food and Water

- Free drinking water must be available to patrons at licensed events (as per Section 115(A) of the *Liquor Control Act* 1988).
- At events that occur for three (3) or more hours, food and non-alcoholic drink alternatives should be readily accessible (at a reasonable cost) throughout the event.

Crowd Management

- Crowd controllers should be briefed to monitor bar areas to support bar staff to identify problematic or intoxicated patrons and prevent problems from occurring or escalating.
- Crowd controllers should be briefed on non-aggressive patron management techniques prior to the event or immediately prior to the shift commencing.
- Licensed crowd controllers, in accordance with the *Securities and Related Activities (Control) Act* 1996, are to be provided for the duration of the event. Depending on the nature of the function, strong supporting submissions must be lodged with the Department of Racing, Gaming and Liquor as to why the above requirement for crowd controllers should not be imposed onto the licence. Volunteers are not considered to be licensed crowd controllers.

Drink Containers

- To prevent glass-related injuries and violence, the sale and supply of liquor in glass containers should be prohibited at large and high-risk events. Where events are held on a grassed area frequently used by the public, this condition is generally added on to the licence.

Design/Layout

- Locating bar areas a good distance away from the main entertainment areas is recommended as it can influence the drinking patterns of patrons by reducing consumption.
- Designated seating and other physical barriers can be used to separate potentially competing crowds.
- Consider proximity to public transport and alternative transport options for patrons.

Juveniles

- If premises (i.e. an area at an event) are licensed, all of the provisions of the *Liquor Control Act* relating to juveniles apply – including penalty provisions. The holder of an occasional liquor licence has the same liabilities and obligations as any other licensee.

- Normally for large events, especially concerts, juveniles are not permitted in areas licensed for alcohol consumption. If the event organiser wants to have juveniles in the licensed area, provided they are accompanied by a responsible adult (as defined by section 125 (2)(b) of the *Liquor Control Act*) they need to lodge appropriate submissions on how they will manage the presence of the juveniles. Department of Racing, Gaming and Liquor will then decide whether it is appropriate or not. Unaccompanied juveniles would not be permitted. A determination on this issue should be made before any advertising of the event, so that tickets are not purchased for, or by, a juvenile, and any advertising should be clear on this issue.

- The event organiser should communicate to relevant staff/volunteers the ID requirements under the *Liquor Control Act* in respect of suspected juveniles.

Consultation

- Department of Racing, Gaming and Liquor should be invited to all planning and debrief meetings.

- Police and the local government should be consulted about the liquor licence, particularly if the event is for more than 500 people.

- For large events where alcohol is going to be sold, first aid providers should be employed and Fire and Emergency Services Authority should also be consulted.

Support tools:

- *Alcohol-related problems.*
- *Checklist of key stakeholders to inform.*
- *Guideline 17: Crowd control and security.*

Guideline 21: Liquor licence application

Background:

- If it is intended that alcohol is to be sold and supplied at an event, then a liquor licence, approved by the Director of Liquor Licensing, must be obtained from the Department of Racing, Gaming and Liquor (*www.rgl.wa.gov.au*). If the event is to be catered under a permanent liquor licence then a variation of licence conditions or Extended Trading Permit may be required. Refer to the Department of Racing, Gaming and Liquor website to download an application kit.

- For events of no more than 750 people (with exception of food and wine festivals) held outside of the Perth metropolitan area, applications and licences may be determined by the Local Clerk of Courts. Please note that non-member Extended Trading Permits for Club Licence holders must be referred to the Director of Liquor Licensing.

- Once a liquor licence has been granted by the Director of Liquor Licensing, the holder of that licence (i.e. the licensee) is responsible for full compliance with all of the conditions of that licence. It is an offence for a licensee to breach any of the licence terms and conditions. A conviction carries the following penalties: in the case of licensee or manager $10,000; in the case of an agent of employee $4,000; or in any other case $2,000.

- Where a liquor licence is approved by the Director of Liquor Licensing, the licensee must also ensure that the details of the approved liquor licence are forwarded to the relevant local government.

- The liquor licence will only apply for the same or a lesser period than the event duration.

NOTE: Failure to lodge the application within the specified timeframe may result in the application for a liquor licence being refused.

Guidelines:

REFER TO GUIDELINE 20 **for recommended harm minimisation provisions to be considered in your licence application.**

- Applications for an Occasional Licence or Extended Trading Permit must be submitted according to the below requirements of the *Liquor Control Act* 1988:

Events for:	Must lodge application forms:
No more than 500 persons	No later than 14 days before the event
Between 500 and 5,000 persons	No later than 30 days before the event
More than 5,000 persons	No later than 60 days before the event

- To cover the issues that the Licensing Authority has to consider when deciding whether or not to grant a liquor licence application, licence submissions must include information and outline management practices to demonstrate that there will be:
  - Sufficient facilities and expertise available to ensure that liquor will be sold and consumed in a responsible manner.
  - Adequate measures taken to ensure that trading is not conducted in a manner detrimental to the public interest (e.g. there must be proper health and fire safety measures taken where necessary).
  - Means to prevent the sale of liquor to juveniles and to prevent public disorder.
  - Any other supporting information about the event that can be provided (brochures, advertisements etc.).
- In the case of an Occasional Licence, unless the Director determines otherwise, **the licence holder and the person/s in charge**:
  - Of an event where there are less than 250 people, do not need to complete any form of training.
  - Of an event where there are more than 250 people, need to complete either:
    - The national unit of competency – Provide Responsible Service of Alcohol as delivered by any one of the Registered Training Organisations listed on the Department of Racing, Gaming and Liquor website *www.rgl.wa.gov.au;* or
    - The abridged, non-accredited course in responsible service of alcohol as delivered by Australian Hotels Association, Aragon and Clubs WA – refer to the Department of Racing, Gaming and Liquor *(www.rgl.wa.gov.au)*.
- Unless otherwise determined by the Director, **staff involved in the sale, supply or service of liquor** at an event where there are:
  - Less than 300 people, do not need to complete any form of training.
  - More than 300 people, need to complete either:
    - The national unit of competency – Provide Responsible Service of Alcohol as delivered by any one of the Registered Training Organisations listed on the Department of Racing, Gaming and Liquor website; or
    - The abridged, non-accredited course in responsible service of alcohol as delivered by Australian Hotels Association, Aragon and Clubs WA.

- Consultation with local police, local government and Department of Racing, Gaming and Liquor about the event should commence as early as possible.

Event organisers/licensees are advised to consider the following conditions when submitting a liquor licence application for all temporary event liquor licenses.
1. Low-alcohol drinks must be available.
2. Chilled water must be available (for sale) at the same location as alcohol sales.
3. Free water must be available within segregated licensed areas.
4. Limit drink purchases.
5. Access to alcohol to be restricted to one (1) hour pre event and end before main event.
6. Consider only selling low alcohol drinks.
7. Pricing should reflect alcohol content.
8. Consider selling in plastic cups.
9. No glass.
10. Bottled wine may be permitted in special circumstances and subject to strict conditions on bottle collection etc.
11. Consumption areas — generally alcohol consumption is not recommended in seated auditoria or formal seating areas of concerts.
12. Vending at authorised outlets only; no mobile vending of alcohol products. Points of supply should be predetermined and approved as part of the site design approval so that crowd flows and queuing may be ascertained.
13. Alcohol areas or associated queuing must not obstruct general pedestrian movement around the site.
14. Alcohol areas must have a general level of illumination no less than 10 lux.
15. Entry and serving points must be illuminated to 100 lux to assist patron identification.
16. Crowd control plan required to identify duties and locations of crowd controllers.
17. Alcohol servers should be trained in the Responsible Service of Alcohol training.

18. Appropriate signage at entry and exits:
 • 18+ and photo identification which include:
  – A current Australian driver's licence with a photograph;
  – A current passport with a photograph; or
  – Western Australian Proof of Age Card.
 • No outlaw motorcycle gangs.
 • Leaving licensed area – no alcohol past this point.

References

Allsop , S, Pascal, R and Chikritzhs 2005, *Management of Alcohol at Large-Scale Sports Fixtures and other Public Events*, National Drug Research Institute, Western Australia.

Department of Racing, Gaming and Liquor 2008. Retrieved June 11, 2008, from *www.rgl.wa.gov.au*

Liquor Control Act 1988, Government of Western Australia.

Chikritzhs T, Stockwell T. The impact of later trading hours fro Australian public houses (hotels) on levels of violence. Journal of Studies on Alcohol 2002.

Section 9 – Drug-related issues

Guideline 22: Drug-related harm

Background:

- Venue managers, event organisers and staff are in a key position to assist with strategies aimed at preventing and reducing drug-related harm, and should be utilised as one component of a comprehensive coordinated approach to address the harm associated with illicit drug use.
- The legislation that relates to illicit drugs in Western Australia is the *Misuse of Drugs Act* 1981.
- Knowingly permitting premises to be used for the purpose of using a prohibited drug or prohibited plants is an offence Section 5(1) of the *Misuse of Drugs Act* 1981 which states:-

(a) Being the owner or lessee of any premises, who knowingly permits those premises to be used for the purpose of using a prohibited drug or prohibited plants;

(b) Is knowingly concerned in the management of any premises used for any of the purposes referred to in paragraph (a) and (b); commits a simple offence.

> For events where the use of illicit drugs is common, crowd controllers must be briefed on potential hazards. Medical staff should be aware of the current illicit drug scene. This information is freely available from the Drug and Alcohol Office.

Guidelines:

- Venue and event managers are encouraged to develop a drug policy to address drug-related harm. Guidance notes can be downloaded from the publications section of the Department of Consumer and Employment Protection-WorkSafe website *www.docep.wa.gov.au/WorkSafe* A policy is only effective if it is supported by a range of strategies that address the policy issue.

Definition: Policy

A policy is a statement outlining a position on a particular issue.

- The Industry Code of Practice for preventing drug-related harm within night venues and at events makes the following recommendations:
  - Provide of adequate and accessible water free to patrons (see Director's Policy at: *http://www.rgl.wa.gov.au/Default.aspx?cat=LiquorPolicies*).
  - Ensure adequate ventilation in venues through the use of air-conditioning or industrial fans and, where possible, access to outdoor spaces.
  - Prevent overcrowding in venues and at events.
  - Provide a chill-out room or space at larger venues and events where patrons can get away from crowded and loud areas. At large events provide peer support in chill-out spaces for patrons.
  - Ensure at least one first aid trained staff member is on the premises.
  - Inform patrons about the importance of issues such as dehydration, water, overheating and what to do in an overdose situation. This can be achieved through posters that can be ordered from the Prevention Branch at the Drug and Alcohol Office 61 8 9370 0333.

- Provide patrons with information about their rights and responsibilities relating to key drug issues.
- Provide staff with information on risk management (including alcohol and other drug risk management) and identifying affected persons' signs and symptoms.
- Promote peer support and integrate this into venues where appropriate.
- Support key staff members to attend training on event and risk management (including alcohol and other drug risk management).

Key contacts:

- Advice and training on preventing drug-related harm at events and in venues can be accessed via the Drug Program, Prevention Branch, Drug and Alcohol Office on 61 8 9370 0358.
- Publications and posters addressing the issues outlined above can be ordered from Drug Program, Prevention Branch, Drug and Alcohol Office on 61 8 9370 0358.

Guideline 23: Needles and syringes

Background:

- The risks of blood borne virus transmission via inappropriately disposed needles and syringes are regarded as being low.
- To date, there are no reported cases in Australia of Hepatitis C or HIV being acquired by a member of the public injured as a result of an inappropriately disposed needle or syringe in a community setting.
- Tetanus spores live in the soil and may also cause infections if they are transported into the body through broken skin. A discarded needle may cause this.

Guidelines: Safe collection and disposal of used needles and syringes

- Do not be alarmed.
- Obtain a rigid walled plastic container with a well-secured lid, preferably screw top (milk or orange juice bottles are suitable); or an approved disposal container such as a Fitpack box, or any container retailed by medical suppliers and waste management companies specifically for the disposal of sharps.
- Bring the container to the needle and syringe.
- Pick up the used needle and syringe by the barrel end, away from the needle/sharp point.
- Do not touch the sharp point and do not try to recap the needle with its protective cover if it has fallen off. Avoid touching the needle with your fingers or hands.
- Put the needle and syringe, point first, into the container. More than one needle can be placed in a container, but do not overfill.
- Make sure the container is tightly sealed.
- Dispose of the sealed container in a domestic rubbish bin (mobile green bin). Do not dispose of needles and syringes in the recycle bin or down toilets and drains.

Guidelines: What to do in the event of a needle stick injury

- Wash the area gently with soap and running tap water as soon as possible.
- Apply a sterile dressing.
- Obtain prompt medical advice from a doctor or the Accident and Emergency Department of your local hospital, preferably within 24 hours of the injury occurring.
- Tests may be done to assess if the person injured is already protected from Hepatitis B. If not, a course of vaccinations may be given. This will be most effective if begun within 24 hours following the injury.
- If the person injured is not vaccinated against tetanus this should also be done immediately.
- Prescribed antibiotics may be given as a protection against other infections.
- Baseline testing for HIV, Hepatitis B and Hepatitis C infection is usually recommended and medical advice should be given regarding the need for post-exposure prophylaxy.
- The needle and syringe should be disposed of safely (*see Guidelines for the 'Safe Collection and Disposal of Used Needle and Syringes'*).

Key contacts:

- Your Local Government Environmental Health Officer.
- The Communicable Disease Control Directorate on 61 8 9388 4999.
- The Alcohol and Drug Information Service (ADIS) 24 hours 61 8 9442 5000 Toll free 1800 198 024.
- The WA AIDS Council NSEP 61 8 9482 0000 or AIDS Information Line 61 8 9482 0044.
- The WA Substance Users Association (NSEP Community Development Coordinator or Hepatitis C Education officer) 61 8 9227 7866.

Guideline 24: Tobacco and smoking

Background:

- In Western Australia, there are strict legal controls on the sale and promotion of tobacco products. There are also laws that cover smoking in enclosed public places. These laws are designed to protect the health and wellbeing of all Western Australians.
- Organisers or promoters of events have important responsibilities under these laws, and must ensure compliance at any event where tobacco will be sold or smoked. Failure to do so may result in prosecution.
- Department of Health investigators monitor events to ensure compliance with WA tobacco control laws and local government officers may also monitor compliance with smoking bans in enclosed public places. Police officers may also enforce tobacco control laws.
- It is an offence for anyone to sell tobacco products without a licence. A licence will not be issued to allow the sale of tobacco products from temporary premises at an event at which a significant number of people under 18 are expected to attend.

NOTE: This information is only intended to alert you to some of the possible legal responsibilities that you may need to consider if tobacco is being sold or consumed at your event. You may wish to seek your own independent legal advice to ensure you fully understand your legal obligations.

- The *Tobacco Products Control Act* 2006 regulates the sale and promotion of tobacco products in Western Australia. It is important to adhere to these regulations at your event. As the promoter or organiser of an event, you are responsible for ensuring that your event meets all legal requirements if tobacco is to be sold or smoked.
- The *Tobacco Products Control Regulations* 2006 contain regulations that ban smoking in enclosed public places. They were introduced in response to growing community concern over the health effects of passive smoking and overwhelming community support for smoking restrictions in public places, particularly enclosed public places.

Penalties

For offences under the Act the maximum penalties are:

- For individuals, a fine of $10,000 for a first offence and $20,000 for a subsequent offence.
- For a body corporate, a fine of $40,000 for a first offence and $80,000 for a subsequent offence.

For offences under the Regulations the penalty is $2,000.

Infringement notices for certain offences may be issued.

Guidelines:

- Consider not allowing the sale of tobacco products at the event or making the event smoke-free.
- The following sections of the *Tobacco Products Control Act* 2006 should be taken into consideration when allowing tobacco products to be sold at your event.
  – Part 2: Sale and supply.
  – Part 3: Advertising and promotion.
  – Part 4: Licensing.
  – Part 6: Enforcement.
- The *Tobacco Products Control Regulations* 2006 require all enclosed public places to be non-smoking (other than a conditional exemption applying to the International Room at Burswood Casino).

Further information:

Information on the Act and Regulations, information booklets and brochures and no-smoking stickers are available from the following web address: *www.health.wa.gov.au/tobaccocontrol*

Key contacts:

- Tobacco Control Branch 61 8 9242 9633.

Support tools:

- *Tobacco Control Act* 1990 – Sale and Promotion of Tobacco in WA.

References

Drugs Act 1981, Government of Western Australia.

