



# EVENT MANAGEMENT GUIDE



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

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

This guide is available to provide clarity and direction to support event organisers in the delivery of events on Council owned or managed land however, it can also be used for events in venues and other locations.

It remains the event organiser's responsibility to seek additional information where required from event professionals and to ensure that all approvals have been obtained.

Please refer to Council's website [melton.vic.gov.au](https://melton.vic.gov.au) for the relevant links to the applications, resources and templates you may require in planning and organising your event.

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

The Event Management Guide is divided into three parts:

*Part One*

**GETTING STARTED**

This section outlines Council's Expression of Interest notification, Timeline and Event Permit application process

*Part Two*

**EVENT MANAGEMENT GUIDE**

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

*Part Three*

**RESOURCES & DEFINITIONS**

This section provides additional links, resources and definitions to support your event planning.

# CONTENTS

1.0	Getting started	5
1.1	event notification	6
1.2	timeline	6
1.3	application	6
2.0	Event management	7
2.1	strategy for success	8
2.2	project management	8
2.3	weather	9
2.3.1	contingency planning	9
2.4	creating a budget	10
2.5	funding	10
2.6	recognition of indigenous custodians	12
2.7	accessibility	13
2.8	inclusion	14
2.9	event pack for event day	14
3.0	The venue	15
3.1	choice of venue	15
3.2	hire a council owned facility	15
3.3	site plan	16
4.0	Committees, staff & volunteers	17
4.1	committees	17
4.2	volunteers	17
4.3	staff	18
5.0	Event promotion	19
5.1	event signage	19
5.2	ticketing	19
5.3	council website	19
5.4	promotion & advertising	20
6.0	Traffic management	21
7.0	Permits & licences	22
7.1	events on council or private land	22
7.2	temporary food & drink stalls	23
7.3	road closures	23
7.4	fireworks & pyrotechnics	24
7.5	temporary structures & stages (op)	25
7.6	promotional signage	25
7.7	amplified music	26
7.8	one music licence	26

7.9	alcohol	26
7.10	total fire ban days (tfb)	27
8.0	Infrastructure	28
8.1	information booth (hq)	28
8.2	power & lighting	28
8.3	water use	29
8.4	toilets	30
8.5	amusement & rides	31
8.6	shelter & shade	31
8.7	pegging, stakes & ground markings	31
9.0	Public safety & security	32
9.1	occupational health & safety	32
9.2	child safety	32
9.3	incident report	32
9.4	risk management plan (rmp)	33
9.5	first aid	34
9.6	fire safety	34
9.7	emergency management plan (emp)	35
9.8	gas safety	35
9.9	security & crowd control	36
9.10	police	36
10.0	Insurance	37
11.0	Public health	38
11.1	organising food & drinks stalls	38
11.2	waste management plan (wmp)	38
11.3	noise	39
12.0	Communication	40
12.1	before, during & after	40
12.2	public relations	41
12.3	adjoining owners	41
13.0	After the event	42
13.1	bump out	42
13.2	cleaning	42
13.3	post event debrief	42
13.4	post event evaluation	43
14.0	Filming	44
15.0	Useful contacts & references	46
16.0	Definitions	48

# GETTING STARTED

# 1.1 EVENT NOTIFICATION

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**If you are planning to have an event on public land or roads within Melton City Council, you must obtain Council's permission.**

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The event organiser is required to complete an **Expression of Interest** notification which can be found here [melton.vic.gov.au](http://melton.vic.gov.au). Council officers will be in contact within 5 business days to discuss your event and advise if an **Event Permit** application and/or other permits, licences or certificates are required.

To assist with terminology used throughout this guide, refer to the [Definitions](#) section.

Events held in Council buildings, halls and community centres and private events such as barbecues, birthday parties and Christmas functions that do not involve temporary structures or food vendors do not require an Event Permit. Private events must adhere to Local Laws.

## 1.2 TIMELINE

Your **Event Permit** application to hold an event in the City Melton must be lodged **between 3-6 months** prior to the proposed date of the event depending on the event type and its impact level. This timeline can be found here [melton.vic.gov.au](http://melton.vic.gov.au). For road closures and changes to traffic conditions, VicRoads requires a minimum of **6 months' notice**.

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**Event Permit applications made outside of the minimum Council required timeframes will not be considered by Council.**

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# 1.3 APPLICATION

As part of your application for an **Event Permit**, the following supporting documents are required to provide Council officers with adequate information to assess your event for compliance. Council has a responsibility to ensure that public events on roads, parks, and reserves are professionally organised and safely managed. Early applications allow time for Council to assist you to fulfil all legal requirements.

### Site Plan

A site plan provides a detailed view of proposed infrastructure, activities, utilities and parking. Please refer to [3.3 Site Plan](#).

### Public Liability Insurance (PLI)

All events require PLI that covers costs if event organisers are responsible for injury or damage to others or their property. Please refer to [10.1 Insurance](#).

### Risk Management Plan (RMP)

A RMP is to identify, assess and manage potential hazards of the event. It helps minimise negative impacts, ensures patrons are safe and supports better decision-making and response. Please refer to [9.4 Risk Management Plan](#).

### Emergency Management Plan (EMP)

An EMP helps event organisers to prepare for, respond to, and recover from emergencies. It ensures safety, minimises damage, and helps coordinate effective action during crises. Please refer to [9.7 Emergency Management Plan](#).

### Waste Management Plan (WMP)

A WMP outlines how waste will be reduced, handled, stored and disposed of responsibly. It helps protect the environment, ensure compliance and promote sustainability. Please refer to [11.2 Waste Management Plan](#).

### Other Permits & Licences

Event organisers may need to enquire or apply for additional permits and licences before obtaining an Event Permit. These permits may attract additional fees. Please refer to [7.0 Permits](#).

# EVENT MANAGEMENT GUIDE



## Section 2

# EVENT PLANNING

## 2.1 STRATEGY FOR SUCCESS

A well-managed and safe event occurs through careful planning. Events can be complex, it is vital to maintain good records of planning, delivery and evaluation.

Make sure the purpose for the event is important enough to invest the time and expenses needed to properly stage, promote and evaluate the event.

Successful strategies you can use in planning your event:

- Determine the purpose of the event
- Identify who you want to attend the event
- Consider the best time to stage the event
- Decide the best location to stage the event
- Brainstorm and develop the event concept
- Create an organisational structure
- Start planning ahead of time
- Prepare an event action plan
- Maintain records of procedure.

An Event Planning Guide is a timeline guide which highlights the main actions to be performed during the event planning process.

## 2.2 PROJECT MANAGEMENT

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

- Identifying the overall work to be completed
- Breaking the work down into general areas of activity
- Listing the tasks to be completed for each area of activity in the form of a checklist that can be marked off as completed once achieved
- Allocating staff and resources to each area of activity
- Organising the tasks for each area into a schedule
- Creating timeline guide (Event Planning Guide) that provides an overview of work tasks and timeframes
- Applying the above tools to the planning and implementation of the event.



## 2.3 WEATHER

The impact of weather on your event will depend on the activities involved. Potential weather impacts should be considered and included in your [Risk Management Plan](#).

Consider ways you could manage poor weather conditions such as:

- Heat – providing shelter, water, first aid, sun cream, mosquito repellent
- Wind – providing of shelter, and ensuring structures and dangerous items are secure
- Rain – providing of shelter, and protection for leads and electrical equipment
- Hail – providing of shelter and protection for electrical equipment
- Cold – providing of shelter and heating.

