

Two overlapping green shapes are positioned in the top left corner of the page. The larger shape is a dark teal color, and the smaller one is a bright green color. Both shapes are rectangular with slightly irregular, hand-drawn edges.

Event Planning Guide

A step by step guide to successful event planning in Queanbeyan-Palerang
Regional Council area

Key Council Contact: Parks and Recreation Tel: 1300 735 025

Email: sportsandrecreation@qprc.nsw.gov.au

Disclaimer

The information contained within this package has been provided as a guide only. Additional information or approvals may be required from other agencies and it shall be the sole responsibility of the Applicant, not the Queanbeyan-Palerang Regional Council to ensure all relevant approvals and information are obtained in relation to each particular event.

Acknowledgements

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- This model has been based on the Liverpool Events Management Kit and the City of Geraldton Events Guide. Many thanks to both Councils for allowing us to utilise their resource.
- Members of the Information Sharing Forum who assisted in providing guidance and input.

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Introduction

Festivals and events are an essential and enjoyable part of our community. The purpose of this guide is to assist you in running a safe and enjoyable event and to advise you of the process and procedures required by Queanbeyan-Palerang Regional Council in holding your event.

A gathering of people is a complex affair and needs to be planned. It is not just the attendees at the event that count - the event may affect the surrounding areas, such as shops, businesses, traffic and neighbours.

As an event organiser you need to be aware of any current and applicable statutes, regulations, by-laws, approved and associated codes of practice relating to the event or its individual elements and how to take appropriate action.

The Event Application Procedure and the Events Planning Guide (the Guide) are intended to act as a signpost to direct you towards various sources of help and contacts and the information contained within each of these documents aims to encourage continuing good practice, increase knowledge and understanding of events management.

You should read through the Guide before completing the event application form.

The Guide also provides information on the various forms, approvals, templates risk management, safety and security, traffic and transport and health aspects that you may need to deal with in running your event.

Council's objectives

Council is committed to developing and supporting events across the municipality. Council encourages event organisers to align their proposed events with the following objectives.

- Community strengthening
- Education
- Event sustainability
- Economic development
- Council services and facility use

The kinds of events covered include festivals, street parties, parades, outdoor events, local fetes, car shows, major sporting events, music events and hobby displays held on Council owned property.

Each individual event may also have its own set of objectives. These need to be detailed in a way that allows you to assess the success of your event after completion.



Getting your application approved

An application is required for events held in Council parks, gardens, streets or community halls.

Timing

Applications will need to be submitted:

- **Minimum of 16 weeks** prior to the event for all large events requiring road closures, fireworks etc
- **Minimum of 6 weeks** prior to the event for other events

Fees

- During the approval process fees and bonds may be set along with the appropriate conditions determined by nature, size and time of the event. The fee, bond and conditions can only be set after the application is assessed.
- Any bond charged will be refundable in whole or in part, following an inspection after the event by appropriate Council staff to determine compliance with Council's conditions.

Development applications

A development application is not normally required for temporary events.

Some events may have specific requirements put on them such as the requirement for a letterbox drop notifying the local community of the event. It is your responsibility to ensure that the letter box drop will be conducted at least 7 days prior to the event.

Processing your application

Once we receive your application it may take between 2 and 16 weeks to process dependent on the event.

Failure to submit your application within the necessary time limits may mean having to postpone or cancel your event.

Council has a responsibility to ensure that events in streets, halls, parks or gardens are properly organised and safely managed. An early application will give Council more time to assist you and will give you more time to organise a successful event and fulfil any legal requirements.

If your application is successful, a final confirmation letter will be posted or emailed to you. By accepting your application Council and the applicant automatically become bound by the terms of the approval and any conditions as fully set out in the notification.

Unsuccessful applications

Council or the delegated Council officer may refuse an application if:

- Your completed application is not received within the specified notification period;
- The Queanbeyan Police, NSW Roads and Traffic Authority (RTA), Rural Fire Service (NSW) Queanbeyan Office, Ambulance Service of NSW Queanbeyan Station or the NSW WorkCover Authority have an objection to your event;
- Another event has already been granted an approval on the same day in the same location;
- The requested location does not have the capacity to sustain your event;
- Council is not satisfied that all the required planning processes have been adequately completed;
- Council believes your event poses an unreasonable risk to public safety.

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If you are unsure about whether your application will be approved, contact the Parks and Recreation staff on phone number 1300 735 025 who will guide and advise you.

Documentation required

Coordinating an event is a complex task often requiring the participation of many stakeholders. Given the complexity of event organisation, it is vital that you maintain good records of the planning, implementation and evaluation process. Suggested documents to be kept include:

- Decision-making processes – minutes of meetings, confirmation emails, notes made at meetings
- Permits/approvals – any licences, approvals, consents, etc. you receive to conduct your event
- Any plans/formal documentation such as:
 - Transport management plan
 - Emergency response plan
 - Event site plan
 - Risk management plan
 - Waste management plan
 - Communication plan
 - Event running sheets
 - Production schedules
 - Building/owner consent from landowner/venue manager
 - Consultation register – details of who you have consulted about the event, how you communicated with them and notes about outcomes
 - Contracts – any agreements made with suppliers, authorities, performers, staff, volunteers etc. should be kept for future reference.

It is advisable to keep your documentation for a period of time after your event in case of any legal actions taken against the organiser(s) or other requests for information.

The application timeline schedule

Major events timeline – please note this schedule is dependent on the event and may vary.

Proposed Timeline prior to event	Item required by Council from event organiser	Required by Council		Completed?	
		Yes	No	Yes	No
16 weeks	Event application	✓			
	Development application (if applicable)	✓			
	Event application fee	✓			
	Draft site plan	✓			
	Park booking	✓			
	Community hall booking	✓			
12 weeks	Application notification from Council	✓			
	Traffic management plan	✓			
10 weeks	Notification to police and other services (if applicable)		✓		
	Community hall fee (if applicable)	✓			
	Park booking fee (if applicable)	✓			

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8 weeks	Engineer's report for stage or structure 10m ² or more	✓			
	Environmental management plan	✓			
	Risk management plan (If applicable)	✓			
4 weeks	Temporary Event Food Application form	✓			
14 days	Copy of event public liability insurance cover	✓			
	Fireworks permit and copy of public liability insurance	✓			
	Finalised site plan				
	Emergency response plan	✓			
	If applicable – letterbox drop to surrounding area (to be organised by event organiser)	✓			
1 week	Liquor licence (if applicable)	✓			

Smaller events timeline – please note this schedule is dependent on the event and may vary.

