



Part A

Background and administrative considerations



Section 3



Administrative considerations

General administrative considerations

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

Event manager

Zoning

- Loud events should be held in suitably zoned areas, in compliance with town planning schemes.
- Local government event approvals should consider the effects on the local community before, during and after the event.

Fees

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

Communication with the event manager

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

Ticketing arrangements

Money for advance ticket sales received by venue operators or independent booking outlets should be held in trust to cover refunds should the performance be cancelled. Patrons shall be entitled to a full refund or ticket exchange option in situations such as:

- main attraction / event cancelled or re-scheduled
- main attraction/star performer(s) cancelled, and substitutes arranged.

Conditions of entry

Event advertising and event tickets must clearly identify and advise the patrons of restrictions that may apply to the venue such as:

- age restrictions
- pass out availability
- prohibited items
- opening times
- special transport arrangements.

Local governments event policies

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



Insurance requirements

Public liability

- The event managers must have in place a public liability policy with an Australian Prudential Regulation Authority (APRA) approved insurer. There may be other stakeholders involved in the event who need public liability cover.
- Evidence of public liability cover should be obtained from all stakeholders. Certificates of currency satisfy this.
- Each Certificate should be checked to ensure the name of the insured matches the name of the stakeholder, the policy period covers the date of the event and the situation or address of the event has been clearly detailed on the Certificate.
- The public liability policy should have a minimum insured sum of at least \$10 million, progressing upward to reflect the risk category as outlined in these guidelines, or such other amount as determined by local government.

Building and contents insurance

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

Workers' compensation

- Events may include persons who are 'working' such as security guards, promoters and/or sponsors. As per legal requirements, the employers of these individuals are required to have in place workers compensation cover. A certificate of currency should be obtained by way of evidence.
- Information on construction safety awareness training is in the support tools section ([page 127](#)).

Personal accident cover

- Volunteers may be involved in the running and coordination of the event. Consideration must be given requiring cover for personal accidents should they suffer a personal injury (i.e. effectively to replace workers compensation cover).

Motor vehicle insurance

- All vehicles should be registered as per legislation.
- In some instances, event managers may feel it necessary to ensure:
 - all motor vehicles are covered by a fully comprehensive motor vehicle policy in case of damage caused by those vehicles onsite
 - all drivers are licensed appropriately.