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

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Before the event, you should decide:

- Situations/conditions for a cancellation or postponement and include information to attendees (such as on the event's website or the back of tickets)
- Who is responsible for deciding to cancel/postpone the event
- At what time you need to decide to cancel/postpone the event
- How will you advise staff, volunteers, performers and people planning to attend.

## 2.3.1 CONTINGENCY PLANNING

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

- What are you going to do in the case of bad weather? (Do you have an indoor option available?)
- What are you going to do if you are planning on having outdoor fires and/or a BBQ and the day of the event is deemed a total fire ban day?
- What are you going to do if the band you organised pulls out last minute?
- What will you do if the sole food vendor you organised suddenly cannot make it anymore?

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

## 2.4 CREATING A BUDGET

When creating a budget, the objective is to provide the event with a financial overview. The budget should be specific and include revenue opportunities (i.e. sponsorship and partnerships, grants, ticket sales, donations, concession sales). Balancing revenue and expenses are essential for event planning.

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

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Steps to meet your budget objective would include:

- Identify the costs and revenue sources for the event
- Delegate the budget responsibility to an appropriate team member
- Determine an appropriate level of budgeting
- Establish a budget
- Monitor budget expenditure and income
- Undertake a review of the budget post event.

## 2.5 FUNDING

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

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

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

- Make realistic judgements as to the potential of the event for sponsorship
- Develop a basic sponsorship policy to guide sponsorship efforts
- Identify likely potential sponsors for the event
- Develop a clear understanding of the benefits potential sponsors may receive
- Identify relevant non-sponsorship revenue sources
- Develop a plan to guide your efforts at revenue raising.



## 2.5.1

# GRANTS

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

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

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

Organisation	Website
Federal: Grant Connect	<a href="http://www.grants.gov.au">www.grants.gov.au</a>
Federal: Festivals Australia	<a href="http://www.arts.gov.au/funding-and-support/festivals-australia">www.arts.gov.au/funding-and-support/festivals-australia</a>
Melton City Council	<a href="http://www.melton.vic.gov.au/Services/Grants-Awards-and-Training/Community-Grants-Funding-Programs">www.melton.vic.gov.au/Services/Grants-Awards-and-Training/Community-Grants-Funding-Programs</a>
Philanthropy Australia	<a href="http://www.philanthropy.org.au">www.philanthropy.org.au</a>
Regional Arts Victoria	<a href="http://www.rav.net.au/funding-opportunities">www.rav.net.au/funding-opportunities</a>
State: Business Victoria	<a href="http://www.business.vic.gov.au/grants-and-programs">www.business.vic.gov.au/grants-and-programs</a>
State: Creative Victoria	<a href="http://www.creative.vic.gov.au/funding-opportunities">www.creative.vic.gov.au/funding-opportunities</a>
State: Department of Sport and Recreation	<a href="http://www.sport.vic.gov.au/funding">www.sport.vic.gov.au/funding</a>
State: Vic Health	<a href="http://www.vichealth.vic.gov.au/funding">www.vichealth.vic.gov.au/funding</a>
State: Victorian Multicultural Commission	<a href="http://www.multiculturalcommission.vic.gov.au/multicultural-grants">www.multiculturalcommission.vic.gov.au/multicultural-grants</a>
Grant Guru	<a href="http://www.grantguru.com/au">www.grantguru.com/au</a>







## 2.6 RECOGNITION OF INDIGENOUS CUSTODIANS

An Acknowledgement of Country is a way to show respect for Aboriginal culture and heritage and the ongoing relationship the traditional custodians have with their land.

An Acknowledgement of Country can be used at minor functions such as public speeches, seminars and meetings. During these events, a speaker may begin by acknowledging that the event is taking place in the country of the traditional custodians.

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**For example, “I would like to acknowledge the traditional custodians of the land and pay my respects to the Elders both past and present and extend that respect to other Indigenous Australians who are present”.**

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

Refer to our website here [Aboriginal and Torres Strait Islander Corporations](#).

## 2.7

# ACCESSIBILITY

Event organisers should ensure that events are accessible for all members of the community. The Disability Discrimination Act 1992 provides uniform protection against unfair and unfavourable treatment for all people with a disability in Australia. Some considerations should be given to:

- Physical accessibility
  - Are pathways suitable for wheelchairs, prams, or walkers?
  - Can patrons access the site from public transport?
  - Are cable trays covering electrical cables accessible?
  - Are there accessible toilets and water stations?
  - Is there an accessible viewing area?
  - Does your event have quiet sensory friendly areas?
- Information and marketing
  - Event information should be available in alternative formats
  - Signage, presentations and written material should have sufficient contrast levels
  - Signage should be simple and easy to read
- Services and vendors
  - Provide a variety of meal options, dietary requirements and include items that are easy to eat without utensils
  - Does your event require an Auslan interpreter if it has been requested?

Refer to the Victorian Government's guidelines and checklists here [Accessible Information – Goods, Services, Facilities & Events](#).





## 2.8

# INCLUSION

Careful planning and delivery to ensure all events are inclusive for all community members will encourage patrons to stay longer and enjoy themselves. Some considerations should be given to:

- Information and marketing
  - Are images being used representing a diverse range of people?
  - Ensure online spaces are harassment free – turn comments off?
  - Have you consulted with community representatives to help with planning?
- Infrastructure
  - All gender bathroom signage
  - Designated private spaces for parents and babies, for prayer or quiet sensory friendly spaces
  - Display signage of local personal safety services or 1800 RESPECT
  - Is sufficient lighting for the site?
  - Are there chairs and tables for people to rest?
- Services and vendors
  - A variety of dietary requirements and allergens are catered for i.e. vegetarian, gluten-free, halal, etc
  - Ensure pricing is not a barrier for people on low or no income
  - Ensure event and security staff are easily identifiable
- Programming
  - Equal payment to speakers
  - Are programmed activities representing a diverse range of people from the community?
  - Are the dates/times suitable for the target communities?

## 2.9

# EVENT PACK FOR EVENT DAY

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

- A running sheet outlining the timing of your event
- The chain of command layout
- Contact mobile phone numbers of all staff, volunteers, performers, emergency personnel and other key stakeholders
- A site plan
- A traffic management plan
- An emergency management plan
- A waste management plan
- Copies of all permits, licences and certificates
- Incident or accident report forms.

One way to ensure staff and volunteers are informed of all key aspects of the event is to create an 'Event Pack' containing important information that they may require during the event.

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

## Section 3

# THE VENUE

### 3.1 CHOICE OF VENUE

It is the responsibility of the event organiser to ensure that the chosen site is suitable for the intended event and that all relevant approvals and information are obtained for the event.

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

- The anticipated size of the event and expected attendance
- Entrances and exits and car parking
- Indoor versus outdoor requirements
- The accessibility of the venue
- Access to infrastructure – power, water, communications, toilets, etc
- Risk management and occupational health and safety.

### 3.2 HIRE A COUNCIL OWNED FACILITY

#### Venue

To hire a Council owned facility (hall, community centre) contact Melton City Council's Venues team on 9747 5200 or email [venues@melton.vic.gov.au](mailto:venues@melton.vic.gov.au) to check availability and make a booking.