Proposed Timeline prior to event	Item required by Council from event organiser	Required by Council		Completed	
		Yes	No	Yes	No
6 weeks	Event application	✓			
	Event application fee	✓			
	Draft site plan	✓			
	Park booking	✓			
	Community hall booking	✓			
4 weeks	Application notification from Council	✓			
4 weeks	Temporary Event Food Application Form completed	✓			
2 weeks	Notification to police and other services (If applicable)		✓		
	Community hall fee (If applicable)	✓			
	Park booking fee (If applicable)	✓			
	Copy of event public liability insurance cover	✓			
	Finalised site plan				
	Emergency response plan	✓			
1 week	Liquor Licence (If applicable)	✓			

Safety and Security

Risk management

A risk management plan is recommended for all events, to ensure safety of participants, however, a risk assessment is essential for every event.

Why do we have to manage risk?

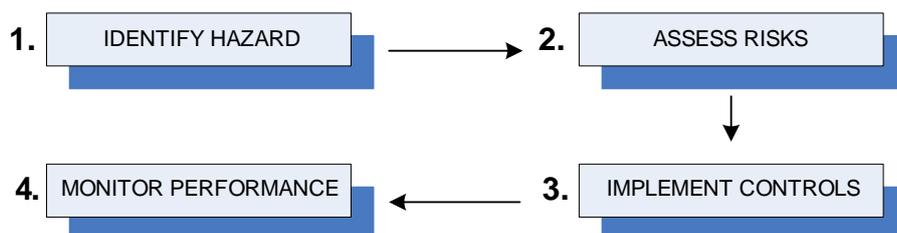
On-site safety at the event is very important. Your attendees expect to enjoy your event in safe and secure surrounds and your committee members need to identify potential hazards during the planning of, and onsite, at your event and work to implement solutions. The risk management process is an opportunity for event managers to analyse the risks associated with their event. Once risks have been identified, the risks can then be analysed, evaluated and treated.

The reasons for undertaking risk management are:

- Duty of care to provide a safe workplace for event staff, volunteers and participants;
- Protecting the event owner and partners;
- Protecting the reputation of the event;
- Complying with insurance requirements;
- Civil claims and law suits.

What is risk management?

The principles and processes in risk management are:



The following examples are common hazards at events. These are the types of problems you need to look for when planning your risk assessment prior to the event:

- Holes in the ground or in footpaths;
- Marquee pegs in thoroughfares;
- Electrical leads on the ground, uncovered and untagged electrical equipment;
- Overcrowding in car parks, or mixing vehicle and pedestrian traffic;
- Uneven stage floor or performance space;
- No hand washing facilities at food handling stalls;
- Alcohol affected behaviour;
- Water hazards.

These hazards could be rectified with simple solutions. By identifying potential risks that are likely to happen and/or will have a significant and negative impact, you can develop measures that reduce the chance of an accident or emergency occurring.

It is recommended that a risk management plan is prepared for all events. For high risk events, eg; large crowds, fireworks, carnival rides, a risk management plan for the event **must be submitted** to Council, by the event organiser 8 weeks prior to the event for assessment.

This identification process also allows you to plan a response in case an emergency situation does arise.

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Other types of risks that may arise will depend on the nature of the event. Examples are:

- Handling money
- Crowd control
- Adverse/extreme weather
- Fireworks
- Serving food.

There is an Australian Standard for risk management (AS/NZS 4360:2004). For more details call Standards Australia on (02) 8206 6000 or visit www.standards.com.au.

Electrical, gas cylinders and other hazardous materials

If there are hazardous materials at the event such as electricity, gas, chemicals, fireworks, etc. seek expert advice about safe storage and use.

Clearly identify these items in your risk management plan and communicate the management procedures to all staff/volunteers/contractors, etc. who may come into contact with them. Other issues include:

- Use of reputable suppliers
- Ensuring items such as gas cylinders and generators have been tested and are in good working order
- Ensuring gas cylinder tags are clearly displayed
- Safe placement of items such as generators, cylinders, etc
- Ensuring you have clearly identified the placement of any hazardous materials on your site map
- Backup plans in case of equipment failure (e.g. generators)
- Plan showing location of fire extinguishers, if applicable.

Council requires that all installations be certified by a licensed expert in handling electricity, gas, etc. It is advisable to have the expert present at the event in case of equipment failure or an emergency situation.

Dealing with money

Whether you are fundraising or running an event for profit, the following money-related issues will need to be considered:

- Gaining a licence for fundraising from the Department of Gaming and Racing
 - Processes for collection of money at your event
 - Gate collection – need to install fencing
 - Collecting at dispersed locations – need to consider security issues associated with storage and transfer of money
 - How regularly you need to transfer money to a secure location during the event
 - Where you can securely store money at your event.

Any staff handling large sums of money at your event must be trained in correct procedures (contact WorkCover at www.workcover.nsw.gov.au for more detailed information).

Accreditation/role recognition

At an event it is important to be able to clearly and quickly identify authorised personnel.

Identifying authorised personnel through accreditation can be simple or complex depending on the nature of your event. Some ways of accrediting authorised personnel include:

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- Providing staff/volunteers/suppliers/contractors with coloured-coded tags worn around their neck that are visible at all times
- Provide staff/volunteers/suppliers/contractors with an event t-shirt or uniform.

Lost children

At any event you will be required to allocate an area for lost children. This area will need to be staffed by appropriately qualified staff or volunteers.

A clear communication plan will need to be in place regarding the instructions about what children and carers should do if they become separated. The instructions should be clearly communicated to everyone attending the event via flyers, over the PA, with signage etc. All staff and volunteers working at the event should also be aware of the procedures that must be followed if they find a lost child.

All people (whether volunteers or employees) working with children must sign a “Prohibited Employment Declaration” to ensure they are suitable to work with or around children.

For more details about the “Working with Children Check” contact Council’s Children’s Services Development Officer on (02) 6298 4552 or the NSW Commission for Young People on (02) 9286 7276 or visit their website at www.kids.nsw.gov.au.

First aid

It is vital that you provide adequate facilities and qualified practitioners to administer first aid. Seek advice from qualified first aid practitioners about the facilities needed.

If an event is being held on water you will also need to have qualified aquatic personnel present.

There are a number of first aid suppliers to events including St John Ambulance, and Paramedical Services Pty Ltd. Check your telephone directory under *First aid*.

Emergency Management Australia Safe and Health Mass Gatherings provides for the following ratio of first aiders and first aid posts.

Patrons	First Aid Personnel	First Aid Posts
500	2	1
1000	4	1
2000	6	1
5000	8	2
10,000	12	2
20,000	22+	4

Crowd management

Choosing appropriate security is essential to the success of an event and the safety of the public. Different types of events require different types or combinations of security. Even an event with small numbers of people attending can become crowded and require security. It depends on the capacity of the venue/area where the event is held and the type of event being planned.