Department of Racing, Gaming and Liquor 2008, Director's *Policy*. Retrieved June 11, 2008, from *http://www.rgl.wa.gov.au/Default.aspx?cat=LiquorPolicies*

Tobacco Products Control Act 2006, Government of Western Australia.

Section 10 – Reducing impact on the surroundings

Guideline 25: Environmental considerations

Background:

- For outdoor events, environmental hazards must be considered.
- A variety of people will be attracted to events and many will not be familiar with issues that locally are regarded as common knowledge.
- Common hazards may be mosquitoes, flies, snakes, plants/grasses, hazardous chemical exposure from stored chemicals or chemical sprayed on grass/lawn prior to events.
- Although the weather in Western Australia is reasonably predictable, there are periods of severe conditions.
- Electrical storms and hail are rare but they do occur and therefore they must be considered and appropriate action plans developed. While hailstorms are less likely to occur, it is of note that disasters have occurred when people have sought protection.
- In hot weather, dehydration and sunburn are common issues.

Guidelines:

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

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

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

Guideline 26: Lightning

Guidelines:

With the current trend for more outdoor events there is an increased threat of lightning affecting events.

In Australia deaths by lightning are considered relatively rare with approximately six (6) deaths per year, but given that there are often large numbers of people in exposed locations the chances of an incident with multiple deaths and permanent disabling injuries cannot be ignored if there were to be a strike within a crowded area.

A plan for lightning needs to be prepared in advance and not left until a threat is on the horizon.

It is generally recognised that it is not safe to be on open ground such as a festival site or beneath trees. It is safer within a building or even a vehicle. The preparations will rely on what is available and how feasible it is to abandon the event or delay until the danger has passed. In addition to a direct strike there may also be devastating effects on anyone in close proximity to the strike or to a structure that has been struck.

Australian Standard 1768, Lightning Protection sets out guidelines for protection of people outdoors and recognises that:

1. An approaching thunderstorm is treated as local when the time interval

   between seeing a lightning flash and hearing the thunder is less than 30 seconds.
2. When moderate to loud thunder is heard within 15 seconds of a lightning flash (corresponding to a distance of less than 5km), persons out of doors should avoid exposed locations and seek adequate shelter.

Simple precautions such as earthing prominent structures should be taken if lightning is forecast and once a threat becomes imminent patrons should be moved away from prominent structures and associated metallic components to reduce the risk of an associated electrical shock caused by a rise in potential.

AS 1768 has specific recommendations for large tents and marquees, seating stands and metal scaffold structures.

The following information has been extracted from AS 1768.

Large tents and marquees

Where large temporary structures of this type are used for such purposes as exhibitions and entertainments involving large numbers of people, consideration should be given to their protection against lightning.

In general such structures are manufactured from non-metallic materials and the simplest form of protection will usually consist of one or more horizontal air terminals suspended above them and connected solidly to earth.

A non-metallic extension of the vertical supports provided for such structures may, if convenient and practicable, be used for supporting a network of horizontal air terminals but a clearance of not less than 1.5 m should be maintained between the conductor and the fabric of the enclosure.

Down-conductors should be arranged outside the structure away from exits and entrances and be connected to earthing rods that, in turn, should be connected to a ring conductor in such a manner as to be inaccessible to the general public. Those types of tented structure that have metal frameworks should have these efficiently bonded to earth at intervals of not more than 20m of perimeter.

Small tents

For small tents, no specific recommendations can be given.

Metal scaffolding and similar structures, including overbridges

Where metal scaffolding is readily accessible to the general public, particularly when it is erected over and on part of the common highway or may be used in the construction of public seating accommodation, it should be efficiently bonded to earth.

A simple method of bonding such structures consists of running a strip of metal other than aluminium, 20mm × 3mm size, underneath and in contact with the base plates carrying the vertical members of the scaffolding and earthing it at intervals not exceeding 20m.

With public seating accommodation only the peripheral members of the structure need bonding to earth.

Other steel structures, such as those used for pedestrian bridges over main trunk roads, are frequently sited in isolated situations where they may be prone to lightning strikes and should therefore be bonded to earth, particularly at the approach points.

Guideline 27: Noise

Background:

- Balancing a need for entertainment with the community's right to enjoy reasonable quiet is a difficult task and noise pollution from concert events has historically been a challenge to manage.
- Generally, noise emitted from any premises must comply with the provisions of the *Environmental Protection (Noise) Regulations* 1997. However, *Noise Regulation 18* allows the CEO of a local government to approve an event if satisfied that its noise emissions would exceed the assigned noise levels; and it would lose its character or usefulness if it had to meet the assigned levels.

Guidelines:

Application for Noise Regulation 18 Approval

- A *Noise Regulation 18* application should be submitted to the local government of the district in which the event is to be held at least 60 days before the event. An application fee is payable by the applicant to the approving authority.
- As a minimum, the application should include details relating to start and finish times, sound level limit calculations, PA system set-up, monitoring responsibilities, complaint management and event notification. Noise from stage construction and deconstruction activities before and after the event should also be considered and stipulated in the application.
- For major events, the application should also contain noise prediction information and a noise management plan.

Noise Prediction Information

- Events that are likely to affect a significant number of residents around the venue need to be assessed for potential noise impacts. Therefore, a noise prediction report should be included in the application.
- Noise level predictions are commonly performed using a computer model but for small scale events 'hand' calculations may be acceptable.
- Noise prediction reports should contain the following information:
    1. Venue details.
    2. Likely environmental conditions.
    3. Equipment location and type.
    4. Where barriers are positioned for sound attenuation.
    5. Proposed sound levels for a worst case scenario.
        a. At the mixing desk and nearest noise sensitive premises.
        b. Distance from mixing desk to the stage loudspeakers.

    c. Noise modelling or other predictions expressed in graphical detail on a map of the venue and including affected outside areas showing noise level contours at locations in other neighbouring local governments or similar land jurisdictions.

6. Analysis, conclusion and recommendations.

- It is common for a noise prediction report and management plan to be submitted together in support of an application. This information forms the basis upon which an event may be assessed and approved.

Noise Management Plan

- Noise management plans provide reassurance at an early stage to all parties that the event is likely to be well managed.

- Noise management plans should consider measures that will reduce the event's noise impact on the community, such as:

1. Maximum approved sound levels at the mixing desk and noise sensitive occupiers

Outdoor rock music concerts need to operate at sound levels of at least 95dB(A) at the mixing desk to achieve an acceptable atmosphere. The sound mixing operators for many of the artists may wish to operate at higher levels, typically up to 105dB(A) at the mixing desk. In most cases, this is unnecessary and a limit of 100dB(A) at the desk is acceptable. Noise levels are measured as one (1) minute LAeq (average) sound levels.

For **one-off events** that the community has been made aware of, the following reactions from residents are likely:	
Residential Level	**Likely Response**
• below 55dB(A)	– generally no complaints
• 55–65dB(A)	– few complaints, increasing in sensitive areas and later hours
• 65–75dB(A)	– considerable level of complaints, less in tolerant areas

2. Stage and venue design and layout

The natural features of the stage and venue location should be used to reduce the noise exposure of affected occupiers. The stage should be arranged so that:

a) The stage music is directed away from noise sensitive premises.

b) The flying speakers point towards the ground.

c) The largest distance possible occurs between the noise source and receiver.

d) Potential physical or natural barriers are used to screen any noise.

Heavy duty sheeting or drapes may also be used to the rear and sides of the stage to reduce sound by approximately 10dB(A) towards affected occupiers outside the venue. Specialised loudspeaker systems and arrangements, such as line source array speakers or delayed speaker stacks that localise the sound, are commonly used.

3. Time and duration of the event

Control over the start and finish times and duration of the event will reduce the noise impact on noise sensitive occupiers. Events should generally be held at reasonable hours of the day such as from 09:00 to 23:00. Event duration should not exceed six (6) hours. Sound check or practice times should also be limited to no more than 1–2 hours and not before 09:00 or after 22:00. Longer event duration and later hours may be acceptable if it is demonstrated the community does not object or specific noise amelioration measures are implemented.

In setting a curfew, consideration needs to be given to the facts that critical safety implications through crowd unrest may arise if key acts are delayed and terminated prematurely.

4. Sound monitoring and reporting

Under the noise regulations, those who perform sound monitoring must be approved by the approving local governments' CEO. Acoustic consultants or authorised persons under the Act usually qualify as approved persons to conduct sound monitoring.

Sound monitoring is performed for the duration of the event. It includes sound checks at the stage mixing desk and at least one location outside the venue at noise sensitive premises. The monitoring should be continuous and recorded. A report should be submitted to the approving authority approximately seven (7) days after the event to assess whether the approval conditions were met.

It is common for approving authorities to conduct random checks, noise monitoring at the mixing desk and outside the venue, including the boundary of neighbouring stakeholders to assess the overall noise impact of the event. Any complaints may be responded to separately or in liaison with stakeholders.

5. Community notification leaflet

The community notification leaflet should be drafted by the promoter and checked by the approving authority prior to circulation. It should be issued seven (7) days before the event to give occupiers adequate notice time and it should be written clearly in a positive manner. Details should include:
a) Venue name and location
b) Dates, start and finish times
c) Attended complaint telephone service numbers
d) Other useful information to occupiers such as the event receiving approval from the authority and being subject to a noise management plan, which serve to reassure the public that the event is being well managed
e) Any relevant non-noise related information such as traffic management (temporary road closures), security and public transportation catering to the event.

An alternative to using leaflets is to notify the public via newspapers or other media as approved by the authority. The use of media may be more appropriate if the area of noise impact is very large.

6. Complaint records and response procedures for staff

Applicants must maintain a record of complaints, including the names and addresses of complainants, times, dates and type of noise. The information should be passed on to others for action or be available at the request of authorised persons. A procedure should be created for all relevant staff. Event management and the acoustic consultant responsible for noise management are to be kept informed of all noise complaints.

Fees and Access

- Currently an application fee of $500 can be charged by the approving authority for each event application. Noise monitoring fees may also be charged to recover the costs of the approving authority staff in attendance at the event.
- Persons authorised under the *Environmental Protection Act* 1986 such as Department of Environment and Conservation officers, local government environmental health officers and the police are able to monitor, inspect and carry out noise enforcement functions in all public areas of the venue.

- Event staff should be made aware of the authorised noise officers' role and access requirements as part of the briefing on management plan.
- Authorised persons often require access into secured areas for monitoring, e.g. behind stage, side of stage and mixing desk, therefore 'access all areas' passes should be provided for all inspecting officers before the event.

Community activities and 'exempt noise'

- Noise Regulation 16 classifies noise emissions from agricultural shows, fairs, fetes, exhibitions and like events as 'exempt noise' that is not required to meet the assigned noise levels. Other strategies are often used to manage noise from these types of events.

Support tools:

- **Noise Regulation 18**

  For specific details regarding *Noise Regulation 18* please refer to the following website where a summarised version of the noise regulations can be downloaded: *www.dec.wa.gov.au*

Guideline 28: Lasers and pyrotechnics

Background:

- Any laser, regardless of the application, is subject to the requirements of the *Radiation Safety (General) Regulations* under the *Radiation Safety Act*.
- By regulation, all lasers must comply with the provisions of Australian Standard AS 2211, 'Laser safety'. The current 2004 version has been approved for use by the Radiological Council, and can be obtained from the Standards Australia web site *www.saiglobal.com*
- The legislation surrounding pyrotechnics is administered by the Department of Industry and Resources.
- Many recent pyrotechnic displays have caused fires and personal injuries to members of the public.

Guidelines:

Laser registration for place of use

- Any laser with an output power greater than five milliwatts (5mW) must be registered for its place of use. In the majority of cases this means lasers classified in AS 2211 as Class 3B and Class 4.
- For one-off shows or concerts a *temporary permit* (registration) is required. This covers the equipment for a period of up to three (3) months. For periods greater than three (3) months a permanent *registration* is required.
- The registrant must appoint a suitably qualified Laser Safety Officer (LSO) who oversees and is responsible for the safe use of the laser (see below for qualification).
- A condition for grant of registration is that the *'Code of practice for the safe use of lasers in the entertainment industry (1995)'* is adhered to. It is available from the Radiation Health Branch (RHB) or available for download from *http://www.arpansa.gov.au/pubs/rhs/rhs37.pdf*

User licence

- The user must obtain a licence to operate the laser or must operate it under the appropriate supervision of a licensee.

- Licence and LSO applicants must provide proof of their competence and experience in using lasers before the granting of a licence can be considered. In most cases this means attendance at a Radiological Council approved Laser Safety Course and attaining a pass in the council's examination. The Radiation Health Branch can provide a list of recognised laser safety courses and examination details for these purposes.
- For a complete guide to licensing and registration of lasers please contact the Radiation Health Branch (see details in Tools Section below).

NOTE: Lasers for entertainment purposes must also be used in compliance with the Code of practice for the safe use of lasers in the entertainment industry.

Pyrotechnics

- If an event organiser has planned to include pyrotechnics at the event, an application must be approved by self certified operators.
- It is required that both police and local government have an input into the approval process for pyrotechnics at an event. Other approved operators may include rangers and EHOs.
- The use of pyrotechnics and associated hazards must be considered in the risk assessment process and be incorporated into the **risk management plan**.
- If planning to use pyrotechnics, the limiting parameters, wind strength, wind direction, local fire weather warnings and exclusion zones must be clearly defined well in advance of the event.

Support tools:

Further information can be obtained from the Radiation Health Branch, 18 Verdun Street, Nedlands WA 6009, or by telephoning 61 8 9346 2260 or emailing *radiation.health@health.wa.gov.au*

Local government should be provided with details of:

1. The laser operator
2. The details of the laser (e.g. class, power in watts or milliwatts).

The Code of practice for the safe use of lasers in the entertainment industry (1995) includes proformas such as for the required Display Safety Record (DSR).

Guideline 29: Vehicles and transport

Guidelines:

- At events, traffic management should be in accordance with the Main Roads WA Code of Practice. The website to access the Main Roads WA Code of Practice can be found in the further information section.
- There should be adequate parking so that neighbouring properties are not disturbed by vehicles visiting the venue.
- It is the event manager's responsibility to liaise with local government to ensure that adequate parking and traffic control measures are in place for all phases of the event – load-in, event and load-out.
- For temporary parking if cars are parked in an orderly manner it is possible to park 350 cars per hectare.

> **Example**
>
> As a guide to how much room may be available at the local football oval, a typical Australian Rules ground, has a capacity for 1,000 cars.

- Consideration must be given to drop off and pickup points for private vehicles, taxis and charter vehicles.
- In the metropolitan area the Taxi Industry Board should be consulted so that they can advise taxi drivers of the preferred arrangements and possible need for temporary taxi ranks.

Public transport

- If public transport is available for patrons, the event should endeavour to coincide within transport times of operation. The event organiser should avoid mass ingress and egress of patrons during peak hours (see note Guideline 27, point #3).
- The promoter should ensure that an adequate and fully funded transport plan has been designed to transport patrons both to and from the venue. In many metropolitan and regional locations Transperth or private bus companies can provide quotes to deliver this service.
- Where an event occurs during the transport hours of operation, and access via public transport is available, Transperth should be advised of the event nine (9) weeks prior to the event.
- Public transport services should be promoted on advertising material and tickets where possible and where an adequate transport plan has been produced. Patrons should be encouraged to use the Journey Planner on the Transperth website where appropriate *http://www.transperth.wa.gov.au/*
- Promotors should consider including the cost of event services in ticket prices so that cash fare transactions are eliminated and the cost is disbursed amongst all of the patrons. Contact Transperth to determine how much you should place on the ticket price.
- For rural locations it may be preferable to have patrons camp overnight. If this option is taken, the local government may set additional conditions.

Further information

Website address for the Main Roads WA Code of Practice:
http://www.mainroads.wa.gov.au/Documents/Traffic%20Management%20for%20Events%20-%20Code%20of%20Practice.u_2056899r_1n_D08%5E23183783.PDF

Metropolitan Transperth inquiries should be directed to:
Public Transport Authority
P.O Box 8125
PERTH BUSINESS CENTRE
Phone: 61 8 9326 2000

Guideline 30: Clean-up and rubbish removal

Rubbish collection and removal is an important issue

Guidelines:

- Recycling should always be considered. See the Support Tools section for the recycling guidelines and checklist that have been developed by Keep Australia Beautiful WA and the Department of Environment and Conservation.
- Care needs to be taken to ensure that receptacles used to dispose of rubbish do not represent a hazard by becoming viewing platforms or dance podiums.
- Bins must be emptied and serviced throughout the event.
- Collection of food waste and packaging is a considerable issue for prolonged events.
- The general clean-up both within and external to the venue must be completed as quickly as possible after the event by the promoter. Areas outside the venue should be cleaned prior to the usual start of business the following day.

