

Wollondilly Community Events Guide



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Community Event Kit

Welcome to Wollondilly Shire Council's Community Event Kit. This Kit has been developed for organisers of events in the Wollondilly Shire.

If you are considering holding an event or even have an existing event, you will find this invaluable to ensure that your event runs as smoothly as possible.

It is essential that you read the Event Starter Guide developed by the Office of Protocol and Special Events, NSW Premier's Department. The Guide covers many areas that are important in the organisation of an event.

Listed below are different areas of Council that you may need to contact if you are organising an event. Failure to comply may result in the closure of your event. If you are unsure about anything, contact numbers have been listed to assist you.

It is also listed below ways in which Council can assist you financially, for example Council's Community Grants scheme. We are also able to promote your event **free** on our website www.wollondilly.nsw.gov.au.

Waiver / Disclaimer

This information has been prepared by Wollondilly Shire Council as a guide only. It is in no way regarded as a complete or comprehensive guide.

Wollondilly Shire Council makes this document available on the understanding that you will exercise your own skill and care. Before relying on the material contained or referred to herein in any important matter, you should carefully evaluate the source, accuracy, currency, completeness and relevance of the information for your purposes and should obtain appropriate professional advice (e.g. legal, financial, etc) relevant to your particular circumstances.

Information given in this document for such as fees, phone numbers, web addresses and forms are liable to change over time as is other information contained herein.

Where references are given to third party sources, Wollondilly Shire Council provides these for your assistance only and in no way is this to be taken as any form of representation or endorsement by Wollondilly Shire Council for the services or products that may be provided by these parties. Nor does Wollondilly Shire Council make any representation as to the accuracy, currency or correctness of information provided by third parties. Similarly, you should not interpret the absence of a reference to a third party as a comment on that third party.

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Introduction

Events are an important part of community life, however organising an event can seem a daunting task. To ensure the smooth running and safety of an event, organisers must make sure that they have completed appropriate planning and preparation. This is where this guide will come into use.

This guide has been prepared with assistance from the New South Wales Event Starter Guide to assist people within the Wollondilly Shire Council area to work their way through the many issues associated with planning an event. It should be noted that this guide is only a starting point and it is important to seek advice from qualified professionals.

This guide has been divided into sections so that you can choose the parts most relevant to your event.

Before you begin

To save yourself time and resources you should ask yourself some key questions before starting to plan your event. After answering the below questions you may find that your original ideas may not be the best way to achieve your goals and objectives.

Below are some of the questions you should consider:

- *What is the aim of your event?* What do you want to achieve by staging it (raise money, raise awareness for a cause, celebration)
- *Where will your event be held?* What are the costs of hosting your event in this location
- *Who do you want to come to your event?* Do you have a particular target market or demographic or are you looking to attract a particular interest group.
- *How do you reach these people and tell them about your event?*
- *What approvals will you need to run your event?*
- *What plans will you need to prepare in order to gain approval from authorities?*
- *What resources will you need to run a well-managed event?* Staffing, venue, equipment, insurance
- *Do you have the resources you need?*
- *What will the event cost to stage*
- *What is your budget?*
- *Do you have an event finance plan?*
- *What other events are being held at the same time as you propose to hold your event?*

Who should you talk to?

Local Council

Hire of Council Halls, Sportsgrounds and Reserves

Council has various facilities for hire throughout the Shire. These include halls and community centres, sportsgrounds and reserves. If you are looking at holding your event at one of Council's facilities, you can enquire about options and availability through Council's Facilities Coordinator on 4677 9523. To make a booking, an *Application for Hire* form must be completed and forwarded to Council.

Council have developed a *Special Events Application Form* for events **at Council Facilities** <https://www.wollondilly.nsw.gov.au/assets/Uploads/Special-Event-Application-Form-For-Events-at-Council-Facilities2.pdf> which must be completed and submitted to Council's Facilities Coordinator, for assistance please call 4677 9523.

Forms:

Community Halls Application Forms

<https://www.wollondilly.nsw.gov.au/lifestyle/council-facilities-for-hire/community-halls/>

Council Sportsgrounds Application Forms

<https://www.wollondilly.nsw.gov.au/lifestyle/council-facilities-for-hire/sportsgrounds-in-wollondilly/>

Parks and Reserves Application Forms

<https://www.wollondilly.nsw.gov.au/lifestyle/council-facilities-for-hire/parks-and-reserves/>

Associated Documents: *Conditions of Hire for Sporting Facilities, Halls and Community Centres, Parks and Reserves*

Hirer's must provide Council with proof of their public liability insurance (for a minimum of twenty million dollars) in the form of a Certificate of Currency. Casual Hirer's Insurance may be available - please enquire when making your booking.