If security officers and/or crowd controllers are required please follow the table below as a suggested measure:

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No. of patrons	No. of security officers/crowd controllers
300 – 499	Minimum of 6
500 – 999	Minimum of 12
1,000 – 1,999	Minimum of 15
2,000 – 2,999	Minimum of 18
3,000 – 4,999	Minimum of 20
5,000 – 7,999	Minimum of 60
8,000 – 11,999	Minimum of 80
12,000 plus	To be determined

Be flexible and utilise experience to ascertain the relevance of this table to your event – it may be worth researching the requirements of other events of a similar size and type.

Developing a security plan with the security provider will clarify roles and responsibilities of the security staff. The attitude of the security personnel should be friendly and professional in order to help maintain a positive atmosphere among patrons. The main responsibilities to consider are crowd control, cash protection, equipment protection and the procedure for confiscated or prohibited items.

Ensure that the security/crowd controllers are adequately briefed by the organisers prior to the event and be experienced in crowd control matters. Also ensure that the security/crowd controllers remain on duty at the conclusion of the event until the orderly dispersion of the patrons has occurred.

Emergency response plan

All events must have a formal, written Emergency Response Plan (ERP). Once the plan has been developed, it should be provided to all event organisers, key stakeholders, police and emergency service personnel.

For major events, the plan should be developed in consultation with police, fire brigade, ambulance and other relevant emergency services.

When completed, copies of your ERP need to be distributed to:

- Emergency services
- Council
- Any other agencies working with you to stage the event e.g. RTA, etc.
- Staff/volunteers/contractors
- Suppliers who will be present at the event.

The ERP should clearly identify one person who is responsible for managing the emergency response at the event. That person's contact details should be given to all those who may be involved in responding to an emergency.

The contents of your ERP will depend on the nature of your event and should include:

- A chain of command identifying who is responsible for decision-making
- Description of roles played by those involved with emergency response
- Location of emergency response area
- Site plan
- Access for emergency vehicles
- Evacuation procedure
- Crowd management issues.

A communication plan outlining who needs to be contacted in an emergency, including:

- Families of people involved in a serious incident

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- Employees, volunteers, contractors, etc
- Media
- Contact details of key stakeholders
- Details of how you will contact key stakeholders e.g. two-way radio, mobile phone, email, etc.
- Who will deal with media enquiries and who is the media spokesperson (there should only be one person for the event)
- How to communicate with people attending the event.

Incident reports

A systematic method of recording incidents that take place at an event is an incidents/action taken register. Everyone working at the event needs a clear understanding of how to record incidents and the process to follow at the end of an event.

Occupational Health and Safety (OHS)

There is an obligation to provide for the safety of the attendees and appropriate care, safety and training of all personnel working at the event.

One method of conducting risk assessments whilst promoting safety in a workplace is to use what is called a 'safe work method statement'.

The safe work method statement can vary in format but basically helps in controlling immediate hazards and provides:

- Potential hazards associated with the work
- The job steps in doing the work
- Controls to eliminate/minimise the hazards
- People responsible for ensuring the controls are in place.

A safe work method statement provides a written record of the process used to carry out a task and should be signed off by the parties who have responsibility for the tasks. The document should be reviewed whenever an activity changes, or when there is a change of personnel, or after an appropriate length of time.

Upon completion, a safe work method statement is a tool to promote safety. Management processes must also be in place to ensure the workers have the skills to complete the job safely and that there is a required level of supervision to ensure that tasks are completed as documented.

For detailed information about occupational health and safety issues go to www.workcover.nsw.gov.au or call WorkCover on (02) 4321 5000.

Infrastructure

Signage

Signage at the event is extremely important – the following are examples of signs which may be required:

- Entrances
- Exits
- No entry
- Disabled toilets
- First aid posts
- Water
- Parking
- Disabled parking

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- Information centre
- Rules relating to alcohol consumption
- Lost and found
- Lost children area
- Public transport pick up/set down
- Security
- No smoking.

When planning signs, check whether there are any restrictions on the placement of signage where the event is being held.

Site Plan

A map of the event site or venue is a necessary communication tool for the event organiser. A site plan provides an overview of your event, clearly shows where it will be staged, and displays the entrances and exits, facilities, etc. For smaller events a simple grid map is sufficient. For a larger festival an aerial photograph with the features drawn on it can be used. Site plans are required when:

- Applying to government agencies and other regulatory authorities for special licences and approvals needed to stage your event
- Identifying potential risks
- Providing information for emergency services e.g. location of potential hazards, emergency vehicle access, etc.
- Communicating location points to staff, volunteers, sub-contractors and key stakeholders.

Dependent on the event following are suggested inclusions for the site plan:

<ul style="list-style-type: none">• Stage location/design• Lighting• Electricity• Electricity cables• Generators• Gas cylinders• Site signage• Seating• Lost children• First aid post(s)• Location of marquees, tents• Location of water points• Location and number of additional toilet facilities• Location of fire fighting equipment• Location of security guards	<ul style="list-style-type: none">• All entrances and exits• Vehicle access points• Emergency access• Fenced off areas emergency exit• Restricted access areas• Parking areas• Paths for pedestrians• Parade route• Routes around and through the event used by vehicles• Entertainment areas• Food vendors/stalls• Liquor outlets• Sale of consumption of alcohol areas• Approved liquor consumption areas
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In some cases it is simpler to develop a number of site plans for specific planning procedures.

Fireworks, Pyrotechnics

It is illegal to operate fireworks in NSW without a permit from WorkCover. The supplier or operator of the fireworks must hold an appropriate licence from WorkCover.

Conditions and requirements for having fireworks;

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- A Fireworks Permit is to be obtained from the WorkCover Authority of NSW. If fireworks are being conducted by a well-known fireworks company then a copy of their general permit from the WorkCover Authority of NSW is required.
- A current public liability policy (certificate of currency) with a minimum of \$10 million indemnity is required from your pyrotechnics company.
- You are required to advise the local fire brigade, police, Queanbeyan pound and any other applicable agencies (WorkCover can provide advice on which agencies need to be contacted) of your proposed fireworks display.
- No fireworks displays can be carried out during a total fire ban.
- Written authorisation from the land/property owner will be required for the display to take place.
- Neighbouring residents affected by the display may need to be informed prior to the event.

Copies of your Fireworks Display Notification of Pyrotechnics/Fireworks Display Form issued by WorkCover is to be provided to Council no later than 14 days prior to the event taking.

For detailed information about the operation of fireworks and permits required phone WorkCover on (02) 4321 5499 or visit their website at www.workcover.nsw.gov.au. Click on 'FAQs' and type 'fireworks' into the search engine. Follow the links for information on how to apply for permits to handle hazardous materials.

Erection of structures

Before building any structures at an event you will need authorisation in writing from the venue managers/land/property owners.

For safety reasons only engage the services of professionally qualified personnel to build any structures required. Structures are inclusive of:

- Staging
- Amusement rides
- Lighting rigs
- Marquees or tents of large scale with seating and / or staging
- Stalls.

