

Hawkesbury City Council

EVENT GUIDE





Contents



STATEMENT OF COMMITMENT TO FIRST NATIONS PEOPLES

The City of Hawkesbury is predominantly situated on Dharug Country and includes Darkinjung Country in the Colo Heights and St Albans areas.

Hawkesbury City Council recognises and acknowledges the Dharug and Darkinjung Peoples as the Traditional Custodians of this land.

Hawkesbury City Council pays respect to all Dharug and Darkinjung Elders past and present and acknowledges their continuing contribution to the life of this city and the region.

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Introduction



There's much more to staging a successful event than most people realise. While everything may appear smooth and effortless on the surface, behind the scenes is a whirlwind of planning, coordination and quick problem-solving. Every detail, from logistics to timing, requires careful attention to ensure everything runs seamlessly when the spotlight is on.

Whether big or small, every event requires careful planning to ensure the safety and security of the people coming to enjoy the event, as well as those behind the scenes.

There are many regulations to comply with, permissions to be sought and each event requires a careful assessment of the likely risks and how they can be managed.

Beyond the procedural requirements, there's the task of creating an event vibe – setting out your objectives, defining your audience, flavour and tone of the event.

This Event Planning Toolkit will:



Help event organisers to plan and deliver successful, safe and compliant events within the Hawkesbury



Be a one-stop shop for both Council and external event organisers, providing useful check lists, templates, timelines and links to help plan your event



Provide consistency in Council's approach to events across its various teams.

Events Strategy

Hawkesbury City Council has an Events Strategy which identifies how Council will attract, partner, access, find and produce, promote and approve events in the Hawkesbury.

Assistance

Hawkesbury City Council is dedicated to supporting community groups and organisations in planning safe, successful and vibrant events.

Our Events Team is here to assist with events held within the Hawkesbury Local Government Area, offering guidance on event planning, traffic and risk management and coordination with local emergency services.

For assistance please call council on 4560 4444 or email the team directly events@hawkesbury.nsw.gov.au

Disclaimer

Hawkesbury City Council's Event Planning Toolkit is intended as a general guide and may be subject to change. It is the responsibility of the event organiser to ensure compliance with all applicable laws, including obtaining any required approvals and permits from Council. Council accepts no liability for any loss or damage incurred by the event organiser or any third party in connection with the use of this Event Planning Toolkit. It is strongly advised that professional advice be sought where appropriate.

Indemnity

The event organiser indemnifies and keeps indemnified Hawkesbury City Council against all or any loss or damage incurred or suffered by Hawkesbury City Council from and against any claim, demand, action, cost or expense (including reasonable legal costs), suit or proceeding that may be made or brought by any person against Hawkesbury City Council or its employees, professional consultants or agents of Hawkesbury City Council arising out of, or in connection with, the supply or provision of the event by the event organiser or its employees, agents or sub-contractors and also from any costs and expenses that may be incurred in connection with any such claim.

Event Classifications, Timeframes & Checklists

A detailed timeline for all events should be followed throughout the planning process. It is important to allocate ample time for each task to be completed thoroughly, as rushing through these preparations can lead to avoidable mistakes or overlooked details. By allowing adequate time for each step, organisers can ensure that everything is in place well in advance, contributing to the overall success of the event. This timeline will vary depending on the size of your event.

Please Note: These timelines are intended as a guide only. Additional activities relevant to your event may need to be considered.

Events with an initial application notice time of less than the timeframe indicated may be considered but may not be able to meet required approvals.

- For **high impact events** with 5000+ people go to pages 7-10.
- For **medium impact events** with 1000-5000 people go to pages 11-14.
- For **low impact events** with up to 1000 people go to pages 15-18.
- For **very low impact events** with below 100 people go to pages 19-21.

High Impact Event

Event attendance: 5000+ people

Event preparation timeframe: 9-12 months

Event parameters:

Your event will involve State Government agencies such as Transport NSW, various Local Government Councils, Emergency Services eg. Police

Notify Police of your public assembly via the Schedule 1 Form – Notice of Intention to hold a Public Assembly

Will you require a liquor licence? Apply through NSW Liquor and Gaming and speak to your Licensing Officer

Multiple venues and days

A large supply of equipment and infrastructure eg. toilets, staging, amusement rides, AV

Requires a Traffic Management Plan and application through Council and will cause major disruption to local traffic and transport network

Will cause disruption to the non-event community via traffic, sound, foot traffic throughout the event day/s in several areas surrounding the event

Requires food and drink vendors. These need to be registered as temporary vendors with Council

Will require security and may require User Pay Police Officer

Examples may include music festivals, food festivals, car shows, etc.