If alcohol will be consumed at your event it is necessary to gain the appropriate licences. Further information is available from Council's Facilities Coordinator.

Time Frame: Seasonal Hirer's of Sporting Facilities are required to book two months prior to the commencement of their season. A minimum of two weeks is required for a casual booking of Council facilities. Large Community Events should be booked at least six months in advance to allow time to meet all requirements in relation to risk management, traffic control, etc.

Cost: Various - You can view Council's Fees & Charges on the Wollondilly Shire Council Website

Council Contact: For further information on availability, to make a booking or general enquiry please contact Council's Facilities Coordinator on 4677 9523 or email danae.launders@wollondilly.nsw.gov.au

Approval for Amusement Device

This form does not need to be completed for a small amusement device or inflatables such as a jumping castle. A small amusement device is defined in the Local Government (Approvals) Regulation 1999 as:

“Small amusement device means an amusement device that is designed primarily for the use of children 12 years of age or under (includes such amusement devices as mini-Ferris wheels, battery operated cars and miniature railways but, in the case of rotating amusement devices, includes only those devices that have a maximum rotation of 14 revolutions per minute).”

Essentially, if the amusement device has a maximum rotation of over 14 revolutions per minute then the Approval for Amusement Device is required. Council also require a copy of your Safe work Device approval and a copy of your current certificate of currency to be provided with the application.

Form: Approval for Amusement Device in Accordance with the Local Government (Approvals) Regulation 1993

Time Frame: This application must be submitted to Council 2 weeks prior to the event (faxes are acceptable).

Cost: \$66.50 (GST exempt)

Council Contact: Environmental Health Officer on 4677 9596 or email Sharon.OREgan@wollondilly.nsw.gov.au

DA Approval

It is recommended to get in contact with Council's duty planner in the first instance to discuss the event. From there they can put a sheet together of what will be required for the preparation and submission of a DA.

The scale and location of the event is going to determine what information will be required

Cost: This is dependent on how much it will cost to establish the event

Timeframe: The DA may be called up by council and this will extend the assessment period

Council contact: Duty planner in first instance then assessment officer.

Event organisers can meet with the Duty Planner Monday to Friday 8:30am till 12:30pm. Visit Council's reception and request to meet with the Duty Planner.

Event Notification Form for Council's Website

Fill out the Event Notification Form for Council's Website and send back to Council to have your event listed on Council's Website www.wollondilly.nsw.gov.au

Form: Event Notification Form for Council's Website

Time Frame: No less than one month before event

Cost: Free

Council Contact: Communications Unit on 4677 9715 or email media@wollondilly.nsw.gov.au

Fireworks

Form: Notification of Pyrotechnics / Fireworks Display (Approval to be sought from WorkCover NSW & provided to Council once complete)

Time Frame: Council must be notified no later than 7 days prior to the event (faxes are acceptable).

Cost: No Cost when notifying Council however a fee is payable to WorkCover upon lodgement of the form

Council Contact: Team Leader of Compliance on 4677 9542 or email David.Savage@wollondilly.nsw.gov.au

Food & Beverage

Each Food Stall Holder/Mobile Food Van attending your event is required to complete a Food Business Notification form <https://www.wollondilly.nsw.gov.au/assets/Documents/Council/Council-Documents/Forms/Development/Food-Business-Notification-Form.pdf> which should be submitted to Council with the following from each vendor:

- Certificate of Currency for public liability
- Copy of current Food Safety Supervisor Certificate
- A copy of a recent satisfactory Inspection if there is one

Please be aware that Council may inspect individual food stall holders at your event and fees will apply to each stall that is inspected.

This requirement may not be applied if the stallholder has had a satisfactory inspection at a recent event however all stall holders serving food should be advised of this requirement and associated fee. Community Groups, such as not for profit sporting groups, who are selling food at an event are subject to the same food handling requirements however inspection fees do not apply if an inspection is carried out by a Council Officer.