Lighting

If the event is to be held at night or in a dark venue, ensure there is enough light to see exits in case of an evacuation.

For larger events consider using a backup generator to provide adequate lighting in case of a blackout.

Council requires all additional electrical installations to be certified by a licensed electrical contractor.

Amusement devices

If your event involves the provision of amusement devices you will need:

- To submit an "Activity Application" (part F5 of the form)
- A copy of the WorkCover current registration (except for exempt devices)
- An extract of current insurance or indemnity for the device indicating date of cover, device, description and value of cover available (minimum of \$20 million)
- An extract of the current log-book showing maintenance schedule and service record
- A site plan indicating the proposed location of the device (the site plan is to indicate any slope that may affect the set-up area)
- A copy of the set up and erection instructions/guidelines
- Tethering details (for inflatables)

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- A copy of the set up and erection instruction/guidelines
- Details of the type, fixing and location, where any area available to patrons exceeds one metre above the adjoining finished ground, walkway, landing or platform
- A brief statement indicating what precautions will be taken to ensure public safety.

Insurance

Managing a public event includes ensuring the safety of event organisers, event staff and/or volunteers, contract staff and the public.

Waivers/disclaimers

Many of the personnel at an event will not carry their own public liability insurance cover (such as volunteers, students, etc).

It is important to develop a risk waiver form that can be distributed to these personnel. This waiver form should state that the event organiser is excluded from any liability in negligence for any harm that may be suffered whilst working at the event.

The waiver form should state that by participating in the event the person agrees to do so at their own risk.

Building and contents insurance

- Buildings owned by Council are fully insured by Council
- Contents owned by Council are fully insured by Council
- Contents purchased or supplied by occupiers which are donated or given to Council are fully insured by Council
- Contents purchased or supplied by occupiers which remain the property of the occupiers are NOT insured by Council
- Council CANNOT insure property which is owned by others
- Cash kept on premises by occupiers is NOT insured by Council.

Public liability insurance

It is mandatory that the event has comprehensive public liability insurance and legal advice. Council's public liability insurance policy CANNOT be extended to cover external groups or businesses. Even though Council has its own public liability policy and may own the building your group or business is occupying or hiring, it does not mean that your group or business is any covered under Council's policy.

- **A \$20 million public liability insurance policy is required in every instance.** A copy of the certificate of currency is to be provided to Council at least 14 days prior or otherwise stated in this, or referenced documents, to the date of the event, following site confirmation. A receipt for payment of an insurance premium will not be accepted. The event will not be permitted to commence without such a policy in place.
- **Assets** - Council will not be responsible for any equipment used and/or provided by the event organiser, participants or attending businesses.
- **Liabilities** - your organisation will need to produce a current public liability policy (certificate of currency) held with an acceptable insurance company with a minimum cover of \$20 million indemnity (some events may require higher cover).
- For resident street parties (only) a possible source of insurance is Community Care Underwriting Agency, (Ph: 1800 023 456 or visit www.community-care.com.au). Please note that this agency is not affiliated with Council, and Council takes no responsibility for any advice, information or cover provided by this agency.

Examples of other insurances that **may** need to be provided are:

- Public liability insurance of any sub-contractor
- Public liability insurance and contact details of all participants in the event

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- Volunteers' insurance
- Workers' compensation
- Motor vehicle insurance
- Property and equipment
- Professional indemnity liability.

If other organisations are participating in the event, it is important to ensure they also have appropriate public liability insurance.

Personal accident/workers compensation

The event organiser is responsible for ensuring that all parties involved in the organisation of the event have suitable insurance cover. Council will not be responsible for any personal injury to event personnel and requires indemnification from the event organiser should any claims be made against Council. A copy of the personal accident/workers compensation certificate should be supplied.

Communication plan

Communication includes external communication with the stakeholders and internal communication with the event team. It changes as event organising progresses. The external communication is linked to marketing and stakeholder management. On-site communication is linked to the staging and logistics of events.

Communication – Stakeholders before the event

It is important to consider how you will communicate with people in the lead up to your event.

Conduct a stakeholder analysis which identifies:

- Who you should communicate to
- What you should communicate to them about
- When you should communicate to them
- How you can reach them.

Who you need to communicate to will depend on the nature of your event but could include:

- People who will be affected by the event e.g. local residents, businesses, motorists, churches, hotels, motels, etc.
- Government agencies and other organisations you need to approach for permission to run your event

You will need to tailor the messages you send to ensure the group you are communicating with receives information that is important to them. Issues to consider are:

- Transport arrangements
- Road closures
- Special event clearways
- Parking facilities
- Safety messages
- Special arrangements (e.g. for people with a disability)
- Times the event will begin and end
- Who to contact for more information about the event, etc.

Establish a communication plan and schedule:

- Publicity or advertising in local papers and other relevant media outlets
- Website
- Letterbox drops
- Posters/flyers/brochures
- Letters to key community groups
- Meetings with key community groups
- Notifying Council's Customer Contact Centre
- Group emails
- Sponsorship proposals.

Communication – on-site during your event

The communication of information during an event has to work seamlessly with the other functions of event management. In particular, the immediacy of the information is important. The information has to be highly targeted and timely enough for people to act on it. This immediacy generally involves large numbers of people.

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There are a variety of communication methods and devices available including:

- Two-way radios
- Mobile phones
- Signage
- Runners
- News sheets
- Loud hailer
- Sound system
- Flags
- Visual and audio cues
- Closed circuit television and web cams
- Short-ranged FM radios
- WiFi and Bluetooth
- Bulletin Boards.

Event organisers must be able to communicate with the crowd both for public announcements and in emergencies. Consideration should be given to the style and content of announcements, such as:

- What volume is required for announcements to be heard over spectator noise?
- Will the audience easily understand announcements?
- Are multiple language announcements required?
- What wording will lend credibility to the instructions?

The most effective way of communicating with the audience at an event is to have as much necessary information in the program as possible.

Evaluating the event

Your event coordination role does not end when everything is packed away at the end of the day! Evaluate your event and assess what worked, what didn't and where improvements could be made. Suggestions for event evaluation include:

- Conducting an attendee's survey
- Asking attendee's if they know who the sponsors were. If large numbers of people associate the sponsor with the event, this can provide invaluable information when renegotiating sponsorships the following year
- Holding a debrief meeting and involve stakeholders such as staff, regulatory authorities, volunteers, emergency services, sponsors, etc
- Sending out evaluation sheets to key stakeholders. You could seek feedback from suppliers, performers, venue managers and security guards as well as those directly involved with coordinating the event
- Evaluating the event against the events objectives

Health

Food

All events where food is sold or given away will need to have submitted a Temporary Event Food Application Form **four weeks** prior to the event to Council's Environmental Health Unit. Upon receipt of the completed food application form, Council's Environmental Health Officer will arrange for a health inspection to be carried out on the day of the event.