Fees and charges are reviewed annually and can be found on Council's website here [Venues for Hire](#).

Events remaining within the footprint of a Council venue do not require an Event Permit, other Permits and Licences may be required.

#### Park and Reserves

To hire Council's reserve or public land contact Melton City Council's Events team on 9747 7200 or email [events@melton.vic.gov.au](mailto:events@melton.vic.gov.au) to discuss. To check availability, complete an **Expression of Interest** notification before applying for an **Event Permit** (if required).





## 3.3 SITE PLAN

A site plan shows the ground level layout of your event and is essential for event planning and management. Typically, event site plans will show the site boundaries, street accesses, marquees, stage, activity zones, infrastructure, general utilities and more.

A site plan should be easy to read and, if a large event, be displayed around the site for use by patrons. The site plan can be used by staff and volunteers in setting up the event and is also important for emergency services as a reference.

When drawing your site plan use a simple format with icons and include surrounding streets and landmarks.

Your site plan must be clear and show all important event features. It can be a hand drawn sketch or perhaps a Google map showing an aerial view of the site with your event details listed accordingly.

An example can be found here [melton.vic.gov.au](http://melton.vic.gov.au).

Consider including the following features:

- All entrances and exits
- Emergency access routes
- Paths used by vehicles
- Paths for pedestrians only
- Car parking
- Information booth (HQ)
- Food and other stall holder locations
- Stage and temporary structure locations
- Seating arrangements
- Shade and shelter
- Entertainment sites i.e. rides, jumping castle
- Toilet facilities
- Waste and recycling bins
- First aid areas
- Fire fighting equipment
- Water stations
- Approved liquor consumption areas
- Non-alcohol (dry) areas
- Security and/or police locations

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**Council will request an event site plan to be submitted as part of the Event Application. All planned features of your event must be shown on the plan.**

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## Section 4

# YOUR TEAM

## 4.1 COMMITTEES

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

Considering the following committees to help plan your event:

- Financial
- Programming and performances
- Amusement rides and activities
- Safety and security
- Contractors (services)
- Marketing and promotion
- Decoration and signage

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

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## 4.2 VOLUNTEERS

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

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

For more information about volunteering please visit [Volunteering Australia](#).



## 4.3 STAFF

Event staff play an important role in the success of an event and need to be kept informed of the details of the event plan. The staffing arrangements implemented at your events need to be carefully considered with a chain of command established for tasks and responsibilities.

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

Training or induction sessions should be held at least one to two weeks before the event to help finalise staff/volunteer numbers, roles and responsibilities. Event Packs should be distributed to each staff member with an overview of the event and details specifically relating to their role and tasks.

Considering the following when organising staff:

- How many staff members do you require for all of your event activities?
- Who are the staff for the event and what are their roles and tasks?
- Do they require additional accessibility support or information in a different way?
- Relevant certifications or qualifications e.g. Food Handling, WWCC, etc
- When will you provide staff briefings or training?
- Scheduled breaks and meals for staff
- Communication channels for staff required to work on the day – consider hiring two-way channel communication devices
- What clothing should staff wear?
- Safety or protective equipment required?
- Do staff require protection from the sun and access drinks?



## Section 5

# EVENT PROMOTION

## 5.1 EVENT SIGNAGE

Clear and strategically placed signage will assist with traffic and patrons. To determine sign requirements, consider what information people at your event will need to know and whether this should be displayed on a sign such as:

- Parking or no parking areas
- Toilets, accessible toilets
- Entrances and exits
- Water station
- First aid
- Lost children
- Meeting points
- Designated areas for parents, prayer or quiet sensory friendly space
- Information points.

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

## 5.2 TICKETING

Depending on the type and size of your event you may decide to organise tickets – these could be either advanced tickets, tickets purchased at the event, or both. An organised administration process is essential.

When selecting a ticketing system ensure you are aware of the booking fees and credit charges you as the event organiser will incur and add these costs to your budget.

## 5.3 COUNCIL WEBSITE

Is your event open to the public and for the community? We encourage you to share on Council's website to tell more people in the municipality.

Visit the website and make a submission here [Events Calendar](#).





## 5.4 PROMOTION & ADVERTISING

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

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

- Creating of a Media Release
- Via a website which is an excellent resource information tool
- Advertising in the local newspaper and on the radio
- Letterbox drops
- Posters, flyers and brochures
- Use of social media advertisement
- Content creation (videos, interviews, images)
- Letters to key community groups.

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

Melton City Council's Local Laws only permit approved locations for promotional purposes. Please contact Melton City Council's Local Laws Department on 9747 7200 or visit our website here [Community Event Signage Permit](#).

## Section 6

# TRAFFIC MANAGEMENT

Depending on expected attendance and the available parking at the site, event organisers will be required to engage a professional consultant to conduct a parking impact assessment of the area.

When an event involves road closure or the managing of traffic and pedestrians, a Traffic Management Plan (TMP) needs to be developed and a **Traffic Permit** approved by Melton City Council. It is the responsibility of the event organiser to engage a professional to draw up the traffic management plan before submitting it to Council.

The aim of having a TMP is to outline the plan for how traffic will be efficiently managed to reduce congestion on the main roads surrounding the event site. TMP requirements are in accordance with the Road Management Act 2004, the Road Safety Act 1986 and Australian Standard AS 1742.3 2009 Traffic control devices for works on roads.

A TMP should identify the roads and streets to be closed, time of closure and alternate routes. A clearly drawn map of the proposed area must accompany applications for road closures, processions and street activities. You will also be required to notify nearby affected businesses and residents.

The application must be received in writing for smaller road closures no less than 28 days prior, and for major road closures at least three to six months prior to the event.

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

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**Traffic Management Plan must be developed and submitted by a professional traffic company or consultant.**

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Event organisers will need to notify the following people, in writing, of the road closure at least one month and then again, one week prior to the event:

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

Traffic Management plans can be submitted here [Traffic Management Plans](#).

For further information, please contact Melton City Council's Traffic Engineering Officers on 9747 7200.

## Section 7

# PERMITS & LICENCES

## 7.1 EVENTS ON COUNCIL OR PRIVATE LAND

### Council land

All community events planned to be held on Melton City Council owned and or managed land will require the event organiser to complete and submit an **Expression of Interest** and/or **Event Permit Application**. If you are unsure whether or not this is necessary, please visit the website here [melton.vic.gov.au](http://melton.vic.gov.au).

To discuss your event, contact Melton City Council's Arts and Events team on 9747 7200 or email [events@melton.vic.gov.au](mailto:events@melton.vic.gov.au).

### Private land

A Planning Permit or, amendment to an existing Planning Permit, may be required for any events that occur on privately owned land and trigger a planning permit (for use and/or development) in the Melton Planning Scheme. Applications require detailed event information which may include but not be limited to:

- Event details (date, time, duration, staffing and expected attendance numbers)
- Plans for structures, entertainment, activities, vendors, stalls, accommodation, transport, car parking areas, site access, etc
- Site Plan, Building Plans, Traffic Management Plan, Event Management Plan, Risk Management Plan.

Application fees apply for a planning permit.

Event organisers planning events on private land should submit an **Expression of Interest** so Council Officers can provide advice on what is required to hold the event. These events may require additional permits such as **Planning Permits** (or amendments to existing Planning Permits), **Building Permits** and **Environmental Health Permits**.