As a guide, anyone interested in including food & beverage stalls as part of their event can consult the 'Guidelines for Food Businesses at Temporary Events' issued by the Food Authority of NSW. Council encourages event organisers to hold and/or sight a Food Safety Supervisor Certificate for people serving food and beverages. <https://www.wollondilly.nsw.gov.au/business/health-and-safety/food-safety/>

Council Contact: Environmental Health Officer on 4677 9596 or email Sharon.OREgan@wollondilly.nsw.gov.au

Road Closure and Events Permit

An Application for Road Events and Temporary Road Closure Permit must be submitted where an event impacts traffic movements on a public road or a temporary road closure is proposed. The application must be submitted at least eight (8) weeks prior to the event for the consideration of the Local Traffic Committee (LTC). A Traffic Control Plan (TCP) must be supplied by a suitably qualified person with the application. (see attached link - <https://www.wollondilly.nsw.gov.au/resident-services/infrastructure/roads/working-on-the-roadroad-management-application-permits-sec-138/>)

All relevant details such as closure times, dates, affected road section/s and the type of event to be held must be provided. Application and supporting documents will be tabled at the scheduled LTC meeting for consideration. Council will then consider the LTC's recommendation at the next scheduled Ordinary meeting. You will be advised in writing of the outcome of Council's Ordinary Meeting.

If the event is likely to impact traffic movements on a Regional or Classified Road a Road Occupancy Licence (ROL) will also need to be obtained from the Roads & Maritime Services (RMS). See attached link - <http://www.rms.nsw.gov.au/business-industry/road-occupancy-licence/index.html>)

Policy: For more information on road closures within Wollondilly please refer to the Road Closure policy found on Council's website www.wollondilly.nsw.gov.au

Time Frame: As early as possible, minimum eight week process

Cost: Fees may be applicable in accordance to Council's Fees and Charges

Council Contact: Traffic Engineer on 4677 9645 or email choong.yam@wollondilly.nsw.gov.au

Signage

Dependant on the type of signage, consent may be required. To determine the specific requirements for your event contact Council.

Cost: Relative to the application

Council Contact: Duty Planner on 4677 1100, available between 8:30am – 12:30pm

Street Stalls

This policy has been created to regulate the conduct of and approval for street stalls, door knock appeals and other activities carried out for the purposes of raising funds for local community and charitable organisations. This policy applies to all community and charitable organisations and individuals, applying for permission to conduct fundraising activities within Wollondilly Shire.

Time Frame: Applications must be made no later than 14 days prior to the date of the street stall commencement.

Cost: A fee may be applicable.

Council Contact: Traffic Engineer on 4677 9645 or email choong.yam@wollondilly.nsw.gov.au

Who else should you talk to?

Who you contact will depend on the size of your event. The list below is not comprehensive and there may be approvals you must obtain before running your event. It is your responsibility to ensure that you have received all of the approvals required.

Ambulance Service of NSW

Contact to discuss:

- Emergency response plans
- Provision of care for sick and injured
- First Aid

For more information about the Ambulance Service of NSW's services visit their website at www.ambulance.nsw.gov.au.

Australasian Performing Rights Association (APRA)

Contact to discuss:

- The use of music at your event – either live or pre-recorded

For detailed information about how to obtain a licence to use music at your events phone APRA on 02 9935 7900 or visit their website on <http://apraamcos.com.au/contact-us/>

Bureau of Meteorology

Contact to discuss:

- Weather forecasts for your event

For detailed information about the weather visit their website at www.bom.gov.au.

Centre of Volunteering

Contact to discuss:

- Recruitment and management of volunteers
- Insurance for Volunteers
- Volunteer and organisation rights and responsibilities

For more detailed information about the recruitment and management of volunteers visit www.volunteering.com.au.

Department of Environment and Conservation

Contact to discuss:

- Noise regulations
- Waste management

For more detailed information visit their website www.environment.nsw.gov.au.

Disability Council of NSW

Contact to discuss:

- Making your event accessible to people with a disability

For more detailed information visit their website www.disabilitycouncil.nsw.gov.au.

Local Indigenous Representatives

Contact to discuss:

- The Welcome to Country – this ceremony should be undertaken by Elders, locally recognised Aboriginal community spokespersons or a locally recognised cultural service provider.

National Parks and Wildlife Service

Contact to discuss:

- Use of venues and sites within NSW National Parks and other reserves, such as nature reserves, regional parks and state conservation areas administered by the National Parks and Wildlife Service.

For more details of venues and sites visit the website www.nationalparks.nsw.gov.au.

NSW Fire Brigades or NSW Rural Fire Service

Contact to discuss:

- Use of fire or other hazardous materials such as barbeques, bonfires, gas bottles and candles. (This is not a comprehensive list of possible hazards. You should carefully consider what hazards may be associated with your event).
- Use of fireworks
- Fire regulations if your event will be held indoors
- Emergency response plan

For more information visit the websites of www.fire.nsw.gov.au or www.rfs.nsw.gov.au.

NSW Food Authority

Contact to discuss:

- Service of food and beverage at your event

For more details on the information you may be required to provide visit their website at www.foodauthority.nsw.gov.au.