If you are storing, preparing or selling food at your event you need to comply with the *Food Act 2003*, Regulation 2004, Food Safety Standards and NSW Food Authority, Temporary Food Guidelines 2006.

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You are also required to notify the NSW Food Authority of your event at www.foodnotify.nsw.gov.au or by phoning 1300 552 406. Some exemptions to this requirement apply to charities and non-profit organisations. Refer to the food application form or search on www.foodnotify.nsw.gov.au for additional information.

For more details of the Food Standards Code go to www.foodstandards.gov.au/foodstandardscode/ or phone Council's Environmental Health Officer on (02) 6285 6268.

Water

Drinking water needs to be available and or for sale to attendees, participants, staff, volunteers, contractors, performers, etc. at your event particularly if:

- You are expecting large crowds
- The weather is likely to be hot
- Participants are required to walk a long distance e.g. in a parade
- There is the chance participants will overheat.

It is a legal requirement that you have free drinking water readily available when serving alcohol. This does not mean from a tap located within the area.

Alcohol

To serve alcohol at a venue or location that is not licensed you need to obtain a licence from the Licensing Court of NSW. The licence application must be submitted at least 4 weeks prior to the event. You are also required to notify the Queanbeyan Police

To gain a licence you will need to demonstrate that alcohol will be served responsibly at your event. Issues to be considered are:

- Provision of clear signage showing where alcohol can and cannot be served/consumed
- Provision of free drinking water (not from a tap)
- Availability of food
- Plans to ensure neighbours are not disturbed by the event
- Plans to ensure safety and security at the event
- Staff trained in the responsible service of alcohol
- Provision of safe transport for people leaving the event.

For comprehensive information regarding the issues that may affect the service of alcohol at an event contact the Department of Gaming and Racing. For detailed information about applying for a liquor licence go to www.dgr.nsw.gov.au and look at their "Fact Sheets" or phone the Licensing Court of NSW on (02) 9995 0894.

Waste management

Even small events can generate large amounts of waste. Careful consideration is required when planning how to manage the waste during and after your event to ensure a safe and healthy environment.

Council requires you to complete the waste management component of the event application form. If you need assistance completing this section of the form please contact Council's Waste Minimisation Coordinator on 6285 6192.

Should you wish to promote your event as a "wastewise" event information on this can be found at www.environment.nsw.gov.au/wastewiseevents or by contacting Council's Sustainability Officer on (02) 6285 6546.

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When organising the waste management component of your event, sufficient facilities must be provided to prevent build-up of waste on site and to provide for the efficient and safe removal of waste. Instruction must be given to staff on the hazards associated with waste and safe handling methods.

It is the event organiser's responsibility to clean up the area after an event. Any mess left will be cleaned by Council and charged to the event organiser. Key issues are:

- Waste receptacles – type, quantity and placement
- Emptying of receptacles – frequency, operational issues (e.g. will waste trucks be able to access necessary areas at your event, etc.)
- Recycling at your event.

Council's Environmental Services has valuable information to assist you with a 'waste management plan'. The NSW Department of Environment and Climate Change has valuable information outlining seven steps you can take to ensure a 'Wastewise Event'. Phone them on (02) 9995 5000 or go to their website at http://www.environment.nsw.gov.au/warr/WWE_Home.htm

Types of waste

Food premises

Food waste has the potential to attract pests and animals and cause odours. Waste should be placed in bins then removed to a separate, covered waste collection location that is well distanced from any food consumption, preparation or storage areas.

Patron waste

Bins should be provided around the site. If the event is outdoors, covers should be provided. Recycling facilities should be provided and clearly identified to the patrons.

First aid posts

First aid posts will generate their own waste and may need biohazard waste removal.

Needle and syringe disposal

Drug use at the event must be considered and planned for. Aside from the effects of the drug, the presence of injecting equipment causes a safety hazard for patrons and staff. Sharps containers should be provided at the event. Generally these are located in the toilets, however other locations may be considered appropriate.

Toilet facilities

Ensure there are an adequate number of toilet facilities at your event in relation to the number of attendees you are expecting.

If there are not enough permanent toilet facilities at the event site you will need to provide portable toilets. If using portable toilet facilities, speak to a reputable supplier about issues such as:

- Number needed
- Placement
- Emptying including frequency and operational issues such as gaining access.

Organisers will also need to provide a unisex toilet for disabled people if needed (NB: Their location should be shown on your site plan).

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Toilet facilities required for events where alcohol is not available:

	Males			Females	
	WC	Urinals	Hand basins	WC	Hand basins
Patrons					
Less than 500	1	2	2	6	2
Less than 1000	2	4	4	9	4
Less than 2000	4	8	6	12	6
Less than 3000	6	15	10	18	10
Less than 5000	8	25	17	30	17

Toilet facilities required for events where alcohol is available:

	Males			Females	
	WC	Urinals	Hand basins	WC	Hand basins
Patrons					
Less than 500	3	8	2	13	2
Less than 1000	5	10	4	16	4
Less than 2000	9	15	7	18	7
Less than 3000	10	20	14	22	14
Less than 5000	12	30	20	40	20

Duration of Event	Quantity Required
8 hours plus	100%
6 to 8 hours	80%
4 to 6 hours	75%
Less than 4 hours	70%

Figures may be reduced for events of short duration.

Noise

Events can create noise levels much higher than normal. Music, amplifier, refrigerators, generators and crowds are all contributing factors. It is important to monitor the level of noise produced by the event to minimise disruption to local residents and businesses.

Noise pollution from events probably causes the majority of complaints to authorities from the surrounding community.

The general “accepted” time which all amplified noise from musical equipment should cease is 12 midnight. However, Council may choose to place more restrictive conditions on the event in some cases.

If your event is generating offensive noise the Police may attend and you could be issued with a Noise Abatement Direction.

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Traffic and Transport issues

Initially you should approach Council's Road Safety Officer about the possible traffic and transport issues that may arise as a result of your event activity. Council's Parks and Recreation staff can advise you on who you need to speak to and the documentation you may need to provide.

Transport management plan

For road based events Council may require a Transport Management Plan (TMP) to be completed. This form is available from the RTA website www.rta.nsw.gov.au and is the appendix to *A Guide to Traffic and Transport Management for Special Events*. This must be submitted to Council at least **12 weeks** prior to the event to allow for referral to the Traffic Committee, Council and advertising. Traffic Committee meetings are held every second Tuesday of each February, April, June, August, October and December. Agendas for these meetings are sent two weeks prior to the meeting date. All requirements for your TMP must be completed prior to the agenda being sent out. Traffic committee recommendations are referred to the following council meeting. Failure to comply may jeopardise approval of the application. All emergency services must be advised of any road closures prior to the event.