Definition: Receptacle

A container that holds items or matter.

Support tools:

- *Guide to recycling at public events in Western Australia.*
- *Sample Event Recycling Planning Checklist.*

References

Environmental Protection (Noise) Regulations 1997, Government of Western Australia Department of Environment and Conservation 2008, Retrieved June 11, 2008, from *www.dec.wa.gov.au*

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National Health and Medical Research Council 2005, *Code of practice for the safe use of lasers in the entertainment industry*. Retrieved June 11, 2008, from *http://www.arpansa.gov.au/pubs/rhs/rhs37.pdf*

Main Roads Western Australia 2008, Code of Practice. Retrieved June 11, 2008, from *http://www.mainroads.wa.gov.au/NR/rdonlyres/CEACDCA3-14FF-4E72-B0C7-70725926D4FB/0/E49542_20061006115214047.PDF*

Transperth Western Australia 2008, Retrieved June 11, 2008 from *http://www.transperth.wa.gov.au/*

Section 11 – Amenities

Guideline 31: Toilets and cleaning

Background:

- The adequacy of toilets at an event is a critical factor that event managers must address. For example, patrons waiting in large queues may become agitated and annoyed and this may lead to problems and unrest at the event.
- It is also imperative that toilets are maintained in a clean and workable condition.
- *Health (Public Buildings) Regulations* 1992, Reg. 20(1) require that events have toilets in accordance with the building regulations; it does however allow local government discretion to vary these requirements.

Guidelines:

- To determine the toilet requirements at an event the factors that need to be considered include: the type and duration of the event; number of patrons, the availability of alcohol the weather. A table has been developed to help event organisers identify the number of toilets required at their event. This can be found in the Tools Section.
- Facilities are also required for staff, service operators, performers and food handlers. For events where patrons will be expected to queue for entry or travel a considerable distance, facilities must be available to service the queues. This is often achieved by placing temporary facilities outside the venue.
- One of the critical issues for toilets on large sites is to maintain an adequate water supply. An accurate assessment of water pressure must be made with all facilities in use prior to the event.
- All wastewater products must be disposed to sewer, septic tanks/leach drain, holding tank or other local government approved method.
- Lighting – Minimum level must be 40 Lux.

Cleaning – Servicing

- It is imperative to maintain toilets in a clean and workable condition. *Health (Public Buildings) Regulations* 1992, Reg. (21), requires that all equipment be maintained in a proper state of repair and sanitary condition.
- Cleaning must take place at two (2) hourly intervals.
- Plumbers must be in attendance for all major events.
- For smaller events, a plumber should be on call and available within a reasonable time.

Support tools:

- Toilets for Temporary Events.

GUIDELINE 32: WATER

Background:

- From a health perspective quantities of potable water must be available for drinking, hygiene and cooling purposes (e.g. spraying the crowd with water) especially during summer events.
- Water must also be available for fire fighting.

Guidelines:

- Under the Liquor Control Act 1988, it is mandatory for a licensee to provide free drinking water to patrons.
- For events where patrons are prohibited from bringing their own food or drinks, it is recommended that patrons be permitted to bring proprietary brand water in clear plastic bottles with unbroken manufacturers seals or empty plastic containers.
- In instances where patrons have queued for an extended period they should be permitted entry with the above bottles with broken seals where it is likely that the seals have been broken during the queuing period.

Water Supplies and Requirements

- In instances where potable water supplies are limited, it is acceptable to use non potable water for flushing toilets etc.
- Suggested requirements per person vary up to 20 litres per day with 4 litres specifically for drinking.

Overnight Events

- For overnight camping, the following minimum quantities should be available. These requirements may vary depending on previous experiences and weather.

Table 21. Water supplies and requirements for overnight events

Patrons	Potable Water	Non Potable Water	Total
5000	10000 litres	50000 litres	60000 litres
6000	12000 litres	60000 litres	72000 litres
7000	14000 litres	70000 litres	84000 litres
8000	16000 litres	80000 litres	96000 litres
9000	18000 litres	90000 litres	108000 litres
10000	20000 litres	100000 litres	120000 litres

Day Events

- For day events there should be:
    1. A minimum of 2 litres of free drinking water available per person or a rate calculated at 500 ml / hour, whichever is the greater; and
    2. One water outlet per 500 people.
- Information should be posted in toilet facilities to allow patrons to judge their dehydration status by monitoring their urine colour.
- Hand washbasins are not recognised as acceptable drinking water outlets.

GUIDELINE 33: TEMPORARY FOOD STALLS AT EVENTS

Background:

- The following legislation is applicable to all food premises, proprietors and events
  - Food Act 2008
  - Australia New Zealand Food Standards Code 2009
  - Food Regulations 2009
- It is important to have access to these documents and follow the specific guidelines set.

> All food vendors are required to be registered with their enforcement agency or local government and must display their Certificate of Registration in a conspicuous location at all times.

Guidelines:

Food and Drink

- For events longer than four hours, food and drinks must be available to the patrons.
- Food and drinks should only be available in containers that cannot be used as weapons if broken (no glass or crockery).
- Food and drink providers must comply with Chapter 3 of the Food Standards Code.

Operation of Temporary Food Stalls

- Temporary food stalls; food marquees and other special events where food is to be sold, traded or given away must be approved and classified by local government in accordance with the Food Act 2008. See the Tools section for the Objectives of the Food Safety Standards.

Application Process

- Applications for approval must be received by local government at least 4 weeks prior to the event.
- Applications should detail:
  - The type of foods being sold
  - A description of the intended food stall
  - The location of hand washing facilities (if preparing food)
  - The existence of any cold storage / hot storage displays
  - Stall Holder's / Business Owner's name, address and phone number

> There should be at least one food vendor per 1000 people
>
> Food vendors must be able to produce sufficient food to ensure queuing is never more than 10 minutes

Food Vehicles

- Vehicles used for transporting food must be constructed and fitted out with the requirements of Chapter 3 of the Food Standards Code.

Temporary Food Stalls – General Requirements

- Included in the Forms Section is a checklist for food vendors. It provides guidance on the minimum requirements for event catering.

SUPPORT TOOLS:

- Objectives of the Food Safety Standards

- Example of Local Government Application Template

Guideline 34: Electrical installations

Guidelines:

- All electrical installations must comply with the Supply Authority or Office of Energy requirements, AS 3000, AS 3002 plus any special requirements of the *Health (Public Buildings) Regulations* 1992.
- An electrical contractor must certify that permanent and temporary electrical installations comply with the *Health (Public Buildings) Regulations* 1992, by submitting Form 5 to the local government (included in the Forms Section). Form 5 certification is not intended to address portable equipment or cords supplied by end users. It is intended to ensure that installations from the point of supply to the final distribution outlet available to the end user are safe. The protection thereafter relies upon the quality of the equipment provided by the end user and the mandatory testing and tagging of all portable electrical equipment, plugs, sockets and leads every twelve months (AS 3760).

AS 3760 – Clarification of terms

Hire

A hire situation is created when the hirer provides electrical equipment to a person or entity external to the hirer's organisation (the hiree), which passes out of the control of the hirer.

A situation where equipment is supplied and operated by the hirer is not considered to constitute a hire.

Hiree

The person or business, which receives the equipment from the hirer.

Hirer

The person or business which offers the equipment for hire.

Competent Person

A competent person is one who has the necessary practical and theoretical skills, acquired through training, qualification, experience or a combination of these, to correctly undertake the tasks prescribed by AS 3760.

- A competent person is not required to be a registered or licensed electrical practitioner.
- Competency levels may need to be updated following technological advances in both the testing instrumentation available and the equipment being examined.
- It is expected that the competent person shall:
  - Be able to use test equipment safely and effectively.
  - Have an understanding of the dangers of electricity, leading to an appreciation of the need for inspection and testing.
  - Have an understanding of the construction of Class I and Class II equipment, and of the terms: basic, reinforced and double insulation, protective earth and earth continuity, insulation resistance and earth leakage current.
  - Have an understanding of the application and requirements of this Standard.
  - Have an understanding of the relevant legislative requirements appropriate for the jurisdiction they are operating within.

Requirements to Achieve the Basic Principles

- For Residual Current Devices (RCDs) to be effective, the neutral and earth conductors must be bonded together at the point of supply.
- AS 3010.1 (Electricity Generating Sets) requires neutral connections to be earthed at the generator frame. It is recommended that this connection be made via a removable link.
- All electrical outlets and supplies must have circuit breakers to protect against overload.
- All final subcircuits must have RCD protection.

Recommendations for Typical Installations

(ie. submains, sub boards and cord extension sets):

- Outlets at generators that are specifically required for the use of tools etc. must have RCD protection.
- Outlets that are solely for connection of submain cables supplying a distribution board should only have over-current protection.

- RCD protection of final subcircuits should only be provided at the switchboard where those final subcircuits originate.

NOTE **Form 5** is only intended to include installations up to and including general purpose outlets. Equipment that is plugged into the outlets is not intended to be certified but this equipment should be subject to testing and tagging requirements as prescribed in AS 3760.

Residual Current Devices – RCDs

- The preferred leakage tripping current is 30 milliamps. They must be tested every twelve months.

Electrical Cables

- Because cables are continually being rolled up and moved, they must be flexible. Standard multicore cables used in static installations are not appropriate.
- Electrical cables should not be accessible to members of the public. Where this cannot be avoided, they must be either buried or suspended so that they are out of reach to members of the public.

Electrical Supplies

- Electrical outlets should only be supplied from a reticulated power supply. Supplies may originate from a supply authority or on-site generators.
- Small individual generators should not be utilised.
- The *Health (Public Buildings) Regulations* 1992 require electrical contractors to certify electrical installations by completing a Form 5. It is recommended that reticulated supplies be certified.

Luminaires

- Luminaires must not be placed in areas where heat may ignite adjacent materials and must be out of reach of people.

Extra Low Voltage Equipment

- Extra low voltage devices must be clearly identified and have plug tops and bases that cannot be inadvertently connected to higher voltage supplies.

Testing Cords and RCDs

- The testing of electrical extension cords and RCDs used in circuses, travelling shows and other temporary installations is a requirement of the *Health (Public Buildings) Regulations* 1992.
- The intention of the regulations is to have portable electrical equipment tested and tagged at twelve month intervals in accordance with AS 3760 In-service safety inspections and testing of electrical equipment.
- Once a test has been carried out a tag should be fixed to the device. The tag should identify who carried out the tests and when they were done.

Diagram 3. Typical Electrical Installation For Circuits

```
Generator ──── Switchboard ──── 1 Sub-board ──── Final Subcircuits
    │              │    │    │         │              (RCD Protected)
    │              │    │    │         │
  Earth       Final Subcircuits    Submain –
              (RCD Protected)   (No RCD Protection)
```
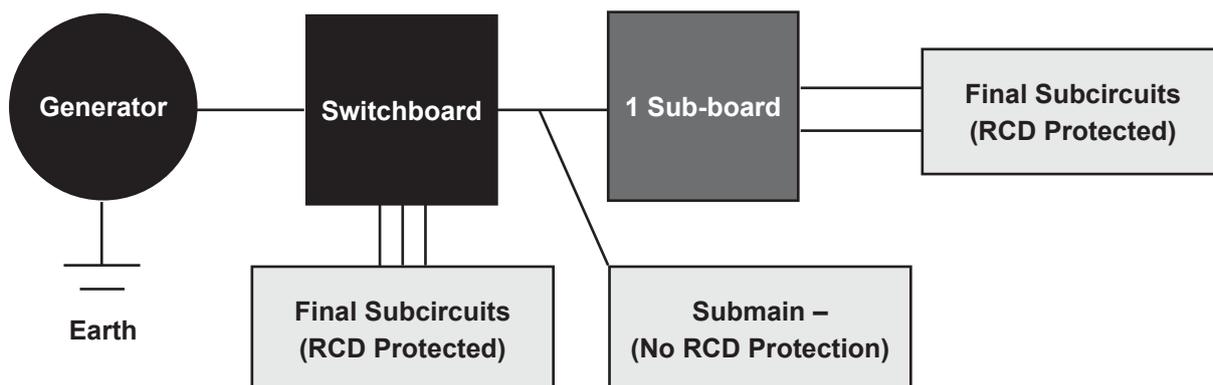
Table 21. Electrical Checklist for Events

☐ There are no single phase generators 10kva or smaller.

☐ Electrical equipment is supplied from reticulated supplies originating at supply authority mains or large generators.

☐ Electrical leads do not create trip hazards.

☐ Electrical outlets are protected by residual current devices (RCDs).

☐ Leads and RCDs are tested and tagged every twelve months.

☐ Joints and connections are not accessible to the public or exposed to damp conditions.

☐ Installations must comply with AS 3002 Electrical Installations for shows and carnivals.

☐ The *Health (Public Buildings) Regulations* 1992 require that a licensed electrical worker tests the items every twelve months.

☐ A tag to identify the item, test date and the electrical worker should be fixed to the tested equipment.

☐ Double adaptors or piggy back plugs are not permitted, although those on existing stage lighting effects are generally accepted by relevant authorities.

☐ New equipment requires a tag to define when it was brought into service.

☐ Installations and generators must comply with all relevant Australian Standards.

Table 22. Switchboard Checklist

☐ Must be in weatherproof enclosures.

☐ Must not have access to live parts.

☐ Must have doors that are able to be fully closed and locked with all cables connected or be located so that they are only accessible to authorised persons.

☐ Must have a main switch.

☐ Must have over-current circuit breakers to protect outlets for submains.

☐ Must have RCD protection to protect final sub circuits.

☐ Must have all components and their functions clearly identified.

☐ Where electrical outlets are provided, there should be a tie bar to allow electrical cords to be secured to prevent tension on the electrical outlet.

Required Tests

Extension Cords (single and three phase)

1. Check that the insulation is in good order.
2. Check that the plug sockets and plug tops attached to the cord are the correct rating.
3. Check the continuity of each conductor.
4. Check that the conductors are correctly connected (correct polarity).

Residual Current Devices

☐ **Test 1: Residual non-operating current –**

A current between 40% and 50% of the rated tripping current should be passed between active and earth for five (5) seconds. The RCD should not trip.

☐ **Test 2: Tripping current and time test –**

A current equal to the rated tripping current of the RCD should be passed between active and earth. The RCD should trip within its specified time – usually 30 milliseconds.

Note: The recommended tripping current for RCDs is 30 milliamps. Test instruments are readily available from electrical wholesalers. In addition to the above tests the inbuilt test facility should be operated each time that the unit is in use.

Guideline 35: Lighting and signage considerations at an event

Guidelines:

- All venues and exit paths must be able to be illuminated to 40 lux by lighting that is:
  - independent of the event production lights.
  - controlled from a central position.
  - able to reach the required illumination within three seconds of being energised.
  - supplied from the supply authority mains or a generator approved by the local government.

NOTE: Bare lamps must not be able to be touched by the public.

Area Lighting

- Areas available to the public at night should always be illuminated.
- For general areas, illumination to an average as low as 10 lux at ground level with no area less than 5 lux, is acceptable.
- Lighting should be energised approximately one hour prior to sunset.

Emergency Lighting

- Enclosed venues must have emergency lighting that will operate if the main electrical source fails.
- For buildings, it must comply with Australian Standard AS 2293 or for outdoor venues there must be at least two alternative power supplies.
- Two generators or a supply authority supply plus another generator are acceptable alternatives provided that the venue lighting supplies are distributed between both. Generally for large temporary events there is sufficient diversity from multiple generators to guarantee adequate lighting in the event that one generator fails.

Safety Lighting

- For events where lighting will be dimmed or extinguished, stairs, ramps and exit paths must be illuminated by safety lighting.
- Safety lighting must be on a separate supply to normal or emergency lighting and must not be dimmed or modulated.
- For permanent facilities, the safety and emergency lighting must be interconnected so that, in the event of a failure of the safety lighting circuit, the emergency lighting will be automatically energised.

Exit Signs

- These must be installed in compliance with AS 2293 and be illuminated and clearly visible whenever the venue is occupied by the public.
- For outdoor events, standard signs are rarely adequate and larger purpose built signs are required.
- Signs illuminated by two (2) light sources and large enough to make the exit location obvious to patrons wishing to exit the area must be used.
- AS 2293 Part 1 defines exit sign requirements. In 2005 the requirements changed from the word EXIT to pictorial elements. The word EXIT remains acceptable but this requirement may change.

Acceptable exit signs

Exit signs – How Big Should They Be?