NSW Office of Liquor, Gaming and Racing

Contact to discuss:

- Fundraising activities at your event
- The sale of alcohol – a liquor licence is required for all events held in NSW where liquor is to be sold.

For more detailed information visit their website at <http://www.liquorandgaming.nsw.gov.au/>

NSW Police

Contact to discuss:

- Notification that event is happening
- Control of crowds
- Control of traffic
- Use of fireworks
- Service of Alcohol
- Emergency response plan

You may need to submit a Public Assembly Notification

https://www.police.nsw.gov.au/_data/assets/pdf_file/0007/275560/Notice_of_Intention_to_Hold_a_Public_Assembly.pdf

Contact the Camden local area command on 02 4632 4499 or visit their website at <http://www.police.nsw.gov.au>

Roads and Maritime Authority

Contact to discuss:

- Any disruption to road users
- Application for a Road Occupancy Licence to secure event space where road closures or road access to a venue is required
- Any other traffic issues

For more detailed information call the RMS on 132 213 or visit their website

www.rms.nsw.gov.au.

WorkCover Authority of NSW

Contact to discuss:

- Use of fireworks
- Work health and safety issues related to staff, volunteers, and contractors

For more detailed information visit their website at www.workcover.nsw.gov.au.

Documentation

Given the complexity of organising an event with numerous stakeholders it is essential that you maintain good records of your planning and implementation processes. The documents you keep will depend on the event that you are planning and any legal requirements that you may have to adhere to.

These documents may include:

Records of Procedure

- The decision making process – minutes of meetings, confirmation emails and any notes made at meetings.
- Event running sheets
- Production schedules

Plans/Formal Documentation

- Risk assessment and management plans
- Emergency response plans
- Event site plans
- Permits, Licences and approvals
- Contract and agreements made with suppliers, volunteers etc.

Collate all information in one manual to have easily accessible on the day. This is particularly important to have copies to provide to staff, volunteers and any other relevant parties involved in the running of the event.

It is also advised that you keep all documents related to the event for a period of time after the event in case legal action is taken or other requests for information are required. You should always seek legal advice about how long to keep your records.

Safety and Security

Risk Assessment and Risk Management

During the planning process it is essential that you carefully consider all of the potential risks involved in hosting your event. You should include as many people who are involved with the event as possible to help identify as many potential risks. After identifying the risks, you should then rate the likelihood of each risk happening, what the consequences are if/when it does happen and the required strategies needed for each to prevent the risk from happening. This process then allows you to plan a response in the event of an emergency situation.

The risks identified will depend on the nature of your event but could include:

- Financial
- Equipment failure
- Property damage or loss
- Inadequate security
- Food preparation
- Motor vehicle accident
- Manual handling accidents
- Extreme weather conditions
- Falling from a height
- Tripping Hazards
- Emergency evacuation procedures
- Verbal or physical abuse
- Child endangerment
- Theft
- Larger than expected crowds

Insurance

It is vital before you begin planning your event that you seek professional advice about the insurances required to cover your event. The type and amount of insurance that you will require will depend on the nature of your event. One thing to also consider before you purchase your insurance is the requirements of the venue.

You should also ensure that any contractors that you hire have appropriate insurance to cover their activities for the event. Always ask your contractors for their Certificate of Currency before they begin any work for you.

Incident Reports

It is advisable to have a procedure in place at your event to record any incidents or accidents that occur. It is also essential that everyone working at the event is made clear on how to record these incidents and what to do with this record at the conclusion of the event.

Note that as an event organiser you are required under New South Wales work health and safety legislation to notify WorkCover NSW of any serious injuries or deaths that occur at your event. For more information visit www.workcover.nsw.gov.au

Emergency Response Plan

An Emergency Response Plan (ERP) outlines how you will respond to an emergency during your event. It should be developed in consultation with any relevant emergency services and other relevant parties. When completed your ERP should be provided to emergency service providers if required, involved stakeholders, suppliers and staff volunteers working on the day.

Your event will determine the contents of your ERP, however some possible inclusions include:

- Potential emergencies
- Chain of command during emergencies
- A site plan
- First aid facilities
- Emergency vehicle access
- Evacuation procedure
- Crowd management
- Communications plan

The communication plan should include but not be limited to the following:

- Emergency contact numbers
- Key stakeholder contact details and method of communications
- Media liaison details
- Media spokesperson
- Communication with people attending the event

Work Health and Safety

As the event organiser you have a duty of care to provide a safe environment in which staff, volunteers, performers and contractors can work. Depending on the nature of your event, you may have certain legal requirements (contact WorkCover NSW for more information).