The TMP addresses all issues associated with traffic and transport at your event including (but not limited to):

- Event summary
- Contact details
- Traffic control plan (plan showing how you will control the movement of traffic affected by the event activity, this must be completed by a person qualified to do so)
- Assessment of risks involved in the control and movement of traffic around the event including occupational health and safety issues
- Arrangements for disabled people
- Details of public liability insurance
- Evidence that appropriate authorities have been notified about the event
- Alternate route to be taken by traffic during event (if applicable)
- Parking arrangements
- Public transport arrangements
- Contingency plans
- Special event clearways
- Impact of heavy vehicles

For detailed information about TMPs and other transport and traffic issues download the RTA's *Special events guide* at www.rta.nsw.gov.au/trafficinformation/downloads/tmc_specialevents_dl1.html or phone them on 132 701 to receive a copy.

You will be required to notify the following services:

- Local residents and businesses
- Local Police (Within the TMP form is a Schedule 1 Form which should be completed and attached to your notification to local police)
- Local Ambulance
- Local Fire brigade
- Local bus line companies
- Taxi companies
- Council to place a notice in the public notice in the local newspaper expressing details of the road closure. (for community and not for profit organisations, Council will supply advertising at no cost, limited to one occasion per organisation). Council will also provide road closures and traffic control services on the same basis.

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- Should the event involve the use of a main road, a Road Occupancy Licence (ROL) is required to be obtained from the RTA. Assistance can be obtained by contacting the RTA's Operations Unit on 4221 2509.

For any additional information please contact Council's Road Safety Officer on (02) 6285 6108.

Parking

It is important you provide enough parking for people working at the event and to accommodate the anticipated number of attendees.

If your event is not accessible by public transport you will need to provide additional parking spaces.

You may be able to use existing parking facilities at the event location, set up a special area for parking or liaise with local parking stations in the vicinity of the event.

If you are setting up a special parking area you need to contract trained traffic marshals to ensure the smooth flow of traffic in and out of the event. Additional signage may also be required to ensure those attending the event are aware of parking locations, entry and exit points.

Ensure you communicate the location of parking before the event.

Provide easily accessible parking spaces that are close to the event for disabled people.

When planning where to put parking ensure you allow access for emergency vehicles.

Ensure you indicate parking areas, and vehicle entrances and exits on your site plan.

Public transport

Making your event accessible to public transport has many advantages, including:

- A reduction in congestion on roads around the event
- Fewer parking facilities are required for private cars
- The event is more accessible to people who cannot travel by car.

Also consider coordinating public transport that is accessible to disabled people.

If you are holding a large event contact the relevant transport agencies to discuss the coordination of transport services to and from your event. These include:

- Taxi Cabs of Queanbeyan who coordinate taxi services. For more information call the Taxi Company on (02) 6285 1000 or visit the Taxi Council website at www.nswtaxi.org.au.

Accessibility

To make your event as inclusive as possible, consider how you can make it accessible to disabled people. Things to consider are:

- Wheelchair accessibility
- Provision of hearing loops or Auslan (sign language) interpreters for people with a hearing impairment
- Provision of public or private transport to and from your event
- Provision of special parking areas for disabled people
- Provision of accessible facilities such as toilets and food and drink counters
- Provision of special viewing areas for disabled people
- Provision of regular resting spots along entrance and exit paths
- Provision of information in large print and/or Braille for people with a visual impairment

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- If providing event information on a website, consider designing it so it can be read by people with a visual impairment. For information on designing accessible websites, go to www.w3.org/tr/wai-webcontent/.

For more details about accessibility issues related to special events contact:

- Department of Ageing, Disability and Home Care on (02) 8270 2000 or go to their website at www.dadhc.nsw.gov.au
- Physical Disability Council of New South Wales on (02) 9552 1606 or go to their website at www.pdcnsw.org.au.

Music and performers

This section outlines issues you will need to consider prior to engaging performers or using live music and/or pre-recorded music at your event. Below is a checklist for engaging performers:

- One point of contact for the performers
- Performers specification sheet
- Performers stage plan illustration
- Availability for rehearsal time
- Availability for media interviews
- Number of accompanying personnel and their roles
- Time required for set-up and pull-down
- Contracts need to be checked by a legal person
- APRA licenses may be required
- Method of payment for performers
- Rental of instruments or backline equipment requirements
- Transportation/accommodation requirements
- Venue accessibility
- Catering requirements
- Telephones
- Entrances
- Exits
- Disabled Toilets
- First aid posts
- Water
- Parking
- Disabled parking
- Information centre
- Rules relating to alcohol consumption
- Lost and found
- Lost children area
- Public transport pick up/set down area
- Security
- No smoking.

Copyright

Most music is protected by copyright, therefore if you are having live or pre-recorded music (either a recording or music video) at your event you are required to obtain a licence from the Australian Performing Rights Association (APRA) and/or the Phonographic Performance Company of Australia (PPCA).

A licence to play music must be obtained at least 72 hours prior to the event. If you are having live music you will only require a licence from APRA.

Recorded music (either a recording or music video) is protected by two types of copyright so if you are using recorded music at your event you will need to obtain a licence from both APRA and PPCA.

For more information about APRA's event licences go to www.apra.com.au and click 'music users', or call (02) 9935 7900.

For more details about PPCA's licences go to www.pcca.com.au/licensing.htm or call (02) 8569 1111.

Insurance

Ensure that the performers have the necessary insurance to cover their activities while at your event.

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Also, ensure that you have all the necessary insurance to cover the performers while they are at your event.

Occupational health and safety

You have a duty to ensure that the health and safety of performers at your event.

During your risk assessment, identify any potential hazards for performers and take steps to minimise those risks.

Contracts

It is advisable to have a written contract with all performers at your event. Check with a legal adviser about the contents of a performer's contract.

Welcome to Country

Requirements

A "Welcome to Country" ceremony is required for all major events where council is actively involved. This may include where there are members of the public, representatives of other councils, or government officials present. Examples of these events can be found in the Event Application but are also listed as follows:

- Commemorations and major festivals
- Major launches
- Conferences held or sponsored by the Council.
- International events held in Queanbeyan of which the Council is an organiser or sponsor.
- Major and international sporting events

Request for Elder procedure for Welcome to Country

1. Phone the Ngambri Land Council; AND
2. Contact the Ngambri Land Council in writing to request an Elder.
3. A representative from the Ngambri Land Council will contact you within 14 days to confirm the booking.

Fee for Service

In providing cultural services such as 'Welcome to Country', artistic performances and ceremonies Aboriginal people are using their intellectual property. As such providers of these services should be appropriately remunerated.

Appropriate remuneration and/or assistance should be negotiated between the cultural service provider and Council, giving consideration to:

- Travel to and from the event
- Public profile of the event

To serve as a guide following is a schedule from the Department of Aboriginal Affairs. The schedule sets minimum fees for a range of Aboriginal cultural services. It is important to note that the schedule is only a guide and stated minimum fees are current as per the relevant certified agreement.