Viewing Distance	Height of pictorial element/letters
6 Metres	100mm (standard sign)
24 Metres	150mm
32 Metres	200mm
50 Metres	300mm
75 Metres	450mm
100 Metres	600mm
125 Metres	750mm
150 Metres	900mm
200 Metres	1200mm

Other signs

For all other signs:

■ Symbols should be 15mm/metre of viewing distance.

■ Letters.

– Upper case – 5mm/metre of viewing distance.

– Lower case – 4mm/metre of viewing distance.

First aid signs should comply with AS 1319 – 1994 which requires the sign as set out below.

Colour

Green to AS 2700 – G21 – Jade (PMS 349c, 348u).

Spectator stands, stages and lighting rigs

■ Suspended lighting rigs must have a secondary safety support system and any lighting effect suspended above the audience must have safety chains.

■ There are no other specific regulatory requirements for these structures.

■ Specific guidelines are included under the heading Spectator Stands.

Guideline 36: Camping

Rationale:

Although not common in Western Australia, some events include short-term camping. The *Caravan Parks and Camping Grounds Regulations* 1997 require local government to approve the regulation requirements for designated camping areas. However for short-term use, local government may approve alternative arrangements.

Guidelines:

- The area must be planned so that camping sites are orderly and there is easy access for patrons, service vehicles and emergency vehicles.
- Caravan or vehicle camping must be in a separate area to tents.
- Only lightweight camping equipment should be permitted, after all this style of camping is for a very limited period.
- First aid must be available whilst the camp site is available to patrons.
- Access paths throughout the site must be adequately illuminated.
- Food should also be available whilst the camp site is available to patrons.
- Patrons must be advised of relevant camping restrictions or rules.

Facilities

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

Table 24. Basic camping facility requirements

Sex	WC	Urinal	Basins	Showers
Male	1 per 50	1 per 100	1 per 75	1 per 100
Female	1 per 50	N/A	1 per 75	1 per 100

- Where on-site cooking is permitted, communal cooking areas should be provided so that the hazards are contained within designated areas.

Fires

- In situations where fires are not banned under the Bushfire Regulations they should only be permitted in designated controlled areas that have fire extinguishers and fire fighting equipment readily available.

References

Food Act 2008

Australia New Zealand Food Standards Code 2009

Food Regulations 2009.

Support Tools

NOTE: To return back to the Support Tools cover page from a document simply click on the title

Checklists and procedures to follow

Forms

Creating Accessible Events

DISABILITY SERVICES COMMISSION
making a difference

It is important that people with disabilities have the same opportunities as other community members to access and participate in public meetings, consultations, functions and events.

People with disabilities can face barriers when attending and participating in public functions in a variety of ways. They may experience difficulty hearing what is said, seeing small print on an invitation, climbing steps to the venue, understanding signage or using a rest room in the building.

To ensure that events can be accessed and enjoyed by people of all ages and abilities it is important to consider the items listed on this checklist. It is recommended that the organisers visit any venue chosen for a public function or meeting so that they may be satisfied of the accessibility of the venue and services.

Whenever possible functions should be held in fully accessible venues. It is recognised that standards for access have changed over time and many older buildings will not comply with current requirements. Event organisers, however, should always select the most accessible venues for public functions.

In instances where the venue is not fully accessible some access barriers may be addressed by having informed staff available to provide assistance and through hiring equipment or facilities, such as an accessible toilet, ramp or audio loop. Information about where to hire equipment is available through the Independent Living Centre (call 9381 0600). Additional contacts and resources to assist you with organising an event that is accessible to people with disabilities can be found at www.disability.wa.gov.au

Information on accessible events is also available in the Human Rights and Equal Opportunity Commission (HREOC) publication *'Accessible Events – A Guide for Organisers.'* The Guide can be found on the HREOC website www.hreoc.gov.au

The checklist

As access requirements for people with disabilities will vary depending on the people attending and the type of event, you may find parts of this publication more relevant than others. To use these checklists, just tick Yes or No to the questions asked. You may also want to make brief comments.

This checklist is designed to be a quick overview of the accessibility of a venue and function. It is not designed to assess every aspect of access in detail. It will indicate whether people with disabilities can easily attend your function and participate. For a more detailed audit of the accessibility of a building refer to the publication *'Buildings – A Guide to Access Requirements'*.

Invitations and promotional material

Many people in our community experience difficulty in hearing, seeing and communicating with others. There are many simple ways to ensure your invitations and promotional material are accessible to people with disabilities.

Text	Yes	No
• Have you used a plain font (such as Univers, Helvetica or Arial) in your invitations and promotional material?	☐	☐
• Is all text at least a minimum of 12 point type size?	☐	☐
• Have the invitations and promotional material been printed on matt paper and in contrasting colours?	☐	☐
• Is the text uncluttered with an absence of background graphics and patterns	☐	☐

Content		
• Did your invitation or promotional material state whether the venue is accessible to people who use wheelchairs?	☐	☐
• Did your invitation include information about the accessible facilities at the venue such as the location of parking or nearest set down area?	☐	☐
• Have you encouraged your invited guests to identify whether they have any access requirements such as accessible parking, an audio loop or sign language interpreter?	☐	☐
• Have you included in the invitation your facsimile number and email address (if you have them) so guests have alternative ways of communicating their attendance?	☐	☐
• Is written promotional material available on request in alternative formats such as large print, audio tape, computer disk or Braille?	☐	☐

External environment

People with disabilities require a continuous, even, accessible path of travel. An accessible path of travel means there are no obstacles in the internal or external environment such as revolving doors, kerbs or steps.

Location of the nearest:

- Bus stop: _____
- Train station: _____

Accessible parking bays	Yes	No
• Does the venue have an accessible parking bay?	☐	☐
• Is the accessible parking bay/s identified by the international symbol of access?		
- raised sign	☐	☐
- ground markings	☐	☐
• If the accessible parking is undercover is the roof a minimum of 2500 mm in height to allow the use of a car top hoist?	☐	☐
• Is the distance from the car park to the entrance less than 40m?	☐	☐

Continuous accessible path of travel

Is there a continuous accessible path of travel, including kerb ramps, to the building from the:

	Yes	No
• Accessible parking bay/s?	☐	☐
• Set down area?	☐	☐
• If there are steps to the building:		
- Is there a ramp available for wheelchair users?	☐	☐
- Do all steps have handrails?	☐	☐
- Is there a contrasting strip on step edges?	☐	☐
• If there is a ramp to the building:		
- Is the gradient no steeper than 1:14?	☐	☐
- Does the ramp lead to the main entrance?	☐	☐

The building

Entrance	Yes	No
• Is the entrance threshold level?	☐	☐
• If there is a step/s at the entrance of the doorway:		
- is there a ramp of not more than 450 mm in length and with a gradient of 1 in 8?	☐	☐
• Is the entrance door easy to open?	☐	☐
• Is the clear door space 800 mm (preferred) or 850 mm?	☐	☐

Internal environment	Yes	No
• Is the inquiry or reception counter low enough for a wheelchair user?	☐	☐
• Does the venue have an accessible path of travel from the front entrance to all areas guests will use?	☐	☐
• If there are internal steps:		
- Do all steps have handrails?	☐	☐
- Is there a contrasting strip on step edges?	☐	☐
• If there are ramps:		
- Are they no steeper than 1:14?	☐	☐
- Do they have handrails?	☐	☐
• Do all doors have a clear space 800 mm (preferred) or 850 mm?	☐	☐
• If there is only a side approach to the door, is there 1200 mm clear space in front of the door?	☐	☐
• Does the venue have a non-slip floor surface or carpets with a firm low pile of 6 mm or less?	☐	☐

	Yes	No
Visibility		
• Are facilities in the venue clearly signed?	☐	☐
• Is the venue well lit?	☐	☐
• Are there any areas of high reflection or glare?	☐	☐
Toilets		
• Does the venue have a unisex accessible toilet?	☐	☐
• Is the toilet situated on the same floor as the function?	☐	☐
• Does the door have a clear space of 800 mm (preferred) or 850 mm?	☐	☐
• If the door of the toilet door opens inwards is the space large enough so for the person in a wheelchair to shut the door once inside?	☐	☐
• Is there 950 mm space at one side of the toilet pan?	☐	☐
• Is there a grab rail next to the toilet at 800 mm – 810 mm high, preferably in an "L" shape?	☐	☐
Signage		
• Does the venue have clear directional signage to:		
- the function room?	☐	☐
- the toilets?	☐	☐

The function

Everyone wants to be able to see the stage, hear speeches being made, understand training or messages being delivered. The following checklist will ensure your function is one where everyone's communication requirements are met.

If you are organising a sit down function and your guests include people using wheelchairs, the following checklist will assist you to create an event where all of your guests feel comfortable and relaxed.

Communication	Yes	No
• Is there a position where the interpreter will stand, so people who are deaf or hard of hearing can see both the person speaking and the interpreter's face and hand movements?	☐	☐
• Can the audio-visual technicians position spotlights for the interpreter which distribute light clearly and evenly to the face and upper body?	☐	☐
• Does the venue have an audio loop installed?	☐	☐
• If there is an audio loop: - what type: induction loop/ infra-red/FM - has it been placed towards the front of the room with clear sight lines to the stage and the interpreter?	☐	☐

Sit down function	Yes	No
• Are there sufficient walkways (1000 mm or wider) in the function room?	☐	☐
• Is there a 900 mm space between tables?	☐	☐
• Is there 710 mm to 840 mm space under the table to allow a wheelchair to slide comfortably underneath?	☐	☐

These guidelines are available in alternative formats on application to:
Disability Services Commission, 146-160 Colin Street, West Perth WA 6005
Telephone: 9426 9325 Country: 1800 998 214 TTY: 9426 9315

The guidelines are also available on the Commission's website
www.disability.wa.gov.au

LIST OF WA FIRST AID AND AMBULANCE SERVICE PROVIDERS

The providers below have attended previous events, they have been included to assist event organizers identify organisations that may be able to provide first aid services. Their inclusion in the guidelines is not an endorsement of their ability to meet the intent of theses guidelines, provide appropriate services, or comply with any statutory requirements.

Event organiser's reputations will be dependant upon the skills of the planning team, medical and first aid providers.

Event organisers should ensure that they understand, and are fully satisfied with the level of care being provided.

It is strongly recommended that event organiser's ensure that medical and first aid providers they engage for an event hold current qualifications from an accredited training provider that complies with the Australian Qualifications Training Framework (AQTF).

First Aid Providers

St John Ambulance.

Advanced Medical Support.

Sports Medicine Australia.

Royal Life Saving Society of Australia.

Surf Life Saving Association.

First Aid Services WA (Red Cross)

Medic One

Medical Hands
West Coast Ambulance

Ambulance Services

St John statewide

Advanced Medical Support

Medic One

Combined Medical, Ambulance & Fire services

Hostile Environment Services

MEDICAL RESOURCE PLANNER

Ensuring the right number of first aid personnel

The number and qualifications of medical personnel and first aid facilities will vary with the type of event.

A risk assessment should determine the required resources and these requirements should be compared with the Medical Resource Planner which has been based on data from outdoor music festivals over the past 15 years.

Medical Resource Planner

Event size	Casualty Range*		Ambulance*		Presentations/hour*		First Aid Posts	Staff
	Probable	Possible	Probable	Possible	Probable	Possible		
500	5	10	0	0	0.5	1	1	2
1000	10	20	0	0	1	2	1	4
2000	20	40	0	1	2	4	1	6
3000	30	60	1	1	3	6	1	7
4000	40	80	1	2	4	8	1	8
5000	50	100	1	2	5	10	2	10
6000	60	120	1	2	6	12	2	11
7000	70	140	1	3	7	14	2	12
8000	80	160	2	3	8	16	2	13
9000	90	180	2	4	9	18	2	14
10000	100	200	2	4	10	20	3	16
12000	120	240	2	5	12	24	3	17
15000	150	300	3	6	15	30	3	18
18000	180	360	4	7	18	36	3	19
20000	200	400	4	8	20	40	4	22
25000	250	500	5	10	25	50	4	24
30000	300	600	6	12	30	60	4	28
35000	350	700	7	14	35	70	4	30
40000	400	800	8	16	40	80	4	32
45000	450	900	9	18	45	90	4	36
50000	500	1000	10	20	50	100	4	40

NOTES:

1. "Staff" referred to in the end column refers to staff required for the effective operation of the first aid plan and may include doctors, paramedics or first aiders as the plan determines.

2. Actual medical requirements must be determined in accordance with a comprehensive plan that identifies likely issues and realistic treatment responses.

3. These rates are based on a 10 hour event. The minimum rates are almost certain to be achieved. For dance events the higher ranges are often reached

4. Each first aid post requires at least 2 first aiders plus 1 for reception/triage and consideration must also be given for retrieval teams, breaks and co-ordination with other agencies.

5. Hourly rates are based on an average across the event; in practice presentation rates are generally slow for the first 2 hours and then ramp up thereafter.

6. The 2009 recommended staffing levels are a guide; the actual requirements must be determined by a comprehensive medical plan which will consider the identified risks, site conditions, ambulance response and time to transport casualties to tertiary treatment.

7. Ambulance patients allow 2 people 30 minutes minimum per patient.

8. Other referred patients 2 people 20 minutes per patient.

9. All other casualties allow 5 minutes, 1 person.

10. Allow a minimum 2 paramedics per first aid post after 4000 patrons

Major incidents

In the event of a major incident or large numbers of patients/casualties above the pre event estimates, the first aid or ambulance provider must immediately advise the WA Department of Health Duty Officer via the paging service by telephoning (08) 9328 0553, and activate local emergency services if additional resources are required.

The Medical Officer in Charge at the event must identify themselves to emergency services attending a major incident, and in the event of a major incident requiring a St John Ambulance WA response; the St. John Ambulance Team leader will assume command of the scene in accordance with the Westplan Health. (Insert link)

Qualifications and Duties

All medical personnel should have:

- appropriate professional indemnity insurance for their personnel,
- hold current first aid qualifications from an accredited training provider that comply with the Australian Qualifications Training Framework (AQTF)
- and, ensure that their responsibilities at an event must are appropriate to the level at which they are trained.

Although many occupational groups are required to hold a first aid qualification, for events, first aiders must be tasked specifically for first aid/medical duties.

It is not acceptable for staff to have dual roles e.g.   A crowd controller with a first aid qualification is first and foremost a crowd controller. Although an incident may be attended by a crowd controller who holds a first aid qualification initially, the patient must be referred to a designated first aider as soon as practicable so that the primary crowd control responsibilities are maintained.

Australian Qualifications Training Framework (AQTF)

This table identifies common terminology used describe medical personnel and outlines various skill levels and competencies by the AQTF.

Qualification bands (left to right coverage): Senior First Aid → Advanced First Aid → Certificate IV in Health Care - MEDIC → Paramedic → Intensive Care Paramedic

Code	Competency	CPR	AED	Oxygen delivery	Oral airway	Nasal airway	Auscultate BP	Spinal immob.	Medication Epipen	Medication Penthrane	Medication Glucagon	Medication Ventolin	Transport	Combitube or LMA	ET Intubation	IV therapy	Needle Cric.	Chest decomp.	ACLS
HLTCPR201A	Perform CPR	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
HLTFA201A	Provide basic emergency life support	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
HLTFA301B	Apply first aid	✓	✓	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x
HLTFA302A	Provide first aid in remote situation	✓	✓	x	x	x	✓	✓	✓	x	x	x	x	x	x	x	x	x	x
HLTFA402B	Apply advanced first aid	✓	✓	✓	✓	✓	x	x	✓	x	x	x	x	x	x	x	x	x	x
HLTFA403A	Manage first aid in the workplace	✓	✓	x	x	x	x	x	✓	x	x	x	x	x	x	x	x	x	x
HLTFA404A	Apply advanced resuscitation techniques	✓	✓	✓	✓	✓	x	x	x	x	x	x	x	x	x	x	x	x	x
HLT21107	Certificate II in Emergency Medical Service First Response	✓	✓	✓	✓	✓	x	x	✓	x	x	x	x	x	x	x	x	x	x
HLT33107	Certificate III in Basic Health Care	✓	✓	✓	✓	✓	x	x	✓	x	x	x	x	x	x	x	x	x	x
HLT30207	Certificate III in Non-Emergency Client Transport	✓	✓	✓	✓	✓	x	x	✓	x	x	x	✓	x	x	x	x	x	x
HLT41007	Certificate IV in Health Care (Ambulance)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	x	x	x	x
HLT50407	Diploma of Paramedical Science (Ambulance)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	x	x
HLT60307	Advanced Diploma of Paramedical Science (Ambulance)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Casualty Reporting

A basic medical report must be provided to the Event organiser and Department of Health within 7 days post the event that details the items listed below.(note insert Link)

Interim verbal reports should also be available from the medical /first aid provider during the event on request from the event organiser or environmental health officer.