Event Classifications, Timeframes & Checklists

High Impact Event

9-12 months before event

- Purpose/ scope of event
- Target audience
- Who is planning the event with you (i.e. a committee)
- Research venues
- Prepare budget
- Sponsorship opportunities

6-9 months before event

- Book your venue – Exclusive use for Council land
- Apply for a Public Liability Insurance Policy
- Community support
- Set fees for stallholder applications
- Prepare forms for stallholders
- Prepare Risk Management Plan
- Traffic management applications must be submitted to Council a minimum six (6) months before event
- Complete any funding applications
- Consider requesting User Pays Policing Services from the local police

3-6 months before event

- Prepare Marketing Plan
- Check event requirements – power, water, access, etc.
- Apply for licences, permits, approvals eg. liquor licences
- Notify Local Area Command Police of your event via Form 1
- Book first aid
- Quotes – AV, equipment, security, seating, infrastructure, entertainment, traffic control
- Confirm contractors once quotes are received
- Begin stallholder applications
- Order merchandise if required
- Book your venue – large to medium events on Council land

High Impact Event

2-3 months before event

- Collect public liability insurance policy documents from suppliers, contractors, stallholders and entertainers. We also recommend asking for their Safe Work Method Statement (SWMS) and Risk Assessment.
- Implement marketing campaign
- Check budget
- Begin local business consultation if the event is within a town centre
- Prepare staffing/ volunteer roster (do they require A Working with Children Check [WWCC]?)
- Prepare your Waste Management Plan (refer to page 74)
- Book a Welcome to Country with a local community group (refer to page 34)

0-2 months before event

- Mail out for traffic or fireworks notification to surrounding residents and businesses
- Confirm your Risk Management and Emergency Plans
- Start preparing your Event Plan
- Prepare signage for the event venue
- Temporary Food Permit applications must be submitted to Council a minimum of two (2) weeks before event
- Events with amplified music: Provide your Noise Management Plan to Council's Environmental Health team a minimum of one (1) week prior to the event
- Submit your Noise Management Plan to Council as a supporting document at least one (1) month prior to the event, allowing sufficient time for review and approval (if applicable). Refer to page 47.

1 week before event

- Site inspection
- Check all bookings
- Increase promotion
- Confirm stallholders, AV, equipment, security, seating, infrastructure, entertainment etc. are locked in
- Send Event Plan to contractors, suppliers, staff and stallholders

Event Classifications, Timeframes & Checklists

High Impact Event

Day before and Day of the event

- Erect directional signage
- Pre-inspection of space
- Bump in equipment, infrastructure, stallholders
- Check emergency exits and assembly points
- Brief contractors and staff

After the event

- Debrief with key stakeholders
- Post event survey
- Review of budget and pay suppliers
- Promote event achievements
- Thank Sponsors
- Check budget and pay suppliers

Medium – High Impact Event

Event attendance: 1000 – 5000 people

Event preparation timeframe: 6–9 months

Event parameters:

Your event may involve state government agencies such as the Transport NSW, various Local Government Area Councils, Emergency Services eg. Police

Notify police of your public assembly via the Schedule 1 Form – Notice of Intention to hold a Public Assembly

A medium supply of equipment and infrastructure eg. toilets, staging, amusement rides, AV

Will you require a liquor licence – apply through NSW Liquor and Gaming and speak to your Licensing Officer

One venue

Requires food and drink vendors – these need to be registered as temporary vendor with council

Requires a Traffic Management Plan and application through Council and will cause a medium disruption to local traffic and transport network

Will have some disruption to the non-event community via traffic, sound, foot traffic throughout the event day with roads leading into the event space

May require security

Examples may include park-based fun runs, cultural festivals, commemorative events, food events, etc.



Event Classifications, Timeframes & Checklists

Medium – High Impact Event Checklist

6–9 months before event

- Purpose/ scope of event
- Target audience
- Who is planning the event with you i.e. a committee
- Research venues
- Prepare budget
- Sponsorship opportunities
- Book your venue – Large to medium events on council land
- Apply for Public Liability Insurance Policy
- Community support
- Set fees for stallholder applications
- Prepare forms for stallholders
- Risk Management Plans
- Traffic Management Applications must be submitted to Council a minimum six (6) months before event
- Complete funding applications
- Consider requesting User Pays Policing Services from the local police

6–9 months before event

- Prepare Marketing Plan
- Check event requirements eg. power, water
- Apply for licenses, permits, approvals eg. Liquor Licenses
- Notify with Local Area Command of your event with form 1
- Book first aid
- Quotes for AV, equipment, security, seating, infrastructure, entertainment, traffic control etc.
- Confirm contractors once quotes are received.
- Begin stallholder applications
- Order merchandise if required

Medium – High Impact Event Checklist

2–3 months before event

- Implement marketing campaign
- Collect public liability insurance policy documents from suppliers, contractors, stallholders and entertainers
- Check budget
- Mail out for traffic or fireworks notification to surrounding residents and businesses
- Begin local business consultation if the event is within a town centre
- Prepare staffing/ volunteer roster (do they require Working with Children Checks?)
- Prepare your Waste Management Plan (refer to Councils checklist)
- Book a Welcome to Country with a local community group (refer to page 34)

0–2 months before event

- Confirm your Risk Management and Emergency Plans.
- Start preparing your Event Plan
- Prepare signage for the event venue
- Temporary Food Permit Applications must be submitted to Council a minimum of two (2) weeks before event.
- Events with amplified music: Provide your Noise Management Plan to Council's Environmental Health team at least one (1) week prior to the event.
- Submit your Noise Management Plan to Council as a supporting document at least one (1) month prior to the event, allowing sufficient time for review and approval (if applicable). Refer to page 47.