Private event planners are also welcome and encouraged to use this guide to assist with the running of a safe and successful event.

To discuss events on private land, contact Melton City Council's City Growth and Development team on 9747 7200.

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**Note: Planning Permits may take between 6-12 months for review. Approval is subject to the merits of the application, suitability of the site for the proposed use, and due processes as public notification.**

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## 7.2 TEMPORARY FOOD & DRINK STALLS

In Victoria, all food premises are required to be registered under the Food Act 1984 with their relevant Council before selling food. A temporary food premise is defined as a structure that is not permanently fixed to a site. This includes things such as a vehicle, tent, stall or a marquee.

Any individual, group or food vendor intending to prepare or sell food including for fundraising purposes at a market or event within the municipality must register their temporary or mobile food premises and submit a statement of trade via [FoodTrader](#). This must be completed prior to any trading.

Anyone preparing and serving food at no cost or voluntary donation will not require a registration or Statement of Trade. Community groups and not-for-profit organisations are encouraged to complete the Victoria Government's [Do Food Safely](#) online learning program on safe food handling.

For information please refer to Council's website [Temporary or Mobile Food Premises](#). Visit FoodTrader for guidance on [Community Group Fundraisers](#).

## 7.3 ROAD CLOSURES

Any changes to roads such as reduction in speed or closures will require a **Traffic Permit**. For information refer to the [Traffic Management](#) section.



## 7.4

# FIREWORKS & PYROTECHNICS

An **Event Permit** is required for the display of fireworks, firecrackers and/or pyrotechnics. Fireworks are considered the most entertaining factor and major draw card for many outdoor events, it is important to be clear that it is the event organiser who is responsible for the safety of patrons and providers. These include:

- Maintaining the exclusion zone
- Notifications to Authorities and the community
- Operator requirements
- Risk Management Plan
- Is it a Total Fire Ban Day?

### Legislation, Insurance & Process

Display fireworks in Australia require you to comply with State and Federal specific acts and regulations. In Victoria, WorkSafe assess notifications against the Dangerous Goods Act 1985 and the Dangerous Goods (Explosives) Regulations 2022 as the state regulators for explosives. It is a requirement under this regulation that an operator must be licenced, ensure the safe transport, storage, operation and sale of display fireworks and pyrotechnics.

Notification must be submitted to WorkSafe with a minimum of 7 days' notice. There is no formal response received from WorkSafe other than an automatic email reply saying they have received your notification.

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

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

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

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### Notifications to residents

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

- Bulk community text messaging
- Through community social media such as Facebook
- Letterbox drop notifications.

### Total Fire Ban Permit

Fireworks companies and operators are governed by the Country Fire Authority Act 1958. There are regulations around fireworks and fire prevention methods.

In CFA areas a schedule 14 permit is required to conduct a fireworks display within the fire danger period. On a day of Total Fire Ban a section 40 TFB permit is required if a display is to go ahead. The section 40 is at the discretion of the local fire authority and even if granted, can be revoked on the day of the event. Operators will provide basic firefighting equipment as part of their display requirements.

To apply for a TFB or Fire Danger Period fireworks permit refer to their website [CFA Fire Permits](#).

## 7.5

# TEMPORARY STRUCTURES & STAGES (OP)

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

The Building Act 1993 requires that an **Occupancy Permit** for a **Place of Public Entertainment (POPE)** and/or **Prescribed Temporary Structure (PTS)** **Permit** is obtained for events that meet the following criteria:

- A POPE can be:
  - A building or place of more than 500m<sup>2</sup> that is used for conducting public entertainment or public meeting
  - The building or place is enclosed, substantially enclosed, or where admission requires a fee or other consideration.
- A PTS Permit can be:
  - A seating stand for more than 20 people
  - A marquee of more than 100m<sup>2</sup>
  - A tent of more than 100m<sup>2</sup>
  - A stage of more than 150m<sup>2</sup>
  - Prefabricated buildings with an area exceeding 100m<sup>2</sup> that are not placed directly on the ground surface.

As the event organiser you will be required to obtain an Occupancy Permit from the Melton City Council Building Surveyor. Therefore, it is advisable that before paying any deposits or signing any contracts with suppliers, that you consult with your supplier regarding the preparation for these permits.

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**Note: Minimum eight weeks notice required.**

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Applications for Occupancy Permit for a POPE and PTS can be accessed here [Occupancy Permits](#).

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

For further information please contact Melton City Council's Building Services Officers on 9747 7200 or email [building@melton.vic.gov.au](mailto:building@melton.vic.gov.au)

## 7.6

# PROMOTIONAL SIGNAGE

Melton City Council's Local Laws only permit approved locations for promotional purposes. Please contact Melton City Council's Local Laws Department on 9747 7200 or visit our website here [Community Event Signage Permit](#).

## 7.7

# AMPLIFIED MUSIC

For music or concert events, you may be required to apply for an **EPA Permit**. The Environment Protection Act 2017 and its legislation details the requirements for individuals and businesses who are planning musical entertainment at an outdoor entertainment venue or event. This may include local community events, where music is played.

For large events an approved Noise Management Plan may be required to mitigate impact on surrounding residents and businesses. For information please refer to the [Environment Protection Authority Victoria Venues & Events](#).

For information contact Council's Environmental Health team on 9747 7200 or email [health@melton.vic.gov.au](mailto:health@melton.vic.gov.au).

## 7.8

# ONE MUSIC LICENCE

If you intend to play music during your event whether to create atmosphere, in between performances or your event is a concert, it's almost certain you will need a **Music Licence**.

One Music is an APRA AMCOS and PPCA joint music licensing initiative. One Music allows individuals and organisations to meet their copyright obligations for the use of musical words, sound recordings and music videos in a public setting.

The Australasian Performing Right Association (APRA) grants licences for the broadcast and public performance rights of copyrighted live musical work and then distributes licence fee income to the appropriate songwriters and their publishers.

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

There are 4 licence types related to events:

- Ticketed Music Events
- Eligible Temporary Music Events
- Ticketed Special Purpose Performances
- General Entertainment Events and Free Music Events

For information please refer to [One Music Events](#) website or email [events@onemusic.com.au](mailto:events@onemusic.com.au).

## 7.9

# ALCOHOL

Melton City Council's Local Laws do not allow the consumption of alcohol in public places including recreation reserves, public reserves, parks or open spaces.

If you intend to sell or supply alcohol at an event, a **Liquor Licence** will need to be obtained from the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and all activities must comply with the Liquor Control Act 1988. Applications should be submitted a minimum of eight weeks prior to the event.

Consideration should be given to:

- Location area of approved liquor consumption which are appropriately fenced and guarded by security
- All staff serving alcohol should be trained and accredited with Responsible Service of Alcohol (RSA) Certification
- Learn and apply the rules prohibiting the serving of alcohol to minors and to persons who are already intoxicated
- Clear signage of regulations
- If possible, increased toilet, waste and water stations facilities should be provided near an alcohol consumption area.

For information contact [VCGLR – Liquor Licence](#).