The provisions made for people working at your event will depend on many various components including:

- Handling of electricity or hazardous materials
- Ear protection for working in noisy environments
- Licensed operators of machinery and equipment
- Personal Protective Equipment (PPE) and sunscreen for outdoor events
- Drinking water for volunteers and workers of outdoor events
- Adequate training for specific tasks to be carried out safely

You should contact WorkCover NSW to discuss your responsibilities in relation to people working at your event.

Identification

At an event it is important for others working and attendees to be able to quickly identify authorised personnel. This ensures that members of the public are not in high risk areas and who people can speak to if they require help or assistance. Some ways of helping people to identify authorised personnel include:

- Having staff/volunteers wearing colour t-shirts or hats with a logo
- Providing staff/volunteers with colour coded identification tags that are worn around their necks

You will also need to consider how to keep non-authorised people out of restricted areas and how they will be removed from these areas. Measures for restricting access could include fencing, security guards and using signage.

Signage

Depending on the nature of your event you will probably need to erect some kind of signage. When thinking about signage it helps to consider what information you think people will need to know while attending your event. Signs can include information about the location of:

- Parking/no parking areas
- Toilets
- Entrance and exit
- First aid
- Lost children

When planning signs, you will need to check whether there are any restrictions on the placement of signage with Council and venue management.

Alcohol

To sell Alcohol you must obtain a licence from the Office of Liquor, Gaming and Racing. There are specific requirements for staffing ratios, type of alcohol, certification required by staff, security and food. For further information visit the website at www.liquorandgaming.nsw.gov.au.

Crowd Management

Your first point in considering crowd management is dependent on the capacity of the venue/area where the event is held, in relation to the number of people expected. It may be that a particular area will only become crowded in particular areas or at a certain time. You should always seek advice from the venue management about the capacity of the venue. You will also need to establish who is responsible for counting patrons, if applicable.

Some of the crowd control measures you may need to consider for your event include:

- Entry and exits – clearly marked and large enough to allow evacuation
- Stage and barricade design
- Provision of sufficient facilities
- Use of security guards
- Communication with event participants
- Whether you need to ticket your event
- Consider the availability of parking

Site Plan

A site plan provides the overview of your event, clearly shows where it will be staged and displays the entrance and exits, facilities etc. The content of your site plan should reflect the various aspects of your event. Some suggested inclusions are locations of:

- The stage and other structures
- The communication/information centre
- Toilets
- Food stalls
- Emergency access
- Entrances and exits
- Parking
- Parade route

- First aid facilities
- Facilities for people with disability

This is not an exhaustive list and your site plan should reflect your particular events characteristics.

Operational Staff

You should consider having people with particular experience at the event site in relation to your event to deal with situations that might arise. Some of the staff that you may require include:

- Experts in handling hazardous materials (i.e. fireworks)
- Electricians and plumber
- Security Guards
- Medical/First Aid Staff
- Sound and lighting technicians

Lost Children

For a large event it is advisable to make arrangements for lost children, this should include setting up an area where lost children can be looked after and where carers can look for them. All staff and volunteers working at the event should be aware of the procedures to be followed for lost children.

For resources to help organisations become more child-safe and child-friendly visit Office of the Advocate for Children and Young People www.acyp.nsw.gov.au.

Working with Children Check <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Erection of Structures

Before building any structure at your event you may need to seek permission from the venue or landowner. Depending on the structure you may also be required to lodge a building or development application with Wollondilly Shire Council or provide certification by an engineer.

Weather

The impact of weather on your event will depend on the activities that you are coordinating. When you are completing your risk assessment it is extremely important to consider any potential weather impacts. You should have provisions in place to deal with the below weather conditions such as:

- Heat – shelter, water, first aid, sun cream
- Wind – shelter, ensure structures and marquees are secure
- Rain – shelter and protection of leads and wiring
- Hail – shelter
- Cold – shelter and warmth

In the case of extreme weather it may be necessary to cancel or postpone the event to ensure the safety of those working and attending. Before the event you should establish:

- Conditions of cancellation/postponement
- Who is responsible for the decision
- At what time do you need to make the decision
- How do you inform all stakeholders about the cancellation/postponement
- What are your contingency plans if the event is still able to go ahead

This information should be in your pre-event briefings as well as in your event documentation. It is advisable to monitor weather forecasts in the lead-up to your event so you can plan for the predicted weather conditions. The Bureau of Meteorology can provide you with long and short-range forecasts on their website www.bom.gov.au.

Security Guards

A Security Guard service with events experience can provide you with invaluable experience to help manage potential risks to your event. It is recommended that you have security guards at your event if:

- Large crowds are expected
- Large sums of money will be processed
- There will be alcohol at your event
- Your risk management plan identifies any other high security risks that are likely to occur at the event.