The intent of reporting is to determine potential and actual issues, so that concerns can be addressed either during the event, or in future events. Patient confidentiality must be respected at all times and personal details should not be passed to any other organisation.

Casualty Reports should include at least the following basic information.

Presentation	Number	Hospital Transfer	Comment
Allergy / anaphylaxis			
Respiratory - Asthma			
Respiratory - Other			
Bites / stings			
Sun burn			
Cardiac			
Dehydration			
Drug related			
Alcohol related			
Heat exhaustion / stroke			
Hypothermia / cold			
Eye injury/irritation			
Headache			
Mental health			
Medical - seizures			
Medical - vomiting			
Medical - other			
Minor cuts/grazes			
Fracture / dislocation			
Head injury			
Soft tissue			
Spinal injury			
Unconscious			
Other (include significant conditions not listed)			

First Aid Posts

Basic requirements for a first aid post:-

- Must be conspicuous
- Must be identified by an illuminated sign at night
- Ideally be located near the main entry or places where they can be viewed from entertainment locations or primary pedestrian routes.
- Located close to where life threatening emergencies may occur. For high risk concerts a first aid post should be located where patrons extracted from the mosh pit can be observed prior to rejoining the concert site
- Provide shelter and privacy for personnel and patients during assessment and treatment.
- Provide a sheltered area with seats for patients waiting to receive treatment or those under observation.

Medical Equipment

It is recommended that oxygen equipment, semi-automatic defibrillator and basic first aid supplies should be available at every event.

All providers of first aid and medical services should have appropriate professional indemnity insurance for their personnel.

The requirement for ambulance attendance at events should be determined using the risk assessment tools. This may be discussed with the first aid provider and ambulance services to determine the availability of an on site ambulance and include a contingency plan in the event that an onsite ambulance leaves the site. The likelihood of a life threatening casualty and the time for an off site ambulance to attend must be considered.

Pharmaceutical Register

For large and/or prolonged events, consideration should be given to establishing a pharmaceutical register where patrons can store and administer prescribed medications in a suitable environment (for example, cold storage of insulin). Medications would be stored at the owner's risk.

Qualification and skill levels vary between first aid providers, and there may also be overlaps in some competencies. It is important for event organizers to cross check that the services they are purchasing match the training skills as per the Australian Quality Training Framework.

Risk Considerations For Planning Medical And First Aid Resources

The following issues are included to assist with identifying hazards that may be applicable to events.

Event

Identify any hazards associated with the event or primary purpose?

Identify any inherent dangers to participants/entertainers.

Identify any dangers caused by crowd interaction with the entertainers or other segments of the crowd.

Identify if there are any other concurrent events that may cause delays to emergency responders or unduly interrupt event access and egress both before and after the event.

Venue

Are there any environmental hazards within the venue or near vicinity?

Does the location cause any delays with regards to transport of staff or the injured?

Are there multiple areas of interest, or crowd segments that need to be staffed separately?

Is the event a regular occurrence at this site?

What services/utilities are available?

What temporary services/utilities are required?

Are backup resources required?

Are there existing designated emergency evacuation routes or do these need to be established?

Are there any dangers associated with these routes?

Is there parking for those vehicles (And turning space)?

What is the topography of the venue? What dangers can this bring?

Is off road transport required?

What staffing issue does this raise?

Crowd

What numbers are expected (and when)?

What age range are the crowds expected to be? What problems can this cause (elderly – medical conditions, young – fighting)?

Is the nature of the entertainment likely to cause the crowd to crush?

Are there likely to be mobility impaired persons there?

Is the crowd likely to be drinking or using drugs?

Is any of the crowd likely to be carrying weapons?

What is the ethnic composition of the crowd?

Are cultural issues involved or interpreters needed?

Can any of these problems or resulting dangers be prevented?

Weather

What type of weather is it likely to be - before, during and after the event?
What effects can the weather have on the crowd, entertainment and your staff?
What effect can the weather have on resources, transport and communication?

Timings

What time is the event being held?
How long does it last for?
Will staff require shifts, rest periods, meals etc?

Communications

What communications are there between essential stakeholders?
Have the communications been tested?
Do you have redundancy in your communication systems?
How does request for support with regard to patient transfer or other requirements occur?
How will batteries be recharged?
What call signs/frequencies etc have been allocated for radios?
Will communications interfere with the event broadcast systems?
Does the local Ambulance Operations Centre know of your key locations?
Is there a command/coordination centre for services on site?
Are support services such as hospitals aware of this event?
How will hospitals be notified if they are required to respond?

Transport

How will patients be transported to on site medical centres?
How will patient transfers to hospital or other places be arranged?
How will staff get to and from the site?
What access and egress routes should routine/emergency transport follow?

Medical Plan and Coordination

Has a copy of the medical plan been provided to the event organiser and the Health risks included in the Risk management plan?
Have the medical/first aid providers been invited to attend the pre-event planning meetings, briefings, and post op debrief?
Have regular briefings throughout the event been organised?

Risk Classification Tool Logic

Number of people = Number of patrons, does not include staff

The number of patrons is a critical issue, the more people that attend, the greater the risk that something may go wrong.

Up to 100 people are a relatively minor risk but at 200 there is a far greater risk.

For assemblies of 1000 people there is an acute risk and all such assemblies should be subject to an approval process. Accordingly an automatic approval requirement is triggered as soon as this threshold is reached.

Numbers above 1000 are included to show degrees of risk and have a bearing on surveillance.

Entry Restrictions

Private family functions are considered to be relatively safe and it is not an area where regulation is preferred. However recently some private functions have been uncontrolled and serious issues have occurred. Other contributing factors need to be considered before formal public building approval is required.

It is recognised that general admission, free events and those available to the general public represent a significant risk as there is no prior knowledge to determine how many may attend and it is also difficult to control them without prior seating allocations.

Crowd Dynamics

Healthy – active interaction between patrons and the entertainment e.g. club sporting fixture, Neil Diamond concert

Hostile – interaction between patrons and entertainment e.g. Kylie Minogue

Harsh – hostile interaction between patrons and entertainment e.g. National sporting competitions, motor races, rodeo, rock concert and the like.

Lighting

Places with dimmed or extinguished lighting are a high risk. Therefore the threshold is set at the level required for them to be formally approved.

Duration

The longer the event the greater opportunity a risk may develop.

The time that public will attend the event e.g. a concert with overnight camping would = 24 hours.

Structures

Structural stability is critical and there is a greater risk applicable to a temporary structure. Therefore temporary facilities attract more points than permanent facilities

All seating stands should be formally approved; therefore a seating stand automatically exceeds the approval threshold.

Egress difficulty

Basements are inherently higher risk as they do not have windows and in fire scenarios, exit is generally through the smoke layer.

Type of use

Type of use is critical as indicated in the Regulation 7 table and the varying area per person ratios.

Drugs & alcohol

Alcohol and or drugs are known to substantially decrease people's ability to think rationally and act in a cohesive manner. Therefore at places where alcohol or drug affected persons can be reasonably anticipated to attend the standard points score is doubled to reflect the serious effects of intoxicants.

Temperature/Climate Comfort

Temperature and humidity are critical elements that have a high impact on health and comfort at events.

Temperatures ranging between 18^0 and 25^0C are considered ideal, but the comfort may be seriously compromised if humidity is high or there is a wind chill factor. Weather experts often refer to the "Wet Bulb Globe Temperature WBGT" which is a combination of temperature and humidity. WBGT above 21 is considered uncomfortable and dehydration becomes a consideration. Above 28 is considered extreme and additional measures may need to be introduced.

Additional information is available on the Bureau of Meteorology web site.

http://www.bom.gov.au/info/thermal_stress/

Whilst higher temperatures are usually recognised as issues the lower end of the scale also needs consideration as exposure symptoms begin to become apparent once the temperature is lower than 180 C and wind introduces a chill factor

The following Wet bulb Globe Temperature (WBGT) table extracted from the Bureau of Meteorology web site may provides an indication of comfort conditions. However it is only representative of locality conditions, and festival site conditions may be substantially worse.

Wet Bulb Globe Temperature (WBGT) from Temperature and Relative Humidity

Temperature (°C)

Relative Humidity (%)	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
0	15	16	16	17	18	18	19	19	20	20	21	22	22	23	23	24	24	25	25	26	27	27	28	28	29	29	30	31	31	32	32
5	16	16	17	18	18	19	19	20	21	21	22	22	23	24	24	25	26	26	27	27	28	29	29	30	31	31	32	33	33	34	35
10	16	17	17	18	19	19	20	21	21	22	23	23	24	25	25	26	27	27	28	29	30	30	31	32	32	33	34	35	36	36	37
15	17	17	18	19	19	20	21	21	22	23	23	24	25	26	26	27	28	29	29	30	31	32	33	33	34	35	36	37	38	39	
20	17	18	18	19	20	21	21	22	23	24	24	25	26	27	27	28	29	30	31	32	32	33	34	35	36	37	38	39			
25	18	18	19	20	20	21	22	23	24	24	25	26	27	28	28	29	30	31	32	33	34	35	36	37	38	39					
30	18	19	20	20	21	22	23	23	24	25	26	27	28	29	29	30	31	32	33	34	35	36	37	39							
35	18	19	20	21	22	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39								
40	19	20	21	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39									
45	19	20	21	22	23	24	25	26	27	27	28	29	30	32	33	34	35	36	37	38											
50	20	21	22	23	23	24	25	26	27	28	29	30	31	33	34	35	36	37	39												
55	20	21	22	23	24	25	26	27	28	29	30	31	32	34	35	36	37	38													
60	21	22	23	24	25	26	27	28	29	30	31	32	33	35	36	37	38														
65	21	22	23	24	25	26	27	28	29	31	32	33	34	36	37	38															
70	22	23	24	25	26	27	28	29	30	31	33	34	35	36	38	39															
75	22	23	24	25	26	27	29	30	31	32	33	35	36	37	39																
80	23	24	25	26	27	28	29	30	32	33	34	36	37	38																	
85	23	24	25	26	28	29	30	31	32	34	35	37	38	39																	
90	24	25	26	27	28	29	31	32	33	35	36	37	39																		
95	24	25	26	27	29	30	31	33	34	35	37	38																			
100	24	26	27	28	29	31	32	33	35	36	38	39																			

WBGT > 40

Note: This table is compiled from an approximate formula which only depends on temperature and humidity. The formula is valid for full sunshine and a light wind

http://www.bom.gov.au/info/thermal_stress/

The 2009 series of Australian Big Day Out events show that Perth was the most uncomfortable event although Adelaide had the highest ambient temperature.

2009 Big Day Out Climate Conditions

Location	Date	Max Ambient	Humidity @ 15:00	WBGT
Gold Coast	18January	30.5	52	30
Sydney	23 January	34.4	43	33
Melbourne	26 January	25.5	52	25
Adelaide	30 January	43.1	12	32
Perth	1 February	35.8	43	35

The above information was extracted from weather bureau records and may vary from actual site conditions.

1 HEALTH RISK ASSESSMENT CHECKLIST

Event:	
Event date(s):	
Event organiser:	
Event organiser contact details:	

	Telephone:	
	Mobile:	
	Fax:	
	Email:	

		Yes	No	NA
1.	Medical Risk Classification assessment completed Medical risk score / rating ____	☐	☐	☐
2.	Actions applicable to Medical Risk score / rating completed	☐	☐	☐
	Public Health Event Risk Classification tool completed Public health risk score / rating ____	☐	☐	☐
3.	Actions applicable to Public Health Event Risk Classification tool score /rating completed	☐	☐	☐
4.	Medical plan submitted	☐	☐	☐
5.	Health risks included in Risk Management Plan	☐	☐	☐

Glossary of the hazard keywords that may be used in risk identification

Extracted from HSE Books Assessing Crowd Safety

Crowding/Congestion:	The density of the stationary or moving crowd is such that it has the potential to cause harm, such as crushing and trampling.
Obstruction to crowd movement:	The movement of the crowd is completely or partially blocked by an object or by other people.
Cross flows:	People heading in different directions through the same area.
Rapid crowd movement or rushing:	The speed of the crowd movement is such that it has the potential to cause harm, such as crushing, pile-up and trampling.
Pushing/surging:	People push their way through a stationary crowd, a crowd flow or a strong rush within a stationary crowd.
Vigorous movement in a stationary crowd:	A strong and massive movement within a stationary crowd such as swaying or lateral movement, jumping up and down, etc.
Trip, slip or stumble:	People catch their feet, lose balance or make a false step on an uneven or slippery surface, a protruding object, a step, etc.
Fall:	People fall from a height, off a bank or edge, down a slope or stairs, etc.
Walk into/pushed against an object:	People strike themselves against a sharp object, a pillar or post, a bollard, a doorway, street furniture, etc. e.g. a protruding object.
Hit/struck by an object:	People receive a blow due to impact with a moving object (e.g. a vehicle, missile, falling debris).
People get trapped or stuck:	People get caught and are unable to free themselves. For example, children trapped in between railings, wheelchair users are stuck on an uneven surface or in a packed row, and people get trapped by machinery.
Topple:	A structure such as wall or fence, pillar or post, barriers, maintenance or construction work, etc. collapses and falls onto people.
Non-compliance:	Disregarding the house rules or not following instructions or directions (e.g. entering a restricted or a closed-off area, smoking in a non-smoking area, illegal parking, moving in the wrong direction up a one-way system, refusing to move away from the gangway when asked, etc).
Dangerous behaviour:	Actions which in themselves could cause harm to oneself and others (e.g. climb up/down/over, jump over, slide or run down a steep slope, etc).
Aggressive behaviour or disorder:	Including antagonistic behaviour, fighting, missile throwing, etc.
Hazardous substance:	Any substances or items that are hazardous in nature and could cause harm to people's health and safety.

Developing a risk management plan for your event

The following steps may assist you to develop a risk management plan for your event.

STEP ONE: Establishing the Context
- Identify event details.
- Identify stakeholders.

STEP TWO: Identify Risks
- Hold a brainstorming session with stakeholders.
- Identify all potential risks.
- Log these risks on a risk register.

STEP THREE: Analyse Risks

- A risk is the combination of the **likelihood (table 2)** and **consequence (table 3)** of an incident occurring.

The levels and descriptors in these tables may change and the descriptions will vary greatly depending upon the events under consideration.

At the risk analysis stage, risks should be evaluated with existing or known controls in place; unlike the identification phase where known treatments are ignored.

Table 2. Likelihood of Risk Criteria

Level	Description	Examples	Frequency
A	Almost certain	Expected to occur in most circumstances	More than once per year
B	Likely	Will probably occur in most circumstances	At least once per year
C	Possible	Should occur at some time	At least once in three (3) years
D	Unlikely	Could occur at some time	At least once in 10 years
E	Rare	May occur, only in exceptional circumstances	Less than once in 15 years

Table 3. Consequence of Risk Criteria

	Description	Financial Impact	Health	Reputation	Operations
1	Insignificant	Less than $1,000	No injuries	Unsubstantiated, low impact, low profile or no news item	Little Impact
2	Minor	$1,000 – $10,000	First aid treatment on site	Substantiated, low impact, low news profile	Inconvenient delays
3	Moderate	$10,000 – $50,000	Medical treatment – on or off site	Substantiated, public embarrassment, moderate impact, moderate news profile	Significant delays to major deliverables
4	Major	$50,000 – $150,000	Accidental death, extensive injuries or permanent disability	Substantiated, public embarrassment, high impact news profile, third party actions	Non achievement of major deliverables
5	Catastrophic	More than $150,000	Multiple deaths or severe permanent disablements	Substantiated, public embarrassment, very high multiple impacts, high widespread multiple news profile, third party actions.	Non achievement of key objectives

STEP FOUR: Evaluate Risks

- For risk evaluation it is recommended Table 4 is used.
- By comparing the likelihood (Table 2) and consequence (Table 3) values, Table 4 identifies a risk rating of either:
  - Low
  - Moderate
  - High
  - Extreme.

Table 4. Level of Risk

Consequence Likelihood	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
A – Almost Certain	High	High	Extreme	Extreme	Extreme
B – Likely	Moderate	High	High	Extreme	Extreme
C – Possible	Low	Moderate	High	Extreme	Extreme
D – Unlikely	Low	Low	Moderate	High	Extreme
E – Rare	Low	Low	Moderate	High	High

STEP FOUR: Evaluate Risks

- For risk evaluation it is recommended Table 4 is used.
- By comparing the likelihood (Table 2) and consequence (Table 3) values, Table 4 identifies a risk rating of either:
  - Low
  - Moderate
  - High
  - Extreme.