## 7.10

# TOTAL FIRE BAN DAYS (TFB)

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

- Welding, cutting and/or grinding
- Heading and spreading of bitumen and like substances
- Use of blow lamps or gas torches
- Safety fuses in blasting operations
- Emergency flares at civil and military aerodromes
- Flares at a petroleum fractionation plant, a gas plant or any plant of a life nature
- Industrial heat testing
- Bee keeping – using fire for loading, unloading or working with bees
- Catering – use of fire in the open air (applicant must register as a *Temporary or Mobile Food Premise*)
- Fireworks and other uses of fire for public entertainment (applicant must hold a Pyrotechnician license and apply for an Event Permit)
- Sawmill waste and refuse burners
- Use of LPG burners for Hot Air Ballooning (applicant must be a commercial operator).

To apply for a TFB or Fire Danger Period fireworks permit refer to their website [CFA Fire Permits](#).



## Section 8

# INFRASTRUCTURE

## 8.1 INFORMATION BOOTH (HQ)

A clearly marked and centrally located information booth is a tool for large events as it provides a single location for all public enquiries, and a location for staff and volunteers to receive their [Event Packs](#).

The area can also be used for lost or stolen property, lost children, First Aid and distribute any marketing or promotional materials for the event. Show this location on your site plan.

## 8.2 POWER & LIGHTING

It is vital that event organisers ensure sites have adequate power facilities for their required activities. Additional generator units may need to be hired for your event.

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

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

- Position away from areas that require silence
- Position away from patrons, in a well-lit, secure and safe location
- Position on flat ground in an area that is easily accessible by trucks for delivery
- Locate within close proximity to users to avoid excessive cabling.

It is important to ensure that:

- Electrical leads do not create trip hazards
- No cables are to lie on the ground unless adequately protected as they can present a serious hazard – use industry cable covers where possible
- Temporary electrical leads must be flexible cables
- Double adaptors and piggy-back plugs are NOT to be used.

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

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## 8.3

# WATER USE

### Drinking Water

Your event will need to have a sufficient supply of freely available drinking water and clear directional signage. As the event organiser you will need to consider how water will be provided (i.e. bottled water, water stations provided by provider).

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

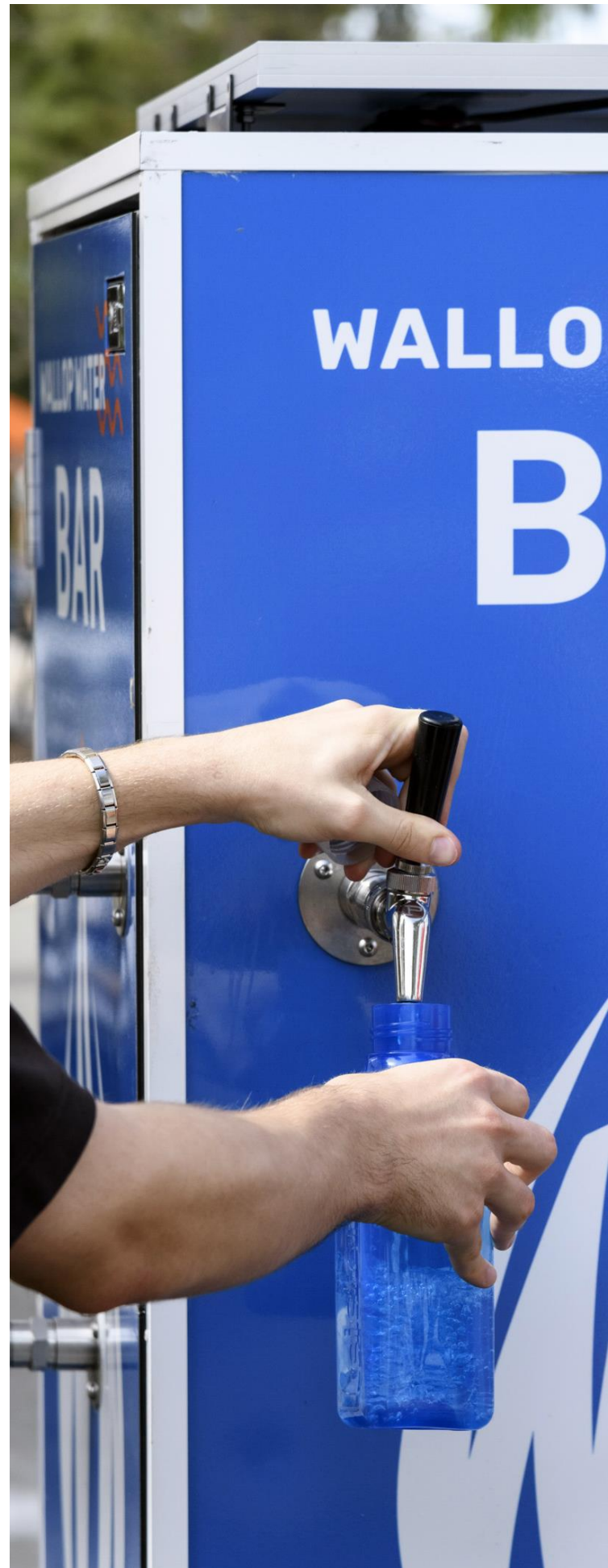
A general guide for determining how many water stations (drinking fountain or water trailers) are required is one per every 200 patrons. Mobile drinking water facilities are available to hire (with sponsorship available for not-for-profit organisations).

Refer to Greater Western Water for more information [Mobile Water Stations](#).

### Other Uses

Water will most likely be required for catering, entertainment or cleaning purposes before, during and after the event. Confirm with your contractors and vendors of their requirements.

All taps located on or within your selected site should be checked to ensure they are in good working order prior to the event. If taps are not working in Council-owned facilities, please report to Council as soon as possible to enable the problem to be repaired prior to your event.





## 8.4 TOILETS

The Department of Health and the Hire and Rental Industry Association of Australia recommends the following as a guide for events:

<i>Patrons</i>	<i>Minimum number of portable toilets (an event up to 6 hours)</i>	<i>If the event includes food and drinks</i>	<i>Minimum number of portable toilets (an event up to 12 hours)</i>	<i>If the event includes food and drinks</i>
< 240	3	4	4	5
< 499	4	5	6	7
< 900	6	8	9	11
< 1999	12	16	18	22
< 2999	25	33	38	46
< 3999	38	49	57	68
< 4999	50	65	75	90

Event organisers are responsible to ensure adequate sanitary facilities are made available for personnel and patrons. Toilet facilities provided should be:

- Well-lit as not to provide a security and safety hazard
- Provided with soap and hand drying equipment
- Odour free
- Cleaned and re-stocked regularly
- Located away from food storage and food services areas
- Accessible for people with disabilities
- Equipped with baby changing facilities
- Equipped with sharps disposal facilities
- Supplied with condoms at some events
- Appropriate for wet weather.

Melton City Council strongly recommended that 5% of all toilets should be accessible to people with disabilities. Accessible toilets should:

- All gendered
- Be located next to other portable toilets
- Be accessible by pathways
- Have accessible handles, locks and signage
- Be located within close proximity to the main event to ensure people don't need to travel long distances to access them
- Have accessible wash basins.

## 8.5

# AMUSEMENT & RIDES

It is essential that all operators participating in an event have their rides registered with WorkSafe Victoria, more information here [WorkSafe Victoria](#).

It is the responsibility of the event organiser to ensure that:

- Each operator has provided you with a copy of their current Public Liability Insurance and Registration Certificate
- Each operator has an up-to-date logbook for their rides, showing details of yearly inspections and regular maintenance.