Dealing with Money

Whether you are fundraising or running an event for profit there are money-related issues you need to consider, including:

- Gaining a fundraising permit from the Office of Liquor, Gaming and Racing
- Making arrangements for the collection of money at your event:
 - Gate collection – is fencing needed?
 - Collecting at dispersed locations – how to secure staff and storage?
 - Transferring money to a secure location during the event – how often and how best to do this, and where can money be securely stored?

Antisocial Behaviour

The following table outlines examples of anti-social behaviour that is not tolerated by Council or the Community and may involve Police action.

Misuse of Public Space	Disregard for Community Safety	Disregard for Personal Wellbeing	Environmental Damage
Vehicle related nuisance and inappropriate vehicle use (e.g. illegal parking)	Hooning and dangerous driving	Drug use	Property damage and vandalism
Drug use or dealing	Noisy or rowdy behaviour and intimidation (includes shouting, swearing, fighting etc.)	Drunken behaviour	Rubbish, litter and failure to maintain property
Fighting or acts of physical violence	Drunk or disorderly behaviour, including house parties	People being insulted, pestered or intimidated	Graffiti in public places
Consuming alcohol in the street	Loud noise and music	Aggressive, threatening or obscene language and behaviour	
	Urinating in public	Aggression or hostility towards minority groups	

Legal Issues

It is always important that you seek professional legal advice before you begin planning for your event. Some matters that may need legal advice are:

- Contacts with staff, volunteers, suppliers, performers, sponsors, contractors and venues
- Use of intellectual property including copyright material (See APRA for more details)
- Conduct of revenue-raising activity
- Insurance
- Wages and employee entitlements
- Taxation issues
- Obtaining relevant licenses and approvals
- Compliance with laws

Communication Plan

Communication before your event

It is important to consider how you will communicate with people in the lead-up to your event. The main things you need to consider are:

- Who you should speak to
- What do you need to say to them
- When should you speak with them
- How you will speak with them

Developing a communications plan for all stakeholders will ensure that the key message of your event remains consistent. You need to ensure you are thinking about who you are sending the message to and ensure that the message they are receiving is relevant to them. Some of these messages include:

- Transport and parking arrangements
- Road closures
- Special arrangements for people with disabilities
- Times of the event and special performances
- Who to contact for more information about the event

You should also carefully consider what the best way to reach the people you want and need to speak with including:

- Websites
- Publicity and advertising in local media
- Letterbox drops
- Posters/flyers/brochures
- Letter to community groups
- Meetings with relevant parties
- Social Media

Communication during your event

It is very important to consider how you will communicate with people while they are at your event. This is particularly important if your event is over a large area or the focus moves from one point to the other (such as a parade).

You will need to have a plan for communication:

- Between staff, volunteers, suppliers
- With emergency services
- With people attending the event

Some ways of communicating with people at your event could include:

- Public address system (PA)
- Message boards
- Electronic variable message signs
- Screens near the stage area of the event
- Signage
- Information booths
- Printed guides and programs

Evaluating your communication

It is important to set measurable objectives for all communication activity in order to identify the success or failure of your efforts. You could use the following as measures of success:

- Attendance figures

- Number of enquiries received regarding the event
- Positive media coverage
- Number of articles across target media
- Competition entries
- Website visits

It is also important to not the amount of webpage visits and phone calls around the time that you have scheduled any key communication techniques. This is extremely important to identify what strategies are working with your target market. Recording this data is important when reporting back to all current and potential stakeholders.

Health

Food

If you are serving food at your event you may be required to notify the NSW Food Authority visit their website at www.foodauthority.nsw.gov.au for further information on what you will require. Council encourages event organisers to hold and/or sight a Food Safety Supervisor Certificate for people serving food and beverages.

Water

It is vital that you make drinking water available to attendees, participants, staff, volunteers, contractors and performers. It is also important that you provide water if:

- You are expecting large crowds
- The weather is likely to be hot
- Participants are required to walk long distances
- There is a chance participants will overheat

Waste Management

Even small events can generate large amounts of waste. Some aspects to consider are:

- Waste receptacles – the types, quantity and placement
- Emptying of receptacles – frequency
- Managing waste which has not been placed in receptacles
- Managing waste during and after your event
- Types of packaging used in order to minimise waste
- Recycling

For advice on waste management contact the Wollondilly Shire Council Waste Team Leader on 02 4677 9560 or Mandy.Marino@wollondilly.nsw.gov.au

The NSW Environment Protection Authority (EPA) also has some information outlining the steps you can take to have a “Wastewise Event” for more information visit <http://www.epa.nsw.gov.au/>

Toilet Facilities

It is essential that there are sufficient toilet facilities at your event for the number of expected attendees. If there are not enough permanent toilet facilities at your site you may need to provide portable toilets. You should talk to a supplier about the number required and the placement of the toilets.