Table 5. Treatment of the risk rating

Low risk	Manage by routine procedures
Moderate risk	Management responsibility must be specified
High risk	Senior management attention needed
Extreme risk	Immediate action required.

Event briefing and debriefing

A briefing meeting with all key stakeholders, particularly police, well in advance of the event is a critical part of the event planning process. These meetings will need to be organised by the event manager. The purpose of the briefing meeting is to inform stakeholders of the event details and emergency management plans. Concerns and issues relating to the event can be raised, discussed, and where necessary, changes made to the event plan.

A briefing agenda will ensure that everyone is aware of what issues will be discussed and who is participating in the briefing. The meeting agenda should allow time for discussion and, if necessary, the meeting should be reconvened prior to the event if major changes to the event are required. The meeting is an opportune time for the distribution of relevant documentation including operational orders, emergency evacuation procedures, insurance details, electrical and structural certification, event personnel list and contact numbers.

Key stakeholders

The following people may be considered as key stakeholders who should attend briefing and debriefing meetings:

- Event manager and assistants including bar manager.
- District police officer and/or police contact.
- Liquor licensing officer.
- Local council Environmental Health Officer and/or safety officer.
- Ambulance service personnel.

- Fire brigade.
- Other emergency services.
- Principal of security firm.
- Local hoteliers and business representatives.
- Transport operators.
- Parking supervisor.
- Department of Health.
- Department of Environment & Conservation Noise Officers.
- Acoustic consultant.

Key issues

The briefing meeting should address the following key issues:

- Overall event details and logistics.
- Event venue plan.
- Staffing arrangements.
- Security plan including procedures for patron eviction.
- Conditions which will cause the event to be cancelled or postponed including excessive wind, rain or lightning, insufficient ticket sales, and performer cancellations.
- The authority and process for cancelling or postponing the event must be agreed to and documented.
- Emergency management plans for larger than expected crowds, adverse weather and emergencies.
- Access route and venue facilities for emergency service personnel, vehicles and equipment.
- Command and first aid post details including time, location, and personnel.
- Safety audit of the venue and entertainment.
- Time, date and location of the post-event debriefing meeting. A written record of the meeting, noting decisions, discussions and detail changes should be circulated to attendees and then should be kept for review at the debriefing meeting or to resolve points of contention.

Debriefing

A comprehensive debriefing of the event with key stakeholders should be held within 2–4 weeks after the event to review and record the key issues that impacted on the success of the event. A list of recommendations should be developed for future planning of the event and this can serve as a reference for future event briefings.

Checklist of key stakeholders to inform

Emergency management people to notify

Emergency Services

- Local government – Local Government Contacts can be found here:
  http://www.dlgrd.wa.gov.au/localGovt/localGovtContacts/localGovtList.asp
- Police.
- FESA.
- St John Ambulance.
- Department of Health Disaster Preparedness Management Unit (refer medical plan for when this is necessary).

These services must be provided with event details, emergency contact details and venue access requirements at least 14 days prior to the event.

FESA	
- The Superintendent, Fire Safety Branch should be notified.	Phone: 61 8 9323 9300; or Fax: 61 8 9323 9384.
Police The local police officer must be notified at least fourteen days before each event. They will require the following details: - Details of the promoters 'hot line' for complaints. - Name of the crowd control agent. - Security plan. - Contact number for the crowd controller officer responsible for staff. - Operational procedures. - Emergency procedures – evacuation plan.	**Events held in regional areas** The local police officer can be contacted via the officer in charge of the venue's nearest police station. **Events held in the metropolitan area** Police Communications should also be notified as noise complaints may be received by them. They can be contacted by email at *Metro.Regional.Office.Coordinators@police.wa.gov.au*
St John Ambulance	Manager State Ambulance Operations 61 8 9334 1226
Department of Health, Disaster Preparedness and Management Unit	61 8 9328 0553 *emergencyoncall@health.wa.gov.au*

Temporary structures

Typical Check List

The following check list identifies the elements requiring checking prior to the facility being used.

1. Anchorages are adequate and holding fast.
2. Describe the soil type and identify ground-holding parameters.
3. Wall and roof bracing is installed and adequately tensioned.
4. All ropes or tensioned straps are in good order and correctly fastened.
5. Fabric is tensioned and not prone to ponding.
6. Exits are correctly identified and not obstructed.
7. Exposed ropes and stakes are identified and will not be a hazard to the public.
8. All locking pins and bolts are in place and correctly tensioned.
9. All structural supports are sound:
    • Fabric has no un-repaired tears.
    • Flooring is even and there are no tripping hazards.
    • Walls are adequately secured.
    • Rope and pole tent has its full complement of side uprights, anchor stakes, pulley blocks and guy ropes.
10. Rope and Pole tent hoists are secure and can only be released by an authorised person.

Handy conversion table for wind speed and force

Speed Conversions - metres/second; kilometres/hour; miles/hour; knots								
m/sec	Kms /hr	Miles/Hr	Knots		m/sec	Kms /hr	Miles/Hr	Knots
2	7.2	4.5	3.8		22	79.2	49.0	42.7
4	14.4	9.0	7.8		24	86.4	53.5	46.6
6	21.6	13.5	11.5		26	93.6	58.0	50.5
8	28.8	18.0	15.5		28	100.8	62.5	54.4
10	36.0	22.0	19.5		30	108.0	67.0	58.2
12	43.2	27.0	23.5		32	115.2	71.5	62.1
14	50.4	31.0	27.0		34	122.4	76.0	66.0
16	57.6	35.5	31.0		36	129.6	80.5	69.9
18	64.8	40.0	35.0		38	136.8	85.0	73.8
20	72.0	44.5	38.8		40	144.0	89.0	77.7

Force Conversions						
Kilograms	Newtons	Pounds		Kilograms	Newtons	Pounds
10	98.0	22.0		300	2,940	660
12	117.6	26.4		400	3,920	880
14	137.2	30.8		500	4,900	1,100
16	156.8	35.2		600	5,880	1,320
18	176.4	39.6		700	6,860	1,540
20	196.0	44.0		800	7,840	1,760
22	215.6	48.4		900	8,820	1,980
24	235.2	52.8		1,000	9,800	2,200
26	254.8	57.2		1,100	10,780	2,420
28	274.4	61.6		1,200	11,760	2,640
30	294.0	66.0		1,300	12,740	2,860
32	313.6	70.4		1,400	13,720	3,080
34	333.2	74.8		1,500	14,700	3,300
36	352.8	79.2		1,600	15,680	3,520
38	372.4	83.6		1,700	16,660	3,740
40	392.0	88.0		1,800	17,640	3,960
100	980.0	220.0		1,900	18,620	4,180
200	1,960.0	440.0		2,000	19,600	4,400

Conversion Factors

- Metres/second to Km/hour multiply by 3.6
- Km/hr to knots multiply by 0.5396
- Kilograms to pounds multiply by 2.2
- Km/hr to miles/hour multiply by 0.62
- Kilograms to newtons multiply by 9.8
- I kilo-newton KN = 1000 newtons

Information on construction safety awareness training

Who needs to undertake safety awareness training?

The requirements for safety awareness training apply to construction work at the workplace.

Construction work is defined in the *Occupational Safety and Health Regulations* 1996 [Reg. 1.3] as meaning:

a) *the construction, erection, installation, alteration, repair, maintenance, cleaning, painting, renewal, removal, excavation, dismantling or demolition of, or addition to, any building or structure, or any work in connection with any of those things, that is done at or adjacent to the place where the building or structure is located;*

b) *work on which a hoisting appliance or any scaffold or shoring is used or intended to be used;*

c) *work in driving or extracting piles, sheet piles or trench sheet;*

d) *work in laying any pipe or work in lining pipe that is done at or adjacent to the place where the pipe is laid or to be laid;*

e) *work in sinking or lining or altering, repairing, maintaining, renewing, removing or dismantling a well or borehole;*

f) *road works, earthworks or reclamation; or*

g) *work in laying an underground cable that is done at or adjacent to the place where the cable is laid or to be laid.*

Safety awareness training is required
Employees, self employed people, supervisors and managers.
Professional consultants who spend time on a construction site e.g. inspections and audits which require direct and active interaction with the construction process.
Casual or part-time building labourers; labour hire personnel working on construction sites.
Construction work supervisors or foremen.
Engineers and surveyors who carry out preparatory work.
Owner on-site to carry out construction work.
On-site installation and joinery e.g. installation of cabinets, installation of pre-cast concrete panels (includes use of moving machinery such as cranes to deliver and place pre-cast concrete panels onto site).
Any delivery work involving the movement of other mobile plant on site e.g. concrete delivery, delivery of bricks.
Truck driver who drops off and then assembles a structure e.g. window and glass installation, truss frame installation and assembly, drainage pipe laying and installation.
Concrete placement and/or laying activities, operation of concrete pump.
Installation of fire sprinkler system.
Work experience students undertaking construction work.

Are there any circumstances where people in construction or doing work that could be defined as construction don't need training?

Some situations will require the employer, main contractor or person in control of the workplace to exercise judgment in deciding who needs to undertake training. For example some cleaning, maintenance and repair, painting, landscaping, provision of catering, hygiene or other ancillary services.

Where some judgment is needed to decide whether safety awareness training should be undertaken it is appropriate to consider the risk factors in making a judgment including:

- The degree to which the construction work undertaken is incidental or peripheral to the main business activity, e.g. installing blinds in a new building, repairing a pool or spa, small maintenance jobs in established buildings.
- The scope of duties the person is required to carry out, and the potential for such duties to impact on the safety and health of themselves or others e.g. look at complexity of tasks and hazards associated with those tasks.
- The parts of the site the person is required or permitted to access and the stage(s) of construction occurring during the timeframe of such access e.g. consider such factors as scope and timeframe for a particular construction project and the direct and active involvement of the person in that construction project.
- The degree to which the person is escorted and/or directly supervised while on site.

Safety awareness training may not be required
Visitors, couriers, food van employees under escort or supervision.
Government inspectors (e.g. WorkSafe or local government building inspector) or people authorised to enter a construction site under other legislation/emergency personnel.
Consultants/contractors not carrying out construction work e.g. trainers, administrators.
Professionals observing work.
Professional consultants not carrying out construction work e.g. interior designers.
Owner on site to inspect progress.
Component/pre-fabricated manufacture off site e.g. kitchen cabinets in factory, pre-cast yard.
Delivery work involving drop off or pick-up at a designated area only e.g. plumbing supplies.
In some cases, installation of fire extinguishers – depending on type of workplace so judgment may be needed.
Work experience/practical visits by students not undertaking construction work (and under escort).

Where do I get the training?

Training providers are registered with the National Training Information Service, and can be accessed through the following website – Course number 51466
http://www.ntis.gov.au/?/accreditedcourse/51466/provider

WA – Department of Education and Training – *www.training.wa.gov.au* 61 8 9264 4111

Please contact the Department of Education and Training if you do not have Internet access or a computer.

I already have a green card. Do I need training?

Yes.

I work in mining. Do I need training?

No, the MARCSTA course still covers mine sites and offshore worksites.

How much does it cost?

Cost information can be obtained by contacting the training provider.

The course is also subsidised by the Building Construction Industry Training Fund.

Checklist of crowd control duties

1. Monitor the crowd throughout the event for signs of distress or overcrowding and take action in accordance with standing instructions.
2. Attend at potential high-risk crush areas such as stage barriers and the like to monitor crowd behaviour and remove distressed patrons.
3. Prevent overcrowding by ensuring compliance with the crowd limits in various parts of the venue.
4. Prevent spectators, as far as possible, from climbing fences and other structures e.g. light towers, advertising hoardings, speaker columns, mixing towers etc., and from standing on seats. Where, by virtue of the scale of the incident, they are unable to prevent this, they should immediately report the matter to their supervisor.
5. Ensure that gangways and exits are kept clear.
6. Control all exits including openings in perimeter fence.
7. Assist in the diversion of patrons to other parts of the venue, including the closing of turnstiles, when the capacity for any area is about to be reached.
8. Identify and investigate any incident or occurrence among spectators, and report their findings to the security controller.
9. Know the location of first aid posts.
10. Direct distressed or unwell patrons to first aid posts.
11. Be fully conversant with any methods or signals used to alert staff that an emergency has arisen.
12. Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the security controller.
13. Report to the security controller any damage or defect which is likely to pose a threat to patron safety, e.g. a damaged crush barrier.
14. Assist as required in the evacuation of the venue.
15. Assist in the identification of spectators who are banned from the venue, who do not possess tickets, or who are in possession of forged tickets.
16. Assist in the prevention of breaches of venue regulations.
17. Be able to identify symptoms of drug/alcohol overdosing and need for medical help.

Design considerations for the front of stage barrier

Table 12. Design considerations for the front of stage barrier

☐ Must be able to withstand a load of 7kilo newtons/metre right angle load.

☐ Barriers need to be at an appropriate height on the audience side to prevent thoracic compression.

☐ The preferred height of the stage barrier above the surface on which the audience stands is 1.2 metres, but should be no less than 1.1 metres.

☐ In areas subjected to extreme pressure, consideration should be given to restricting patrons who are of short height or at least advising them of the inherent danger of the location so that they may make an informed decision.

☐ Must have a dead front with no sharp protrusions.

☐ No finger or hand entrapments.

☐ Must provide an elevated platform for crowd controllers.

☐ Must have a curved or padded top.

☐ Allow vision through the barrier to ground level.

☐ For small, low-risk events a straight barrier is suitable.

☐ However, for high-risk events, particularly those outdoors, a convex barrier extending into the audience is preferred.

NOTE: Convex barriers provide the following advantages:
- It dissipates crowd surges away from the centre of the stage.
- It assists means of escape.
- It provides a wider front row sightline.
- It improves security by placing a greater distance between the downstage edge and the barrier making it difficult for fans to reach the stage.
- It can provide a wider area for crowd controllers and first aiders to operate within the 'pit'.

Removal of patrons from mosh pit

The following information is based on the NSW Occupational Health and Safety procedures manual effective May 2001.

The purpose of this procedure is to outline the safe working practices in assisting patrons from the mosh pit. This procedure applies to all personnel working in the security pit and the mosh pit.

The two methods of removing patrons from the pit covered in this procedure include:

1. Catching surfers

No specific standards can be set in the art of catching crowd surfers as each situation must be assessed by the security personnel as it happens.

However, it is recommended that personnel should:

- Wait until surfers come over the barrier and then catch them as they roll off the crowd.
- Always attempt to support the patron's head. If the patron is too large for the security personnel to catch, every effort should be made to at least support the patron's head whilst letting the feet fall to the ground. The patron's feet should not be touched unless they are kicking dangerously.

- Step backwards to compensate for the weight of the patron as they are caught. This will reduce the twisting motion in setting a patron down beside you and reduce the chance of striking colleagues with the legs of patrons. Second row security personnel are to support front row personnel as the move backwards and ensure the path is clear at all times to ensure that disorientated patrons have an unobstructed view of the exit points.
- Ensure the dignity of the patrons by assisting patrons in retaining their clothes and being mindful of where personnel place their hands on the patrons.

2. Lifting patrons from the pit

Security should constantly monitor the condition of patrons in the crowd and remove any patrons who are in distress or if patrons request to be removed. The barrier is equipped with a step for security staff to utilise when performing a lift to extract patrons from the mosh pit and to allow security access over the barrier into the pit in an emergency.

To work in mosh pits for the duration of events, personnel should be physically fit and strong. However, it is well documented that it is not necessarily the weight of an object being lifted that can cause a back injury. Lifting techniques are important no matter how strong you are.

The following procedures outline lifting techniques that may help minimise the risk and reduce the injuries to personnel as they perform lifts from the pit.

Personnel should be aware of the risks of injury when lifting 'cold' and should make every attempt to warm up and stretch before commencing work. To reduce the likelihood of back injuries it is recommended that all lifts be conducted by at least two guards.

There are a multitude of factors involved with lifting or rescuing mosh pit patrons but broadly speaking there are three basic tasks.

1. Removing a patron against the barrier who wants to be removed.
2. Removing a patron in distress who is within reach but is back from the barrier.
3. A crushed or trapped patron who needs immediate assistance.

How to deal with patrons in distress

1. Against the barrier

Utilising all the procedures of safe lifting, personnel should:

1. Step up onto the barrier step and position yourself in as stable a position as possible in front of the patron.
2. Move the weight (patron) as close as possible to your body then lift using your legs not your back.
3. Gain assistance from other personnel or other patrons as needed.
4. Step backward off the step supported by your colleagues and place the patron on the ground without twisting your body.