Example Cultural Practices and Performances Fee Schedule

Cultural Practice	Minimum Fee
Welcome to Country	\$100.00
Smoking Ceremony	\$530.00
Didgeridoo performance	\$360.00
Dancer category 1 (inexperienced)	\$400.00

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Dancer category 2 (experienced)	\$550.00
Guest Lecturer (based on 2 hours preparation and 1 hour delivery)	\$110.00

Acknowledgement of Country

An 'Acknowledgement of Country' is a way that non-Aboriginal people and the wider community can show respect for Aboriginal and Torres Strait Islander heritage and the recognise the traditional owners with the land.

Requirements of an Acknowledgement of Country

An 'Acknowledgement of Country' can be undertaken for any meetings, forums and or gatherings deemed appropriate.

Wording to be used for 'Acknowledgement of Country'

Following is several suggested wordings to be used by a non-Aboriginal person

"We wish to acknowledge the Ngambri people as the traditional owners and custodians of the land on which we are meeting today."

"I would like to acknowledge the traditional owners of the Ngambri land that we are meeting on and remind people that we are on Aboriginal land. I also acknowledge the Elders, and in particular those attending today's meeting."

Fundraising

If you are raising money at your event you may need to obtain approval from the Department of Gaming and Racing. Fundraising can include:

- Requesting donations
- Requesting sponsorship
- Running lotteries and competitions
- The supply of food or other goods and services (e.g. at a fete).

For a complete list contact the Department of Gaming and Racing (details below).

If you are granted approval to fundraise there are a number of conditions you will be required to meet including:

- Providing adequate information to the public about the purpose of the fundraising venture
- Not allowing children under the age of 13 to collect fundraising money
- Banking of money raised through fundraising
- Keeping records and audits of accounts.

For detailed information about fundraising go to www.dgr.nsw.gov.au and look at the 'charitable fundraising – general information' sheet or phone the Department of Gaming and Racing on (02) 9995 0300.

Other Considerations

Weather

Consider the impact of a variety of weather conditions at the event. Be prepared for their impact and how they are to be managed should they occur:

- Heat

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- Wind
- Rain
- Hail
- Cold.

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

- Conditions for cancellation/postponement
- Who is responsible for deciding to cancel/postpone
- When to make the decision about cancelling/postponing
- How staff will be advised, volunteers, performers and people planning to attend the event
- Contingency plans if the event is still able to go ahead.

If you are running an event to generate income you may want to consider insurance that will protect you against loss in the case of cancellation.

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.

For more information about the services provided by the Bureau of Meteorology call (02) 9296 1555 or visit their website at www.bom.gov.au

Legal issues

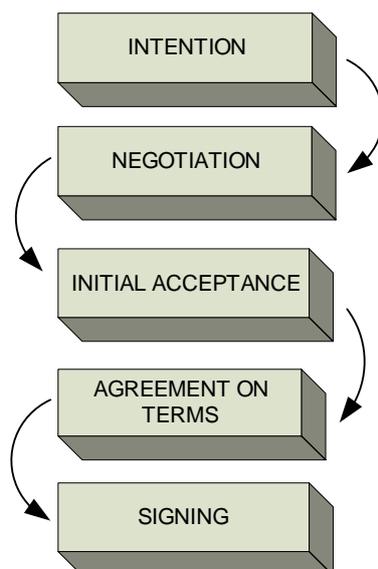
Underpinning all aspects of an event are the legal issues. An event of a medium size requires a set of formal contracts covering the:

- Event company
- Entertainers
- Venue
- Suppliers (security, audio visual and caterers)
- Sponsor(s).

For smaller events, these details may be arranged by letters of agreement.

The process for constructing a contract consists of the following five steps:

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Dependent of the type of event you may require various licences and permits from the following organisations:

- Council
- RTA
- The NSW Department of Environment and Climate Change
- Department of Immigration and Citizenship
- Licensing Court of NSW
- Australian Performing Rights Association
- Phonographic Performance Company of Australia Limited
- WorkCover New South Wales

It is advisable to have all contracts and licences looked over by a legal advisor.

Prior to the contract, the event organiser will need to design a brief. It is advisable to create a template for a number of briefs to ensure that all requirements are covered.

Below is a sample checklist for engaging a supplier/contractor:

Information that needs to be supplied to the supplier/contractor includes:

- Requirements clearly stated
- Organisers contact details
- Event date, times and location
- Timeframes clarified
- Mission/vision/objectives of the event

(if available)

- Expected outcomes
- Background information (if applicable)
- Events risk management requirements

The supplier/contractor needs to provide the following when quoting:

- Clear itemised and priced quotation
- Supplier's risk management plan
- Copy of current public liability insurance

certificate

- Copy of current workers compensation certificate
- Signed copy of waiver form (if applicable)
- Risk management plan for their operations or equipment

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- Requirements concerning current public liability insurance cover and workers compensation cover certificates
- Events waste management plan
- Site directions
- Site plans (if available)
- Brief outline of what the organiser can provide to the supplier by means of power, access and security etc.
- Methodology of how the quotation will be evaluated.
- Waste management plan for their operations or equipment
- Any additional requirements they may require
- Engineering certificate (if applicable)
- Design specifications (if applicable)
- Space requirements (if applicable)
- Bump-in and bump-out time requirements
- Cancellation policy
- Brochures or photos
- References

Checking process prior to engaging supplier/contractor:

- Check that the public liability insurance and workers compensation certificates are current
- Have all contracts checked by a legal person
- If the supplier is new, check references
- Make sure cancellation policies and procedures are compatible with the events policies and procedures

Volunteers

Volunteers can provide invaluable assistance in the coordination and running of an event.

A good way to find volunteers for events is to approach your local service clubs such as Apex (www.apex.org.au), Lions (www.lionsclubs.org.au), Rotary (www.rotary.org.au), Scouts and Rovers (www.scouts.com.au), etc. or the Centre for Volunteering go to www.volunteering.com.au.

While volunteers can provide invaluable help, you need to be aware of your rights and responsibilities in relation to volunteers.

- **Insurance** – professional advice should be sought about the type of insurance required to cover volunteer activity. Check to ensure that any existing insurance policies cover the following:
 - - Volunteers/workers personal accident
 - - Public liability
 - - Motor vehicle
 - - Professional indemnity liability.
- **Occupational health and safety** - volunteers are entitled to the same safe conditions that are provided to paid employees
- **Appropriate orientation and training** - to ensure volunteers are able to do their assigned job effectively
- **Reference, police or other checks** - depending on the role assigned to a volunteer (such as working with children) it may be necessary to carry out checks. However, volunteers should always be asked permission to carry out such checks.