You should also consider providing:

- Sanitary bins
- Toilet facilities that are accessible for people with a disability
- Baby change rooms

First Aid

It is essential that you provide adequate facilities and qualified personnel to administer first aid. Advice as to the necessary facilities should be sought from qualified first aid practitioners.

St John Ambulance / First Aid <https://stjohn.org.au/>

Noise

It is illegal for offensive noise to emanate from a public place so it is important to carefully consider the impact the noise will have on the surrounding environment and community. Consult with the venue manager and Wollondilly Shire Council about managing the noise at your event.

If using a PA system you should consider the following:

- Times of use
- Position of the speakers
- Sound checks
- Noise monitoring – who will do this and when?

You may also need to provide protection for staff and volunteers working in noisy areas. Depending on the equipment being used at the event, qualified sound technicians might be required to operate it.

Traffic and Transport Issues

You should approach Wollondilly Shire Council about the possible traffic and transport issues that could arise as a result of your event; this includes bump-in and bump-out.

Transport Management Plan

If you anticipate that your event will have an impact on traffic and transport than you should complete a traffic management plan. The traffic management plan should address all issues associated with traffic and transport at your event including:

- Parking for people with disabilities
- Alternative routes taken by traffic
- Parking arrangements
- Public transport arrangements if appropriate
- Contingency plans

Parking

It is important that you consider how you can provide sufficient parking for people attending and working at your event. If your event is not accessible by public transport it may be necessary to provide shuttle bus services and/or additional parking areas. If existing parking facilities at the event location are inadequate, you may have to consider nearby parking areas.

Accessibility

To ensure that your event is inclusive you should provide access for people with a disability.

In addition to wheelchair accessibility, it is best practice to provide:

- Hearing loops and Auslan (sign language) interpreters for people with hearing impairment
- Designated car parking areas for people with disabilities
- Accessible facilities such as toilets and food and drink counters
- Designated viewing areas for people with disabilities
- Information in large print and/or Braille for people with vision impairment
- Drinking water and shade for guide dogs
- Ticket pricing that includes admission for people with disabilities and their carers

Council Contact: Community Project Officer - Ageing and Disability on 4677 9550 or email council@wollondilly.nsw.gov.au.

For more information please visit the following websites:

https://www.meetingsevents.com.au/sites/default/files/uploaded-content/website-content/accessible_events_guide.pdf

and

<http://www.lgnsw.org.au/files/imce-uploads/127/paul-nunnari.pdf>

Volunteers

Volunteers can provide invaluable assistance in the coordination and running of an event. A good way to find volunteers in the Wollondilly Shire is to approach the local service clubs, including Lions and Rotary and other community organisations. You need to be aware of your rights and responsibilities in relation to volunteers. These can include:

- Insurance – source professional for the type of insurance you require
- Work health and safety
- Appropriate orientation and training
- Reference, police or other necessary checks
- Child Protection

Volunteering Australia <https://www.volunteeringaustralia.org/>

Volunteering Macarthur <https://govolunteer.com.au/volunteering-organisations/4131>

Sector Connect <http://www.sectorconnect.org.au/>

Working with Children Check <https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>

Music and performers

Below are just some of the things you will need to take into account if you are using performers and music, either live or pre-recorded at your event.

Copyright

If you are having live or pre-recorded music at your event, you will need to obtain a licence prior to your event. Contact APRA on 02 9935 7900 or visit their website <http://apraamcos.com.au/> for more information on what you licence you may need for your event.

Insurance

You should ensure that performers have the appropriate insurance to cover their activities while at your event. You should always request a copy of their insurance as well as seek professional advice about the types of insurance you need as the event organiser. Public liability insurance is required by a number of government and private companies and is usually a condition of approval to hire a venue or hold an event.

Contacts

It is advisable to have a written contract with all performers at your event. You should seek professional advice about the contents of a performer's contract.

For advice and guidance contact the Live Music Office

Address

16 Mountain Street
Ultimo NSW 2007

E: info@livemusicoffice.com.au

John Wardle

Director Live Music Office
P: 02 9935 7875

E: john@livemusicoffice.com.au

Damian Cunningham

Industry Liaison Consultant
P: 02 9935 7990

E: damian@livemusicoffice.com.au

Fundraising

If you will be raising money at your event you may need to be authorised by the Office of Liquor, Gaming and Racing. Fundraising can include:

- Requesting donations
- Requesting sponsorship
- Running competitions

For details about the conditions your event would be required to comply with or for detailed information about fundraising go to www.olgr.nsw.gov.au

Sponsorship

Sponsorship can help you to secure extra resources and is a great way of involving the business community in your event. Here are some tips to help you seek, secure and keep event sponsors.