In addition, when front row security personnel stand up on the step to extract a patron, security personnel alongside or behind are to assist by supporting the officer as he steps off the barrier. Communication with patrons at this stage is vital. If the lift is performed correctly your head should be next to the patron's ear so they can hear you. Reassure them and tell them what you are doing and how they can assist.

2. Not against the barrier

When a patron is positioned away from the barrier and security personnel have to lean forward to conduct the lift, it should be performed by at least two people. Security personnel should pull the patron towards the barrier first, in order to reduce the need to lift while in a bent position.

Concert safety policy

It is strongly recommended that the following procedures are implemented at all concerts forthwith. Failure to do so may result in serious financial consequences in the event of a subsequent injury and claim from an injured patron.

1. Patrons must be advised that crowd surfing is dangerous and will not be tolerated. Appropriate signs and announcements prior to the start of each event/act are recommended.
2. Patrons at the stage barrier must be monitored and water administered to those in need.
3. Hosing/drenching of mosh pit patrons is not recommended as this creates a humid effect in the already hot environment but light spraying with potable water is recommended.
4. First aid officers must be located adjacent to the stage crowd barrier.
5. Patrons should be advised that mosh pits are dangerous. Be considerate to those around you. If you notice someone in trouble, lend assistance and seek help from a crowd controller or first aid officer.
6. Crowd controllers must be familiar with mosh pit environments.
7. Performers and crowd control – event managers must monitor the situation and be prepared to stop the event in the interests of safety. Safety must always be the first consideration.
8. Identify the person with the ultimate responsibility for safety prior to the event.
9. Establish clear decision making tools for stopping an event if safety in compromised.
10. Ensure that there is an adequate distance between the stage barrier and stage to allow crowd controllers to operate effectively – no less than 1.5 metres.
11. There must be no protrusions from the stage that will injure people crashing into the pit.
12. The crowd barrier must be an approved type and must be checked for finger entrapment and sharp protrusions.

Entry and exits

Calculating Flow Rates

Flow rates can be calculated as rate of flow per unit of width. A unit of width (UEW) = 500mm.

Basic flow rates
*   Flat without stairs: 60 persons/minute/UEW.
*   With stairs: 40 persons/UEW.

Calculating the Number of Turnstiles Required

- Turnstiles service approximately:
  - 1,000 people per hour; or
  - 16 people per minute.
- Ticket sellers can complete no more than 400 transactions per hour
  - This rate drops substantially when seating choices are required and electronic funds transfers are used.
- As a general rule, the numbers of turnstiles or entry lanes are calculated as:
  - Venue Capacity ÷ 500 = Number of Turnstiles.

Checklist for Exit Locations and Sizes

☐ Patrons must not be contained in an area for longer than six (6) minutes at a density closer than 4 people/m^2.

☐ Queues should flow at a rate no slower than 0.5m per second.

☐ Each separate area must have a minimum of two (2) exits located at opposite locations or at least spread as far apart as practicable.

☐ Exits must be open spaces or gates hung to swing in the direction of egress.

NOTE: It is unacceptable to have sliding doors, fencing panels or fences that require dismantling.

☐ Generally exits are required to be attended at all times to prevent them being used for unauthorised access.

☐ It is recommended that for large outdoor events, exits are provided at either side of 'mosh' pits.

☐ Each exit should be clearly numbered to allow easy identification for staff, patrons and emergency services in the event of an emergency.

Checklist of crowd control duties and planning tool

For events crowd control remains one of the most critical elements. How many crowd controllers are required? This is a difficult question; many suggest a ratio of 1/100 patrons but there are many events where this is unnecessary and there are other events where this may be insufficient.

Set out below is a tool to assist event planners and crowd control agents to determine how many crowd controllers may be required for a typical event.

Note that specific requirements for performers or the handling/storage of cash are NOT included and the following is only a guide. Each event must be assessed on its individual merits.

Location	Crowd Controllers	Key Duties	N°
Entrances	1 supervisor 2 per entry lane	Search bags for prohibited items, weapons, alcohol. Check tickets etc.	
Entrances – street approach	1 to oversee queuing arrangements and inappropriate behaviour	Crowd surveillance, fence or queue jumping. Keep queues orderly.	
Entry	1 per entry inside venue	Crowd observation; detect smuggled items missed by other searchers.	
Route to entertainment – 1 per 200 metres		As above prevent running to prime location.	
Site Exits	1 per exit	Maintain site integrity, ensure remain operational and unblocked.	
Alcohol service	1 Supervisor 1 per area entry lane 1 per service lane 1 per area exit lane	Check ID. Maintain orderly queues. Check for intoxication.	
Stages	1 per stage	General security/crowd control.	
Mixing desk	1 (minimum)	Security, monitor crowd.	
FOH Barriers	1 supervisor 1 per metre of stage	Security of stage, monitor crowds, check for patrons in distress.	
FOH Barriers	1 per 2 metres of outer barrier		
First Aid post	1 per post	Security of first aiders and equipment; observe crowd.	
Site Perimeter	1 per 200 metres	Perimeter security.	
Reserved areas (VIP etc)	1 per entry/exit lane	Area security.	
Stage prohibited areas	1 each side of stage	Secure sensitive areas.	
General crowd surveillance	1 per 500 patrons	General observation, behaviour.	
Command	2 supervisors		
Relief roster	+25% of above		
		TOTAL	

Crowd control procedure

The following procedure may be applied to personnel involved in crowd control and safety at any event.

A. Identification	• Early identification of a collapse is vital in providing care to the injured. • Crowd spotters should be positioned at front of house at approx 5m high. • Requires communication between spotters and relevant. supervisors to ensure that any collapse is immediately identified.
B. Hold Back Crowd	• Generally, for a crowd collapse in a mosh pit, an immediate medical response is critical. • Once a collapse has been identified, security personnel closest to the collapse should enter the mosh pit and hold back the crowd from the collapsed patrons.
C. Stop Performer	• To enable communications between emergency crews and patrons, the performer should be stopped in consultation with the security director. • Stopping procedures must be established prior to events commencing. • These procedures should identify the best way to solicit the cooperation of the crowd e.g. using the public address system or electronic signage.
D. Treat and Evacuate fallen Patrons	• Crowd controllers and first aid officers should attend to render first aid and coordinate the evacuation of fallen patrons. • It is important to remember that the pit is an emergency exit route for patrons and emergency crews. • Injured patrons should not be treated in the pit unless life threatening conditions apply. • It is envisaged that one medic will stay in the security pit whilst one works in the mosh pit – this allows further medical assessment and treatment of patients as they are evacuated via the pit. • Expired air resuscitation can be administered if a patron is trapped but the priority is to move the patient out of danger usually to the pit behind the barrier.

Alcohol-related problems

The following table provides examples of actions that can prevent common alcohol-related problems from happening at events. This table can be used to inform your **responsible service plan** and **risk management plan**.

Preventing common alcohol-related problems at events

COMMON ISSUES: Injuries, intoxicated patrons, violence, property damage.	
Preventative actions that can be taken	**Rationale**
Trading hours • Limit late night trading hours. • Close bars at least 30 minutes before the event is due to end. Ensure this is clearly advertised to patrons through signage at the bars. Lock-out past 1:00am in licensed premises. • Duration of event.	• Long trading hours lead to greater risk of excessive consumption. • Closing the bar 30 minutes prior to the end of the event prepares patrons for the end and supports more orderly behaviour at closing. • Refusing entry one (1) hour before the end of the event prevents intoxicated patrons from other licensed venues entering the premises. • If the event runs for more than three (3) hours the licensee should consider food and non-alcoholic drinks to be made available.
Type of alcohol • Only sell low or mid-strength products. • Promote the consumption of low and mid-strength alcohol. • Sell water and non-alcoholic drinks at a cheaper price than alcohol. • No shooters during the event.	• Full-strength alcoholic drinks have been linked with disorderly and violent behaviour at events.
Drinks containers • Supply all drinks in cans or plastic vessels.	• Many injuries at events can be attributed to broken glass. Glass containers may be used as weapons and broken glass can lead to serious injury.
Staff and training • Ensure crowd controllers and all bar staff are trained in the responsible service and management of alcohol and that they are given the support of management to do so. • Brief all staff to watch out for and address potential risky situations where injury or violence may occur.	• RSA training educates staff serving alcohol of their responsibilities and roles.

Design the venue layout to minimise patron aggression and frustration	
• Lighting.	• The design and layout of a venue can set a standard of positive behaviour with patrons which in turn can reduce the number of alcohol-related incidents that may occur.
• Non-aggressive crowd control and barriers that support effective patron management.	
• Take into consideration factors that affect crowd dynamics and patron comfort to avoid frustration and aggression i.e. venue plans, ingress and egress, number of toilets, etc.	• Because alcohol can affect a person's judgement, the likelihood of violence increases in frustrating or uncomfortable circumstances.

Liquor licence application requirements

Checklist: Application requirements for an occasional licence or variation of an existing licence

☐ Official Application form (e.g.: Occasional Licence, Variation, or Extended Trading Permit) available at *www.rgl.wa.gov.au*

☐ Written consent from the occupier, or person having control, of the premises where liquor will be sold.

☐ A map/floor plan of the proposed licensed area. This applies to all events.

☐ Written local government consent for the use of public land (e.g. parks, ovals, footpaths, etc).

☐ Where the proposed event is to be held at a private residence, the Private Residence Authority Form (obtained from the Department of Racing, Gaming and Liquor) must be completed and a submission lodged outlining the requirements of section 59(2) of the *Liquor Control Act* 1988.

☐ Identify public transport options that will be available and promoted to patrons attending the event (whether organised by the licensee or another party, such as the event organiser).

☐ For events over 500 persons, a security and risk management plan which has been approved by local police, the local government authority and where relevant, the local health authority.

☐ If the application is lodged as a Variation of Licence Conditions, a written submission is required detailing the request of the proposed function.

Liquor licence assessment checklist

The following checklist is designed to assist event organisers in their application for a liquor licence for an event. The checklist also alerts event organisers to several legislative requirements and to consider the potential impact for alcohol-related harm.

Application details	Guideline and Tool
The Liquor Licence Application (considerations when applying for a licensed event)	Refer to:
Variation of an Existing Licence *If it is intended that alcohol is to be sold and supplied at an event, then a liquor licence, or a variation to an existing licence, approved by the Director of Liquor Licensing, must be obtained from the Department of Racing, Gaming and Liquor.* • Will the event be applying for a Variation of an Existing Licence? Yes ☐ / No ☐ • Will the event be applying for an Extended Trading Permit (ETP)? Yes ☐ _____ (hours) / No ☐ • Is the ETP a one-off application or an ongoing request? One-off ☐ / Ongoing ☐	**Guideline:** • *Guideline 21 Liquor Licence Application.* **Tool:** • *Preventing Common Alcohol-Related Problems.* • *Liquor Licence Application Checklist.*
Crowd controllers and emergency procedures: *Crowd controllers play a crucial role in providing safe venues for patrons and work in conjunction with venue/event staff to minimise the occurrences of anti-social behaviour in and around the licensed premise/event.* • Will the services of crowd controllers or security officers be employed? Yes ☐ / No ☐ • If crowd controllers are employed will they monitor the vicinity of the premises (e.g. car parks)? Yes ☐ / No ☐ • Will crowd controllers be employed past the premises closing time to ensure safe dispersal of patrons? Yes ☐ / No ☐ • Will the premises be equipped with close-circuit television? Yes ☐ / No ☐ • Is the premises easily accessed by emergency vehicles? Yes ☐ / No ☐ • Are there an adequate number of exits? Yes ☐ / No ☐	**Guideline:** • *Guideline 16 Crowd Dynamics and Management.* • *Guideline 20 Prevention of Alcohol-Related Issues.* **Tool:** • *Preventing Common Alcohol-Related Problems.* • *Crowd Control Planner.* • *Crowd Control Procedure.* • *How to Deal with Patrons in Distress.*

Application details	Guideline and Tool
Patrons: *Younger patrons generally consume more alcohol, especially young males, and are likely to have a greater impact on the area surrounding the premises in regards to noise, litter and property damage. Licensed events that attract adults as well as children can face problems relating to the supply of alcohol to minors.* • Does the nature of the event mean that it is likely to attract young patrons (18 – 25 year-olds?) Yes ☐ / No ☐ • Does the event have any facilities for children within the complex such as a playground, sporting facilities? Yes ☐ / No ☐	**Guideline:** • *Guideline 20 Prevention of Alcohol-Related Issues.* • *Guideline 16 Crowd Dynamics and Management.* • *Guideline 4 Risk Management .* **Tool:** • *Medical Resources and Event Rating – Factor X.* • *Developing a Risk Management Plan for Your Event.*
Entertainment: *Alcohol combined with some type of entertainment will influence a person's mood and may encourage violence.* Does the premises have any of the following facilities: • Stage for live music? Yes ☐ / No ☐ • Dance floor? Yes ☐ / No ☐ • Balcony? Yes ☐ / No ☐ • Does the applicant seek to provide immodest entertainment? Yes ☐ / No ☐ • Will the premises have any sound-proofing or other noise minimisation features? Yes ☐ / No ☐	**Guideline:** • *Guideline 27 Noise.* • *Guideline 20 Prevention of Alcohol-Related Issues.* **Tool:** • *Preventing Common Alcohol-Related Problems.*
Provision of food and water: *The provision of food and water can assist to engage patrons in activities other than drinking, reduce the potential for intoxication and drinking water can help to cool patrons in crowded premises where environmental temperatures can be high.* • Will there be food available at the event? Yes ☐ / No ☐ • What options for patrons to easily access free drinking water are proposed?	**Guideline:** • *Guideline 32 Water.* • *Guideline 33 Temporary food stalls at events.* **Tool:** • *Objectives of the Food and Hygiene Regulations.* • *Food Vendor Information Sheet.* • *Catering – A Checklist For Food Vendors.*

Application details	Guideline and Tool
Responsible Service of Alcohol: *The responsible service of alcohol means that liquor will be sold and consumed in a responsible manner. Within licensed premises, responsible service of alcohol can prevent the supply of liquor to juveniles and the service to intoxicated patrons.*	**Guideline:** • *Guideline 20 Prevention of Alcohol-Related Issues.* **Tool:** • *Preventing Common Alcohol-Related Problems.*
• Will bar staff be provided with a briefing prior to the event on responsible service requirements? Yes ☐ / No ☐	
• Will the licensed area have more than one bar? Yes ☐ / No ☐ If yes, how many?	
• What strategies are in place to ensure non-aggressive patron management and responsible service of alcohol?	
Capacity of the premises: *The capacity and layout out the event may influence drinking patterns and aggression in patrons.*	**Guideline:** • *Guideline 7 Public Building Approvals.*
• What is the maximum capacity of the premises/event site according to the *Health (Public Buildings) Regulations 1992?*	
• What is the maximum capacity under the town planning scheme?	
• Are there adequate parking facilities at the venue? Yes ☐ / No ☐	
Ventilation and temperature regulation: *Excessive heat can lead to frustration and harm*	**Guideline:** • *Guideline 22 Drug-Related Harm.*
• If inside, does the venue have air conditioning? Yes ☐ / No ☐	
• If inside, does the premises have fans? Yes ☐ _____ (number and type) / No ☐	
• If the event is outside, is shade provided? Yes ☐ / No ☐	

Application details	Guideline and Tool
Location of the premises/event:	**Guideline:**
	• *Guideline 7 Public Buildings Approval.*
Is the venue located near:	
• Major road (this presents implications for patron safety re dispersal from venue)? Yes ☐ / No ☐	
• Body of water (this presents implications for safety)? Yes ☐ / No ☐	
• Health, treatment or social service with residential patients (this presents potential noise and amenity implications) Yes ☐ / No ☐	
Availability of transport:	**Guideline:**
The availability of transport assists to minimise the occurrence of drink driving by patrons and assists to remove patrons from the area, once they have left the venue, so they don't loiter and cause problems.	• *Guideline 29 Vehicles and Transport.*
• Is the venue located near a taxi rank? Yes ☐ / No ☐	
• Is public transport available to and from the event? Yes ☐ / No ☐	
General issues:	
• Are there any applicable local laws relating to the area that the event is located in? Yes ☐ / No ☐	
Consultation:	**Guideline:**
Describe any consultation conducted with the community regarding the event and any comments or complaints received according to the different types of groups below.	• *Guideline 15 Coordinated Approach by Stakeholders.*
	Tool:
Community groups:	• *Checklist of Key Stakeholders to Inform.*
Businesses:	
Local police:	
Local health services:	
Feedback from within local government. For example – planning, environmental health or community/recreation services:	

Tobacco Control Act 1990 sale and supply of tobacco in WA

The *Tobacco Control Act* 1990 regulates and restricts the sale and promotion of tobacco products in Western Australia.