## 8.6

# SHELTER & SHADE

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

Some shelter requirements for your event might include:

- Spectator and official viewing areas
- Performers, bands and speaker areas
- Rest and eating areas
- First Aid area
- Information booth (HQ)
- Staff/volunteer areas
- Entrance and ticketing areas.

## 8.7

# PEGGING, STAKES & GROUND MARKINGS

**Pegging or stakes for temporary infrastructure is not permitted on Council owned parks, reserves and public land.**

Any ground markings used on Council owned land must be with water-based paint only. Line markings are not permitted on sporting reserves. Melton City Council recommends using cones, ropes, bollards and bunting to mark out activity areas.

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

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## Section 9

# SAFETY & SECURITY

## 9.1 OCCUPATIONAL HEALTH & SAFETY

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

For specific information relating to Occupational Health and Safety (OH&S) requirements refer to [WorkSafe Victoria Major Events](#).

## 9.2 CHILD SAFETY

Everyone is responsible for child safety under the Victorian Child Safe Standards. Event organisers should consider additional training or requirements such as Working with Children Check for staff, volunteers and all contractors (i.e. face painters, roving performers, activity facilitators), who will be in direct contact with children through an event.

It is advisable to have a location for the receipt of lost children. Show this location on your site plan. All staff must be briefed on the process in place for dealing with lost children and how and who they will inform to make announcements.

For further information visit [Service Victoria – WWCC](#).

## 9.3 INCIDENT REPORT

An Incident Report Register should be kept to record the details of any incident that occurs during or in conjunction with the event. Any number of incidents could occur during an event, these could include:

- Illness, injury and/or accidents
- Intoxication, including refusal of entry or service,
- Behaviour, including refusal of entry and/or service, anti-social or criminal in nature
- Damage to property
- Emergencies.

The incident report should cover the details of the incident (who, where, when and what happened) and what actions were taken (i.e. medical attention given, police called, etc).

It is crucial to document these incidents as if a matter goes to court in the future, you have the appropriate documentation to demonstrate that all measures were in place at the time of the incident.

A template can be found here [melton.vic.gov.au](https://melton.vic.gov.au).

## 9.4

# RISK MANAGEMENT PLAN (RMP)

On-site safety at all events is of the utmost importance. Event risk assessment and management is the careful review of your activities to identify any potential hazards, adding control measures to reduce the risk to the lowest practical level. It is the responsibility of the event organiser to identify and address any potential hazards.

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

- Natural hazards (rain, wind, extreme heat and lightning)
- Physical hazards (uneven paths, busy roads, emergency access)
- Chemical hazards (fire, toxic materials, used needles)
- Safety hazards (crowd control, exposed electrical and fireworks)
- Organisational hazards (loss of reputation, negative media).

Each identified hazard and risk needs to be assigned with a likelihood level of occurring, the level of impact/consequence that would come as a result of the risk occurring, and an overall risk rating.

The next step in your RMP is deciding on how you are going to minimise that risk from occurring, and if it does occur what your plan of action will be.

Possible solutions could include:

- Natural hazards (wet weather plan, providing shade and water facilities)
- Physical hazards (highlighting steps, having first aid onsite, using traffic controllers)
- Chemical hazards (provide fire extinguishers and first aid onsite)
- Safety hazards (employing extra security, permits and using qualified electricians)
- Organisational hazards (designating a media contact and/or publicist).

The final step in your RMP is to conduct a review on the plan through the bump in and duration of the event ensure control measures are actioned and checked.

Under OH&S legislation and other related law, the event organiser is obliged to ensure that reasonable steps are taken that events are safe for everyone that will present at any time, including the general public, volunteers, staff, contractors and their employees and sub-contractors.

Liability arises where a person is "exposed" to the risk of injury to health and safety, it is not necessary for a person to have been injured but merely "exposed to the risk".

A guide and template can be found here [melton.vic.gov.au](https://www.melton.vic.gov.au).

## 9.5 FIRST AID

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

Consider the following to support this service:

- The location of a First Aid station
- Site access to running water
- Qualifications of staff
- Required First Aid supplies
- Safe storage of First Aid equipment
- Identifying who is responsible to ensure equipment is available and appropriate
- Liaison with appropriate authorities about your requirements
- How will you communicate with the first aiders in the event of an emergency?

## 9.6 FIRE SAFETY

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

- Is there likely to be a Total Fire Ban at the time of the event or subject to bushfire?
- Are barbeques, heaters and electrical items tested and tagged?
- Is the power supply to the event safe?
- Has everything been installed by qualified technicians?
- Are gas cylinders secured correctly?
- Are hydrants or suitable water available in the event of a fire?
- Do you have access to serviced fire extinguishers with signage?
- Have you developed an Emergency Management Plan to follow in case of a fire?

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





## 9.7

# EMERGENCY MANAGEMENT PLAN (EMP)

The aim of an EMP is to minimise the threat to life and damage to property.

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**Note: emergency vehicle access to your venue must always be available during the staging of the event.**

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An EMP is different to a Risk Management Plan as it should detail specific responses during an emergency and lists the organised procedures that should be undertaken. Events must have a formal, written emergency response plan, which should be provided to all event staff, volunteers, key stakeholders and emergency services. The plan should include:

- The location of the nearest medical centre, and hospital
- Specify arrangements to request further police and other emergency services assistance
- Staff and equipment:
  - Whose responsibility is it to coordinate assistance for a medical emergency?
  - How many staff will you need?
  - Are they appropriately qualified?

- Specify arrangements to hand over control to police and emergency services as required
- Identify personnel who can authorise evacuation
- Identify how the event will be interrupted
- Identify access and evacuation routes
- Identify evacuation areas for performers, employees and patrons
- Identify the method of advising patrons of the evacuation plan (in programs, PA system, announcements at the beginning of performance, prominent signage)
- Identify the role event staff will take in supporting emergency services and patrons
- Identify meeting points for emergency services
- Identify triage and ambulance loading areas
- Include details of hospitals prepared for a major incident
- How will you communicate with all of these parties?

## 9.8

# GAS SAFETY

Event organisers of public events have a duty of care to provide a safe operational environment. Gas safety can be achieved by ensuring all gas installations are safe and certified as complying with current regulations and safety standards. Some examples of gas use for events include but not limited to barbecues, heating, hot water units and for cooking. It is recommended to read the [Code of Practice for The Safe Use of LP Gas at Public Events in Victoria](#) and complete an [Energy Safe Gas Safety Checklist](#).

## 9.9 SECURITY & CROWD CONTROL

The security requirements for the safety of the public will change depending to the type of event you are holding. The event organiser needs to review the possible risks involved with the event, i.e. “What could happen?” or “What if?” The answers will determine the type or combination of security that you may require. Consider contacting your local police who can advise you on this issue.

Consideration should be given to:

- What, if any, security arrangements need to be made?
- How many staff are required for security – what are their roles and responsibilities?
- Where will these staff be located?
- What hours will they be available?
- What will their role be in the event of an emergency?
- How will you store, and safeguard money collected?
- How will you communicate with security staff?
- How will you manage unexpected large crowds at your event?

## 9.10 POLICE

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

Information to provide to the police would include:

- Date and timing of your event
- Type of event you are holding
- If alcohol is to be available
- The expected number of attendees
- Security and first aid measures you will have in place
- Road closures.

For more information refer to the [Victorian Guidelines for Planning safe Public Events](#).