For more detailed information about volunteer insurance and the rights and responsibilities of organisations and volunteers go to www.volunteering.com.au or call The Centre of Volunteering (02) 9261 3600.

Glossary and Definition of terms

Event – a planned activity that is conducted for the purpose of fundraising, community participation, commercial profit or personal celebration and is held in a public space such as a street, park, garden or reserve. These include community gatherings, religious celebrations, street parties, festivals and some sporting activities such as fun runs or triathlons.

Major Event – a community or commercial event where expected attendance is more than 2,000 or the event contains a complex activity such as a road closure, use of fireworks etc.

Small Event – any planned event or activity targeting a local or specific audience where the expected attendance is between 300 and 2,000 people at any one time.

Event Organiser – any individual, community based or commercial organisation seeking authorisation to conduct an event in the municipality.

Final Confirmation Letter – the letter includes conditions to be followed by the event organiser

Community-based Organisation – groups in the community that operate in a not-for-profit manner under a charter, constitution or rules of incorporation. They are formed for the primary purpose of providing community, recreational, cultural or religious activities or services.

Commercial Organisations – businesses or profit-making groups who seek to conduct events and festivals for corporate or individual gain.

Road Based Events – any organised recreational, cultural or religious events that require the part or full closure of one or more road related areas. Street parties are targeted at immediate residents of a particular road, compared to street festivals that target the general community. A street march is an organised group of people proceeding along a planned route for recreational, cultural or religious purposes.

Road Related Areas - as defined by the Australian Roads Rules as any of the following:

- (a) an area that divides a road;
- (b) a footpath or nature strip adjacent to a road;
- (c) an area that is not a road and that is open to the public and designated for use by cyclist or animals;
- (d) an area that is not a road and that is open to or used by the public for driving, riding or parking vehicles.

Any car parks whether controlled by Council or by a private body which are open to the public for use (i.e. does not have a gate or security door to prevent public access) is regarded as a road related area.

Road Closure – using an approval traffic management plan to allow for the total or partial closure of a public roadway. Permission is issued as part of the Event Permit where required. Where the road involves a main road permission is also issued by the RTA.

Parks and Reserves – all designated open and green space areas in the local government area.

Main Roads – are roads controlled by the RTA which include Monaro Street, Bungendore Road, Farrer Place, Canberra Avenue, Yass Road and Lanyon Drive.

Event Planning Guide

Event contacts directory

Area	Council contacts	Non-Council contact details	Advised deadline prior to event (if applicable)
Event advice	Parks and Recreation Ph: 1300 735 025 Email: sportsandrecreation@qprc.nsw.gov.au		Throughout the event timeline
Traffic management plan advice Traffic management plans - road closures, traffic plans etc	Road Safety Officer Ph: (02) 6285 6108	RTA Ph: 132 701 www.rta.nsw.gov.au	3 months
Risk Management Occupational Health and Safety	Risk Management Coordinator Ph: (02) 6285 6516	Workcover Ph: (02) 4321 5000 www.workcover.nsw.gov.au	3 months
Booking – Queanbeyan City Council indoor venues Fee and bond payable	Enquiries Venue & Events Ph: (02) 6285 6289		3 months
Booking – Community park or open space Fee and bond payable	Parks & Recreation Services Ph: 1300 735 025		2 months
Booking – Community halls Fee and bond payable	Customer Service Centre Ph: (02) 6285 6211		2 months
Waste management	Waste Minimisation Co-ordinator Ph: (02) 6285 6268		1 month
Waste receptacle hire Determination of waste management.		Contact the hire company for your specific requirements via the yellow pages.	2 months
Food and beverages Food vendors attending your event must comply with various Health Regulations. There is also fees payable by each food vendor.	Environmental Health Regulations and Compliance Officer Ph: (02) 6285 6268	NSW Food Authority Ph: 1300 552 406 www.foodauthoritnsw.gov.au/food-notification.htm	1 month
Alcohol service A licence will be required to serve alcohol at an event if the premise is unlicensed.		Licensing Court of NSW Ph: (02) 9995 0894 Fax: (02) 9995 0819 Email: court@olgr.nsw.gov.au www.dgr.nsw.gov.au	7 days
Working with children	Coordinator Early Childhood Ph: (02) 6298 4522	NSW Commission for Young People Ph: (02) 9286 7276 www.kids.nsw.gov.au/check/intro.html	
Environmentally Sustainable Events	For advice and enquiries about running an environmentally sustainable event contact Council's Sustainability Officer	(02) 6298 4546	

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Area	Council contacts	Non-Council contact details	Advised deadline prior to event (if applicable)
Volunteers		Centre for volunteering (home of volunteering NSW) Ph: (02) 9261 3600 www.volunteering.com.au	2 months
Disability Services Contact the appropriate areas to discuss making your event accessible to people with special needs e.g. People with a disability, seniors, etc.	Community Development Worker – Aged and Disability Ph: (02) 9821 9759	Department of ageing, disability and home care (DADHC) Ph: (02) 8270 2000 www.dadhc.nsw.gov.au	
Welcome to country Services of an Aboriginal elder for welcome to country ceremonies		Ngambri/NGunnawal Local Aboriginal Land Council Ph: (02) 6297 4152	1 month
Ambulance Service of NSW Notification should be made to the NSW Ambulance Service		Ambulance service of NSW Ph: 131 233	2 months
Medical Most outdoor events require a First Aid service present.		A number of companies can be contacted via the yellow pages	
Queanbeyan Police		Queanbeyan Police Station Ph: (02) 6298 0599; Fax: (02) 6298 0517	
NSW Fire Brigade (or Rural Fire Service) The use of fire or other hazardous materials such as BBQ's, bonfires, gas bottles and fireworks. (Note: this is not a fully comprehensive list of possible hazards)		Rural fire service Ph: (02) 6297 1840 www.rfs.nsw.gov.au	
Fireworks For detailed information about the use of fireworks and permits		Ph: (02) 4321 5499 www.workcover.nsw.gov.au Click on 'FAQs' and type 'fireworks' into the search engine. Follow the links for information on how to apply for permits to handle hazardous materials.	2 weeks
Weather forecast and sunset/sunrise information		Bureau of meteorology Ph: (02) 9296 1555 www.bom.gov.au	
Copyright A licence will be require to use pre-recorded music		Phonographic Performance Company of Australia Limited - PPCA's Licences go to www.pcca.com.au/licensing.htm Ph: (02) 8569 1111.	72 hours before event
Copyright A licence will be required to use live music		Australian Performing Rights Association (APRA) Ph: (02) 9935 7900 www.apra.com.au/music-users	72 hours before event
Fundraising Raffles, chocolate wheels, collecting donations – conditions usually apply		NSW Office of Liquor, Gaming and Racing 2006 Ph: (02) 9995 0300 www.olgr.nsw.gov.au	72 hours before event