



# Part B

## Guidelines



# Section 6

## Event operational considerations

### Guideline 15: Event operational procedures

Note: stakeholders and event managers should be aware of how operational decisions may affect crowd behaviour and dynamics. A quick fix for one issue may have catastrophic effects on other issues.

#### Background

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

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

#### Operational plan requirements

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

- how patrons will travel to the event
- pedestrian movements from car parks and or public transport terminals, stations etc.
- parking
- taxi, ride-share and party bus drop off points
- entry processes into the venue (e.g. bag checking, ticket scanning, wrist banding, etc)
- queuing (for entry, food, bars, etc.)
- managing critical 'Front of House' high risk crowd pressures
- pedestrian movement on site and near the event
- running sheet to show critical event timings
- the entertainment
- critical logistics
- communications
- crowd control plans
- medical plans
- crowd care
- emergency management plans.

#### Definition

'Front of house' (FOH) refers to areas of the building that the audience has access to, generally excludes stage and backstage areas, but includes the auditorium and foyer.

# Guideline 16: Fire fighting

## Fire fighting appliances

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

## Separation distances

- For shows and carnivals to reduce the risk of fire transmission between structures there should be no less than 6 metres separation between significant structures or smaller grouped structures.
- Access for fire fighting vehicles and appliances must be maintained for all structures that have been erected.

**In the event of fire, the priority is to evacuate the immediate vicinity**

**Firefighting is of secondary importance unless the fire is very small and easily contained, such as burning paper in a rubbish bin.**



# Guideline 17: Stakeholder coordinated approach

## Background

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

Event operations centre (EOC)	
Benefits	Challenges
Quicker response to emergency situations.	Coordinating all agencies to work together.
Coordinated communication.	Finding a suitable location for all agencies to work from.

## Guidelines

- Establish a central EOC.
- Depending on the size and nature of the event it may also be pertinent to have a separate incident control centre where the incident lead agency can operate.
- Ensure the EOC is where the incident’s lead agency can operate.
- Operational issues that EOCs should aim to address include:
  - medical and first aid notification of incidents and response coordination
  - crowd control and security notification of incidents and response coordination
  - handling of serious complaints
  - noise
  - monitoring role regarding the behaviour and general feeling of the crowd (e.g. to diffuse potentially violent situations)
  - be aware of issues external to the venue that may affect the event: Not limited to traffic or pedestrian movements, transport delays, chemical spills etc.



- Key stakeholders who should be represented in the EOC include:
  - event management
  - police
  - security/crowd control
  - DFES
  - first aid
  - local government Environmental Health Officers and possibly ranger services (to control external road/traffic movement)
  - traffic management
  - site coordinator.
- The EOC and incident control centre should be equipped with:
  - land line telephones
  - 2-way radio
  - tables and chairs
  - separate area for each stakeholder
  - detailed maps of surrounding streets
  - plans of the venue showing critical services and isolation points, fire services, electrical, gas, water, sewerage
  - sound insulation if it is an area prone to concert noise
  - emergency lighting
  - emergency power
  - if CCTV is available, it should also be included in the command centre
  - refreshment centre, fridge, tea/coffee making facilities in proximity
  - air conditioning (where available)
  - whiteboards, with markers.