Who should you approach?

It is best to consider which businesses can provide the resources or the services that you are seeking. The businesses must also be a good fit with your activities and target market of the event.

Sponsorship proposal

Ideally a sponsorship proposal should be prepared for each organisation you approach. It should contain the following:

- A detailed event description and details of the organiser
- And outline of how the event will help your potential sponsor achieve their business objectives e.g. increased exposure, reputation
- A description of the benefits you are offering. This can include signage, logo placement and promotion.
- The support you are seeking in return
- An explanation of how you will evaluate the success of the event and the sponsorship.

When you have secured your sponsor

Once you have secured your sponsor you should:

- Develop a written agreement clearly outlining what you would like from your sponsor and what you will deliver in return.
- Nominate a contact person to liaise with the sponsor
- Regularly update your sponsor about the progress of the event
- Provide the sponsor with a report after the event

Wollondilly Community Grants Scheme

Wollondilly Shire Council conducts its annual Community Grants Scheme to support the community in providing events and projects that provide opportunities for residents to participate in community life and develop skills and understanding.

The Scheme provides non-recurrent grants to local, not for profit, community organisations and groups to assist with providing community projects to the wider Wollondilly community.

Community Grant Applications open on the 1st May with successful projects and events awarded in August. There are 5 categories available through the grants with funding ranging from \$500 up to \$3,000. <https://www.wollondilly.nsw.gov.au/resident-services/community/council-grants-and-sponsorship/community-grants-program/>

Council's Community Project Officers are available to work with community groups to increase their skills and knowledge to apply for grants and other funding opportunities available from other organisations and governments.

They are also available to discuss your idea for a community event and how Council and other community based organisations may be able to partner in its organisation

Contact Community Projects & Events Team Leader 4677 9611 email
council@wollondilly.nsw.gov.au

On The Day

It is a good idea to make sure you have access to all information and documentation on the day of your event including:

- Copies of all contracts and permits
- a running sheet outlining the timing of your event
- contact phone numbers of all staff, volunteers, performers, emergency services and other key stakeholders
- a site plan
- a work plan so that all staff/volunteers know what they are doing throughout the day
- an emergency response plan
- incident/accident report forms

It is always helpful to have more than one copy of each of the above things. This ensures that if one is misplaced the information can still be readily accessed in the case of an emergency.

One way to help staff and volunteers on the day about key aspects of the event is to collate all of the important information into one document and provide it to them several days before the event. This is useful to ensure that all staff/volunteers are familiar with all of the policies and procedures throughout the day. The event manager should go through all of the procedures with the staff and volunteers prior to the event and allow time for questions.

Evaluating your event

Your event coordination role does not end when everything is packed away at the end of the day. You should evaluate your event to assess what worked, what didn't and where you can improve for next time. Some suggestions for your evaluation can include:

- Conducting surveys during the event, ask attendees what they like about your event and what they think could be improved. This is a great way to gain the views of people while the event is fresh in their minds
- Hold a debrief meeting that includes as many people as possible who were involved in the event. This can include staff, volunteers, contractors and entertainment. Make sure that you involve people who have been involved in the different aspects of planning the event.
- Send out an evaluation to all key stakeholders including those who cannot make the debrief, suppliers, performers, volunteers.
- If you were able to obtain contact information for attendees you can send a follow up survey to them. This usually gives attendees more time to think about their responses and their thoughts and feelings of the event.

Evaluate your success against the objectives that you set in the beginning of the process. Did you attract the number of people you wanted? Did you attract the right people? Did you achieve the best amount of media coverage? Did your budget balance?

Community Events Checklist

Have you picked your date?	
Have you chosen your venue?	
Have you booked your venue and date in with Council's Facilities Co-ordinator? Contact on 4677 9523 or council@wollondilly.nsw.gov.au	
<p>Does your event site require any of the following?</p> <ul style="list-style-type: none"> • Lawns Mowed • Toilet Maintenance • Additional Waste Bins • Building Maintenance • Permits or Development Applications <p>You can fill out the Customer Request by following this link: http://www.wollondilly.nsw.gov.au/resident-services/customer-request/</p>	
Do you need to see Council's Duty Planner? Between 8.30am – 12.30pm visit Council's reception and ask for the Duty Planner	