## Section 10

# INSURANCE

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

### Public Liability Insurance

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

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

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

A copy of your insurance Certificate of Currency with minimum \$20 million cover will be requested by Melton City Council for the **Event Permit Application** process.

### General Insurances

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

- Workers' compensation – may be required by law to cover staff and volunteers at the event
- Property and equipment – may be appropriate if technical equipment is to be used
- Other – including professional indemnity, motor vehicle and accident, weather.

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



## Section 11

# PUBLIC HEALTH

## 11.1 ORGANISING FOOD & DRINKS STALLS

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

- Appropriate training for *Food Safety Supervisors* depending on *your premise classification*
- Appropriate *Do Food Safely Certification* for volunteers
- Procedures to ensure correct food handling
- Types of food you may wish to provide (menu displays and price)
- Where the food area is to be located
- Consider food waste and liquid waste within your *Waste Management Plan*
- For vendors, Council encourages the collection of their Food business registration, Public Liability Insurance, and Statement of Trade. A photo of a vendor's vehicle or set up will provide further insight for planning. More information can be found regarding *Temporary Food Premises*.

For information contact Council's Environmental Health team on 9747 7200 or email [health@melton.vic.gov.au](mailto:health@melton.vic.gov.au).

## 11.2 WASTE MANAGEMENT PLAN (WMP)

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

It is your responsibility to ensure there are sufficient waste collection facilities provided so that all waste generated by the event is removed properly. An effective waste management plan is vital for any festival or event.

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

Key principles to be considered by event organisers when making decisions about events include:

- Reducing car dependency
- Protecting, restoring and enhancing our natural environment
- Reducing overall waste production per head
- Reducing waste going to landfill
- Changing community consumption patterns
- Educating patrons of different types of waste and its bin facilities.



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

- Appropriate protective equipment provided to staff and volunteers (masks, gloves, rubbish picker, garbage bags)
- Instructions given to staff and volunteers associated with waste and safe handling methods
- Placing landfill, recycle, glass and organic bins close to food and beverage areas
- Once bins are full, waste should be removed and placed in a separate location such as a hired skip bin away from food consumption, preparation and storage areas
- First Aid posts will generate their own waste and may need biohazard waste removal
- Increasing the number of bins around allocated alcoholic drinking areas if applicable.

Alternatively, for large events, contracting a cleaning service to support your event is highly recommended.

For information contact Council's Arts and Events team on 9747 7200 or email [events@melton.vic.gov.au](mailto:events@melton.vic.gov.au).

## 11.3 NOISE

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

Things to consider would include:

- If using any amplified equipment such as stereos, musical instruments, PA systems or similar, set the equipment to minimise disturbance to nearby residents
- Are the noise levels appropriate given the location and time of the event?
- What protocols and procedures are in place for you to handle noise complaints?

Nearby residents and businesses should be notified at least a week before the event. This notification might be in the form of a door knock or letter drop. Ensure that a contact number is provided so any noise complaints can be brought immediately to the event organiser's attention.

For information contact Council's Environmental Health team on 9747 7200 or email [health@melton.vic.gov.au](mailto:health@melton.vic.gov.au).



## Section 12

# COMMUNICATION

## 12.1 BEFORE, DURING & AFTER

A major factor in determining the success of your event is through the efficiency of your communication before, during and after the event. Important information should be communicated quickly and clearly with clear reporting procedures.

### Before the event:

- For Council: ensure all approvals have been met for you to hold a safe and successful event
- For authority and emergency services: ensure all approvals and consultation have been met that are suitable to your event type
- For key staff and volunteers: ensure any changes to event planning and tasks are communicated by phone, or regular meetings and ideally in writing. Provide a full brief to everyone prior to the event day
- For sponsors, partners, contractors: ensure certifications, insurances or any other agreements are in place to avoid any confusion or misunderstandings
- For patrons: event details such as date, times, location, offerings are provided including information regarding accessibility and transport.

### During the event:

- Provide a clear organisational structure or chain of command so staff and volunteers know who to report to if there are any issues or concerns
- For staff and volunteers: regular check ins with area wardens to raise any issues. Ensure that all are comfortable, happy and understand their tasks to support the event
- It may be preferable to use two-way radios for key staff as mobile phone signals can sometimes become blocked in crowded areas
- Emergency services and Vic Police (ensure you have a list of who to contact in case of an emergency and establish how you will contact them
- For patrons: how you will provide essential information? Consider an [Information Booth](#) or announcements from your performance stage.

### After the event:

- For staff, volunteers, stakeholders: consider organising a debrief to allow your stakeholders to share their experiences and ideas on how to improve the event, encouraging reflection
- For patrons: find out from your attendees if they enjoyed the event through surveys or social media



## 12.2 PUBLIC RELATIONS

Public relations and good communication are essential in ensuring happy patrons. The event organiser must be able to communicate clearly and efficiently with patrons for public and emergency announcements.

Careful consideration should be given to the style and content of various announcements, especially in the case of an emergency. Calmness and clarity in communication is the key to ensuring good public relations.

Consider preparing a number of statements prior to your event that could be used in case an emergency does occur.

## 12.3 ADJOINING OWNERS

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

This notification might be in the form of a door knock or letter notification drop, although Council may make a letter notification drop mandatory as part of the event approval conditions. Letter notifications should include the event details, times, location and intended activities. Ensure a contact number is provided so any concerns can be brought immediately to the event organiser's attention.



## Section 13

# AFTER THE EVENT

## 13.1 BUMP OUT

The event organiser must ensure that all staff, volunteers, vendors and contractors know the process and what is required of them with regard to packing up once the event has ended.

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**By managing bump out effectively the event will be concluded in an orderly manner and the venue cleared satisfactorily and safely.**

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## 13.2 CLEANING

Post event, the site must be handed back to Council in the condition it was found. The event organiser will need to coordinate the necessary people to ensure the site is properly cleaned post event.

Council will complete site inspection reports and if deemed necessary may request event organisers return to the site to complete additional cleans until Council officers are satisfied the event site has been reinstated to its original condition.

## 13.3 POST EVENT DEBRIEF

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



## 13.4

# POST EVENT EVALUATION

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

- Measure the success of an event
- Provide learnings from the event into the planning process for holding a similar future event
- Continuously improve recurring events
- Refine the event and shape its outcomes
- Communicate event outcomes to stakeholders.

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

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

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

Some general evaluation criteria might include:

- Did the event fulfill its goals and objectives – why or why not?
- Identify what worked and what needs improvement, and which vendors should be used again for any future event
- Was the event well attended?
- Was feedback (informal and formal) about the event positive or negative?
- Given all the time and resources to plan and stage the event, was it worth it?

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



## Section 14

# FILMING

Filming is generally treated as a planned activity requiring a permit subject not only to the Victorian Government and Film Victoria Australia's [Screen Industry Code of Conduct](#) but also permit requirements where these apply under Melton City Council's Local Laws. In addition, the permit application should include:

- A brief film schedule and synopsis of film project and scenes filmed in Melton
- Copy of notification letter to residents and businesses that may be affected by filming
- Details of any dangerous substances or equipment brought onto location
- Operator's Certificate (OC) from Civil Aviation Safety Authority (CASA) for any unmanned aerial vehicle (UAV) used for filming or photography from Council land.