Section 5: Certain Advertising is Prohibited

- Tobacco advertising that is located in a public place or visible from a public place (e.g. shop front awnings, posters, billboards etc.) is prohibited.
- The definition of a tobacco advertisement is broad and brand names and phrases such as 'DISCOUNT' or 'CHEAP CIGARETTES' are considered to be tobacco advertisements.
- Tobacco advertising is permitted at point-of-sale (e.g. inside shops or retail outlets) directly adjacent to where tobacco products are sold. Such advertising must be of a certain size and position.
- A tobacco advertisement must have a health warning displayed stating either 'SMOKING KILLS' or 'SMOKING IS ADDICTIVE' and it must occupy 50% of the total area of the advertisement.

Section 6: Competitions

- Promoting the sale of tobacco products through a competition or inducement is not permitted.

Example

A retailer who offers a free scratch 'n' match ticket with a carton or packet of cigarettes is committing an offence.

Section 7: Free Samples

- The Act bans the distribution of free samples of tobacco products.

Section 8: Sponsorship

- Tobacco sponsorship of sport, racing and the arts is banned under the Act.
- There are, however, exemptions for events of national and international significance.
- The Minister for Health is responsible for approving applications for exemptions under section 14 of the Act.

Section 10: Sales to Minors

- A person who sells or supplies a tobacco product to a person under the age of 18 years commits an offence.
- This includes retailers who sell or supply cigarettes to a child as well as individuals who supply children with cigarettes.

Section 11: Vending Machines

- Self-service vending machines containing tobacco products are permitted only on premises licensed to sell liquor or in staff amenity areas.
- These machines must be clearly labelled with an appropriate health warning stating either 'SMOKING KILLS' or 'SMOKING IS ADDICTIVE' and a sign stating that it is an offence to sell or supply cigarettes or tobacco to any person under 18 years of age.
- Under the Act, it is also an offence to permit a child to obtain tobacco products from a vending machine.

Section 12: Packages of Cigarettes

The selling of individual cigarettes or packages containing less than 20 cigarettes is an offence under the Act.

Guide to recycling at public events in Western Australia

Sample event recycling planning checklist

Toilets for temporary events

These figures are for events where alcohol is available. If alcohol is not available, then reduce the requirements in the table below by 50%.

Table 18. The number of toilets required for temporary events.

Total Attendance	Male Facilities			Female Facilities	Hand Basins	
	WC's	Urinal Metres	Urinals	WCs	Male	Female
1,000	2	1.5	3	5	1	1
1,000 – 2,000	3	3	6	10	2	2
2,000 – 3,000	4	4.5	9	15	3	3
3,000 – 4,000	5	6	12	20	4	4
4,000 – 5,000	6	7.5	15	25	5	5
5,000 – 6,000	7	9	18	30	5	6
6,000 – 7,000	8	10.5	21	35	6	7
7,000 – 8,000	9	12	24	40	7	8
8,000 – 9,000	10	13.5	27	45	8	9
9,000 – 10,000	11	15	30	50	9	10
10,000 – 11,000	12	16.5	33	55	9	11
11,000 – 12,000	13	18	36	60	10	12
12,000 – 13,000	14	19.5	39	65	11	13
13,000 – 14,000	15	21	42	70	12	14
14,000 – 15,000	16	22.5	45	75	13	15
15,000 – 16,000	17	24	48	80	13	16
16,000 – 17,000	18	25.5	51	85	14	17
17,000 – 18,000	19	27	54	90	15	18
18,000 – 19,000	20	28.5	57	95	16	19
19,000 – 20,000	21	30	60	100	17	20
20,000 – 21,000	22	31.5	63	105	17	21
21,000 – 22,000	23	33	66	110	18	22
22,000 – 23,000	24	34.5	69	115	19	23
23,000 – 24,000	25	36	72	120	20	24
24,000 – 25,000	26	37.5	75	125	21	25
25,000 – 26,000	27	39	78	130	21	26
26,000 – 27,000	28	40.5	81	135	22	27
27,000 – 28,000	29	42	84	140	23	28
28,000 – 29,000	30	43.5	87	145	24	29
29,000 – 30,000	31	45	90	150	25	30

Table 19. Adjusting the required number of toilets at an event.

Duration of event	Percentage of the table values (using Table 18)
More than 8 hours	100%
6–8 hours	80%
4–6 hours	75%
Less than 4 hours	70%

How to use the above tables:

E.g. 12,500 tickets have been sold for a concert at the Callo Showgrounds. The duration of the concert will be five (5) hours with alcohol being made available to patrons over the age of 18. Event organisers need to ascertain how many toilets will be required. Using the previous tables (Table 18 and Table 19) the following numbers can be identified:

Male Facilities:

WC's	Urinal Metres	Urinals
14 x 75% **= 11 WCs**	19.5 x 75% **= 15m**	39 x 75% **= 29 Urinals**

Female Facilities:

Female Facilities WC's
65 x 75% **= 49 WCs**

Hand Basins:

Male	Female
11 x 75% **= 8 Basins**	13 x 75% **= 10 Basins**

Government of **Western Australia**
Department of **Health**

Food Act 2008

Notification/Registration Form

PART A: FOOD BUSINESS DETAILS

Proprietor/Business details

Proprietor Name:		
Postal Address:		
ABN:		
Phone:	A/H:	Fax:
Email:		
Primary language spoken:	Number of equivalent full time staff:	

Premises details

Trading Name:
Address of Premises *(if food vehicle/temporary food business please provide details of where the vehicle is garaged)*:
Phone:
Email:
Name of person in charge and title (if different from proprietor):
Details of food vehicle (make, model, registration plate):
Details of any associated premises:

Description of use of premises
*Please tick **all** boxes that apply (there may be more than one)*

☐ Manufacturer/processor
☐ Retailer
☐ Food Service
☐ Distributor/importer
☐ Packer
☐ Storage
☐ Transport
☐ Restaurant/café

☐ Hotel/motel/guesthouse
☐ Pub/tavern
☐ Canteen/kitchen
☐ Hospital/nursing home
☐ Childcare centre
☐ Home delivery
☐ Temporary food premises
☐ Mobile food operator

☐ Snack bar/takeaway   ☐ Market stall
☐ Caterer   ☐ Charitable or community organisation
☐ Meals-on-wheels   ☐ Other

Please provide more details about your type of business

(For example: butcher, bakery, seafood processor, soft drink manufacturer, milk vendor, service station. If business is a catering business, please provide maximum patrons estimate)

_____

_____

_____

_____

_____

_____

Do you provide, produce or manufacture any of the following foods?

*Please tick **all** boxes that apply*

☐ Prepared, ready to eat[1] table meals ☐ Processed fruit and vegetables
☐ Frozen meals   ☐ Confectionary
☐ Raw meat, poultry or seafood (i.e. oysters) ☐ Infant or baby foods
☐ Processed meat, poultry or seafood   ☐ Bread, pastries or cakes
☐ Fermented meat products   ☐ Egg or egg products
☐ Meat pies, sausage rolls or hot dogs   ☐ Dairy products
☐ Sandwiches or rolls   ☐ Prepared salads
☐ Soft drinks/juices   ☐ Other:
☐ Raw fruit and vegetables

Nature of food business

	Yes	No
Are you a small business[2]?		
Is the food that you provide, produce or manufacture ready-to-eat when sold to the customer?		
Do you process the food that you produce or provide before sale or distribution?		
Do you directly supply or manufacturer food for organisations that cater to vulnerable persons[3]?		
To be answered by manufacturing/processing businesses only:		
Do you manufacture or produce products that are not shelf stable?		
Do you manufacture or produce fermented meat products such as salami?		
To be answered by food service and retail businesses only (including charitable and community organisations, market stalls and temporary food premises):		
Do you sell ready-to-eat food at a different location from where it is prepared?		

---

[1] 'Ready to eat' means food that is ordinarily consumed in the same state as in which it is sold
[2] Is a business that employs less than 50 people in the 'manufacturing sector' or less than 10 people in the 'food services' sector
[3] Standard *3.3.1 Australia New Zealand Food Standards Code*

Hours of operation:

Monday		Friday	
Tuesday		Saturday	
Wednesday		Sunday	
Thursday			

Recall contact:

First name			
Last name			
Phone		A/H:	Fax:
Email			

Declaration:

I, the person making this application declare that:

• the information contained in this application is true and correct in every particular

• the prescribed fee is enclosed with this application (see Part B).

Signature of applicant*: _____

*In the case of a company, the signing officer must state position in the company

Date: _____

Privacy Statement:

The information gathered on this form will be used by the Department of Health for purposes related to the administration of the *Food Act 2008*.

PART B: PAYMENT OF PRESCRIBED FEE OPTIONS

Registration fee: $140 (not subject to GST)
Notification fee (exempt food businesses only): $50 (not subject to GST)

☐ **By Cheque**

Enclose a cheque or money order made payable to **Department of Health WA** and forward payment to:

Food Unit
Environmental Health Directorate
PO Box 8172
Perth Business Centre WA 6849

☐ **By Credit Card**

Please charge my   ☐ Mastercard   ☐ Visa

Card No ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐   Card Expiry Date ☐☐ ☐☐

Cardholder's Name (please print) _____

Cardholder's Signature _____ Amount Paid $ _____

ENQUIRES

Food Unit
227 Stubbs Terrace
Shenton Park WA 6008

Ph: (08) 9388 4999
Fax: (08) 9388 4955

Email: foodsafety@health.wa.gov.au
Website: www.public.health.wa.gov.au

FORM 1

Health Act 1911 *[Re.g. 4]*

Health (Public Buildings) Regulations 1992

Application to construct, extend or alter a public building

I being the owner/agent hereby apply under Section 176 of the *Health Act* to construct alter or extend a public building:

Premises Details:

Name of: _____

Location No: _____ Street: _____

Town/Suburb: _____

Nearest cross street: _____

Intentions for use: _____

_____

_____

In support of this application I hereby submit plans and detail as require together with the prescribed fee.

Any of the following may sign this notice:

The owner, occupier, manager, trustee or other person by whose authority such public building is intended to be built created or converted thereto.

Signed: _____

Owner/Agent: _____

Address: _____

Telephone: _____ Fax: _____

FORM 2

Health Act 1911 *[Re.g. 5]*

Health (Public Buildings) Regulations 1992

Application for Certificate of Approval

I being the owner/agent hereby apply for a Certificate of Approval in respect of:

Premises Details:

Name of: _____

Location No: _____ Street: _____

Town/Suburb: _____

Nearest cross street: _____

Intentions for use: _____

_____

_____

Construction/extension/alteration of which was completed on: _____

In accordance with your approval given on: _____

Signed: _____

Owner/Agent: _____

Address: _____

Telephone: _____ Fax: _____

FORM 3

Health Act 1911 *[Reg. 9]*

Health (Public Buildings) Regulations 1992

Application for variation of Certificate of Approval

I being the owner/agent hereby apply for a variation of Certificate of Approval in respect to:

Premises Details: _____

Name of: _____

Location No: _____ Street: _____

Town/Suburb: _____

Nearest cross street: _____

Reason for this variation from the existing Certificate of Approval is: _____

_____

_____

In support of the application I tender the following details as required: _____

_____

_____

Signed: _____

Owner/Agent: _____

Address: _____

Telephone: _____ Fax: _____

FORM 5

Health Act 1911 *[Reg. 10]*

Health (Public Buildings) Regulations 1992

Certificate of electrical compliance

To the City/Town/Shire of:

_____ Date: _____

I hereby certify that the electric light and/or power installation, alteration, addition at the undermentioned premises has been carried out in accordance with the *Health (Public Buildings) Regulations* 1992.

Name and Initial of Occupier: _____

Details of Building

Name: _____

Number: _____ Street: _____

Suburb/Town: _____ Postcode: _____

Particulars of Installation

Describe an electrical work for which you are not responsible in these premises

_____

Signature of licensed electrical contractor or electrical worker authorised to sign on behalf of the electrical contractor/in-house electrical installer.

_____
(Signature)

Contractor's/in-house electrical installer's Business Name: _____

Contractor's/in-house electrical installer's Registration No: _____

Contractor's/in-house electrical installer's Address: _____

_____

Contractor's/in-house electrical installer's Telephone No: _____

This form to be forwarded to the relevant local government when work is completed

Event application form

Typical application procedure

Stage 1

STEP 1: Read any relevant local government Event Policy.

STEP 2: Complete Event Application.

STEP 3: Complete Event Approval Checklist.

Stage 2

STEP 4: Consult with the relevant local government officer.

STEP 5: Submit the Event Application Form (Generally applications should be received AT LEAST EIGHT (8) WEEKS PRIOR to your event).

Approval Procedure

STEP 1: You may not proceed with your event until written confirmation from the local government advising that any council or statutory requirements have been satisfied. This may take between three (3) to four (4) weeks depending on the scale and size of your event.

It is an offence to operate without a valid approval and both local government and police are empowered to close public events that are considered unsafe or unsuitable.

PLEASE NOTE: Any special conditions (if applicable to your event) should be outlined in your confirmation letter. It is the event organiser's responsibility to adhere to the conditions or to remain in regular contact with the relevant departments until necessary approvals are obtained.

STEP 2: Debrief (if a large scale event), including shire, should be held within seven (7) days post event.

Applications and approvals for an event are not transferable. Therefore the organiser cannot transfer council approval for an event to an alternative venue, date or time, without renegotiating with council.

Event application form

This form is an application only. You will be notified in writing when your event application has been processed. Applications must be submitted at least eight (8) weeks prior to your event.

Organiser's Details

Name of event: _____

Applicant/organisation: _____

Contact person (if different from above): _____

Postal address: _____

Telephone (hm): _____ (wk) _____ (mb) _____

Email address: _____

Event Details

Event organisers are to provide an event timeline detailing all information relevant to the event: e.g. set-up and clean-up times, road closure times, erection of marquee times etc. The timeline is to be submitted to the local council three (3) weeks prior to the event.

Date: _____

Actual Set-Up Date and Time: _____

Actual Event Start Date and Time: _____

Actual Event Finish Date and Time: _____

Actual Completion of Clean-up Date and Time: _____

Commencement Date of Advertising: _____

Proposed Venue Details: (e.g. name of reserve, building or public open space) _____

_____

Event Description (e.g. sporting, commercial, entertainment) _____

_____

Entertainment – brief details (number of stalls / products / entertainment – bands, amplified music / animals / activities / farm machinery / rides)

_____

_____

_____

Primary Purpose of Event. e.g. fundraiser for community group _____

_____

_____

Will alcohol be available/consumed on site? Yes / No

Will food be available? Yes / No

Shire staffing requests? _____

Details of any tents, marquees, stages to be used for the event (including size dimensions)

_____

_____

Details of any road closures or use of roads for the event _____

_____

_____

Expected Attendance

Maximum number of people expected at any given time: _____

Anticipated total number for entire event: _____

Target audience e.g. youth, adult, family etc. _____

What arrangements have been made to meet the needs of people with disabilities?, _____

_____

Post event transport: What are your contingency plans for clearing patrons after the event, e.g. availability of taxis, buses etc.

_____

_____

Have you ever conducted this event before and if so, when / where was it held?

_____

_____

Event Facilities

Power supply details: (generators or existing) _____

Water supply details: (scheme or rainwater) _____

Toilets available: male closets _____ female closets _____

urinals _____ hand wash basins _____

Event Fees

Refer to the relevant local government to ascertain what fees will be applicable.

It is important to attach any other relevant information that can assist in assessing your event.

Acknowledgement

I, _____ as the event organiser, seeking approval to host an event acknowledge that the information and completed actions in my application are true and correct.

I will ensure that appropriate liability and other insurances are in place for the activities to be conducted. I understand that the Event Application Package is a guide and has been compiled according to a number of statutory requirements. There could be other requirements that exist outside of the package and that as the event organiser I am responsible.

Signature _____ Date _____

Site Plan

A detailed layout of the event should be included with your application form to show:–

☐ Stage or other entertainment attraction (incl. measurements and area m^2)

☐ Emergency Exits

☐ Food Stalls

☐ Lighting

☐ Electrical Cables

☐ Vehicle Access Points (incl. street names)

☐ Parking Areas

☐ Location of Marquee, Tents (incl. measurements area m^2)

☐ Site Signage

☐ Location and Number of Additional Toilet Facilities

☐ Seating

☐ Fenced Off Areas (incl. distances)

☐ First Aid Post(s)

☐ Any other facilities or significant infrastructure relevant to your event

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