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

- Make any planned temporary changes to location
- Portray the Council as endorsing or supporting any products or services, views, attitudes or ideas suggested, conveyed, advertised, canvassed or otherwise depicted.

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

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### Requirements:

- A schedule for filming activities in Melton
- A synopsis of each scene and film project is to be attached to permit application
- A copy of the OC is to be attached for any UAV used in filming.

To obtain a permit or further information please contact the Communications Department on 9747 7200 or [communications@melton.vic.gov.au](mailto:communications@melton.vic.gov.au)





*Section 15*

# USEFUL CONTACTS & REFERENCES

## 15.0 Useful Contacts & References

Organisation	Website	Contact
<b>Ambulance Victoria – Public Events</b>	<a href="https://www.ambulance.vic.gov.au/public-events">https://www.ambulance.vic.gov.au/public-events</a>	1300 366 141
<b>CFA – District 14</b>	<a href="https://www.cfa.vic.gov.au/">https://www.cfa.vic.gov.au/</a>	03 8746 1400
<b>Energy Safe Victoria (Gas Cylinders)</b>	<a href="https://www.energysafe.vic.gov.au/community-safety/energy-safety-guides/home-safety/bbq-gas-cylinders">https://www.energysafe.vic.gov.au/community-safety/energy-safety-guides/home-safety/bbq-gas-cylinders</a>	<a href="mailto:info@energysafe.vic.gov.au">info@energysafe.vic.gov.au</a>
<b>Environmental Protection Authority</b>	<a href="https://www.epa.vic.gov.au/for-community/environmental-information/noise/music-noise/outdoor-venue-noise-permits">https://www.epa.vic.gov.au/for-community/environmental-information/noise/music-noise/outdoor-venue-noise-permits</a>	1300 372 842
<b>Food Trader</b>	<a href="https://foodtrader.vic.gov.au/">https://foodtrader.vic.gov.au/</a>	
<b>MCC – Arts &amp; Events</b>	<a href="https://www.melton.vic.gov.au/Out-n-About/Events/Planning-an-event">https://www.melton.vic.gov.au/Out-n-About/Events/Planning-an-event</a>	<a href="mailto:events@melton.vic.gov.au">events@melton.vic.gov.au</a>
<b>MCC – Building</b>	<a href="https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Building">https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Building</a>	<a href="mailto:building@melton.vic.gov.au">building@melton.vic.gov.au</a>
<b>MCC – Environmental Health</b>	<a href="https://www.melton.vic.gov.au/Regulations/Permits-and-forms/Register-your-temporary-or-mobile-food-premises">https://www.melton.vic.gov.au/Regulations/Permits-and-forms/Register-your-temporary-or-mobile-food-premises</a>	<a href="mailto:health@melton.vic.gov.au">health@melton.vic.gov.au</a>
<b>MCC – General</b>	<a href="https://www.melton.vic.gov.au/Home">https://www.melton.vic.gov.au/Home</a>	03 9747 7200
<b>MCC – Local Laws</b>	<a href="https://www.melton.vic.gov.au/Regulations/Local-Laws">https://www.melton.vic.gov.au/Regulations/Local-Laws</a>	<a href="mailto:locallawsadmin@melton.vic.gov.au">locallawsadmin@melton.vic.gov.au</a>
<b>MCC – Planning</b>	<a href="https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Statutory-planning/Planning-permits">https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Statutory-planning/Planning-permits</a>	03 9747 7200
<b>MCC – Recreation</b>	<a href="https://www.melton.vic.gov.au/Out-n-About/Leisure-Sport-Recreation">https://www.melton.vic.gov.au/Out-n-About/Leisure-Sport-Recreation</a>	<a href="mailto:recreation@melton.vic.gov.au">recreation@melton.vic.gov.au</a>
<b>MCC – Traffic</b>	<a href="https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Roads-and-traffic">https://www.melton.vic.gov.au/Services/Building-Planning-Transport/Roads-and-traffic</a>	03 9747 7200
<b>MCC – Venues</b>	<a href="https://www.melton.vic.gov.au/Out-n-About/Community-facilities/Venues-for-hire">https://www.melton.vic.gov.au/Out-n-About/Community-facilities/Venues-for-hire</a>	<a href="mailto:venues@melton.vic.gov.au">venues@melton.vic.gov.au</a>
<b>One Music</b>	<a href="https://onemusic.com.au/">https://onemusic.com.au/</a>	<a href="mailto:events@onemusic.com.au">events@onemusic.com.au</a>
<b>Public Transport Victoria</b>	<a href="https://www.ptv.vic.gov.au/footer/about-ptv/event-information/tell-ptv-about-your-event/">https://www.ptv.vic.gov.au/footer/about-ptv/event-information/tell-ptv-about-your-event/</a>	<a href="mailto:event.notification@ptv.vic.gov.au">event.notification@ptv.vic.gov.au</a>
<b>Service Victoria – Working with Children Check</b>	<a href="https://www.service.vic.gov.au/find-services/work-and-volunteering/working-with-children-check">https://www.service.vic.gov.au/find-services/work-and-volunteering/working-with-children-check</a>	
<b>St John Ambulance</b>	<a href="https://www.stjohnvic.com.au/event-health-services/">https://www.stjohnvic.com.au/event-health-services/</a>	<a href="mailto:myevents@stjohnvic.com.au">myevents@stjohnvic.com.au</a>
<b>VicRoads</b>	<a href="https://www.vicroads.vic.gov.au/traffic-and-road-use/events-and-filming-on-our-roads">https://www.vicroads.vic.gov.au/traffic-and-road-use/events-and-filming-on-our-roads</a>	<a href="mailto:vicroadsmetroevents@roads.vic.gov.au">vicroadsmetroevents@roads.vic.gov.au</a>
<b>Victoria Police</b>	<a href="https://www.police.vic.gov.au/events">https://www.police.vic.gov.au/events</a>	<a href="mailto:stateevents-oic@police.vic.gov.au">stateevents-oic@police.vic.gov.au</a>
<b>Victorian Commission for Gambling &amp; Liquor Regulations</b>	<a href="https://www.vic.gov.au/get-new-liquor-licence">https://www.vic.gov.au/get-new-liquor-licence</a>	
<b>WorkSafe – Pyrotechnics</b>	<a href="https://worksafe.vic.gov.au/using-fireworks">worksafe.vic.gov.au/using-fireworks</a>	1800 136 089

*Section 16*

# DEFINITIONS

# A-Z DEFINITIONS OF TERMS

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

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

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

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

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

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

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

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

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

**Filming - Low-impact:** Defined as involving a total

of six people or less, single camera and handheld sound recorder and no impact on regular vehicular or pedestrian traffic.

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

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

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

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

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

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

- A tent, marquee or booth with a floor area greater than 100m<sup>2</sup>
- Prefabricated building exceeding 100m<sup>2</sup> (other than that placed on the ground level)
- Seating stand for more than 20 persons
- Stage or platform exceeding 140m<sup>2</sup>.

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

**Prescribed Temporary Structure Permit:** Written approval from Municipal Building Surveyor (MBS), their delegate, to erect a large temporary structure for an event within Melton City Council.

**Private ceremony:** An event such as a wedding ceremony for a small number of invited guests



(maximum of 100 on a reserve), generally treated as a 'private function'.

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

**Public event:** An event open to the general public and expected to draw over 50 people.

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

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

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

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

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

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

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