1 week before event

- Site inspection
- Check all bookings
- Increase promotion
- Confirm stallholders, AV, equipment, security, seating, infrastructure, entertainment, traffic control etc. are locked in
- Send Event Plan to contractors, suppliers, staff and stallholders

Event Classifications, Timeframes & Checklists

Medium – High Impact Event Checklist

Day before and day of the event

- Erect directional signage
- Pre-inspection of space
- Bump in equipment, infrastructure, stallholders
- Check emergency exits and assembly points
- Brief contractors and staff

After the event

- Debrief with key stakeholders
- Post event survey
- Review of budget and pay suppliers
- Promote event achievements
- Thank sponsors
- Check budget and pay suppliers

Low Impact Event

Event attendance: Below 1000 people

Event preparation timeframe: 3-6 months

Event parameters:

A low supply of equipment and infrastructure eg. toilets, marquees, chairs, tables, AV

Requires food and drink vendors – these need to be registered as temporary vendor with Council

One small venue

No disruption to non-community throughout the duration of the event

Examples may include markets, corporate challenges, Easter egg hunt or charity events.



Event Classifications, Timeframes & Checklists

Low Impact Event Checklist

3-6 months before event

- Purpose/ scope of event
- Target audience
- Who is planning the event with you i.e. a committee
- Research venues
- Prepare budget
- Book your venue – small events on council land
- Sponsorship opportunities
- Apply for Public Liability Insurance Policy
- Community support
- Set fees for stallholder applications
- Prepare forms for stallholders
- Risk Management Plans
- Complete funding applications
- Prepare Marketing Plan
- Check event requirements eg. power, water
- Apply for licenses, permits, approvals
- Notify with Local Area Command of your event with form 1
- Book first aid
- Quotes for AV, equipment, security, seating, infrastructure, entertainment, etc
- Confirm contractors once quotes are received.
- Begin stallholder applications
- Order merchandise if required

Low Impact Event Checklist

2-3 months before event

- Implement marketing campaign
- Check budget
- Collect public liability insurance policy documents from suppliers, contractors, stallholders and entertainers
- Begin local business consultation if the event is within a town centre
- Prepare staffing/ volunteer roster (do they require Working with Children Checks?)
- Prepare your Waste Management Plan (refer councils checklist)
- Book a Welcome to Country with a local community group (refer to page 34)

0-2 months before event

- Confirm your Risk Management and Emergency Plans.
- Start preparing your Event Plan
- Prepare signage for the event venue
- Temporary Food Permit Applications must be submitted to Council a minimum of two (2) weeks before event.
- Events with amplified music: Provide your Noise Management Plan to Council's Environmental Health team at least one (1) week prior to the event.
- Submit your Noise Management Plan to Council as a supporting document at least one (1) month prior to the event, allowing sufficient time for review and approval (if applicable). Refer to page 47.

1 week before event

- Site Inspection
- Check all bookings
- Increase promotion
- Confirm stallholders, AV, equipment, security, seating, infrastructure, entertainment, etc. are locked in
- Send Event Plan to contractors, suppliers, staff and stallholders

Event Classifications, Timeframes & Checklists

Low Impact Event Checklist

Day before and Day of the event

- Erect directional signage
- Pre-inspection of space
- Bump in equipment, infrastructure, stallholders
- Check emergency exits and assembly points
- Brief contractors and staff

After the event

- Debrief with key stakeholders
- Post event survey
- Review of budget and pay suppliers
- Promote event achievements
- Thank sponsors

Very Low Impact Event

Event attendance: Below 100 people

Event preparation timeframe: 0-2 months

Event parameters:

One small venue

Has minimal equipment required eg. chairs, tables, AV

No food vendors (supply of food and drink is supplied by event organiser)

No disruption to non-community throughout the duration of the event

Examples may include small community event such as public meetings, rally or assembly.



Event Classifications, Timeframes & Checklists

Very Low Impact Event Checklist

0-2 months before event

- Purpose/ scope of event
- Target audience
- Who is planning the event with you i.e. a committee
- Research venues and book
- Prepare budget
- Sponsorship opportunities
- Apply for Public Liability Insurance Policy
- Community support
- Risk Management Plan
- Complete funding applications
- Prepare Marketing Plan
- Check event requirements eg. power, water
- Book first aid
- Quotes for AV, equipment, security, seating, infrastructure, entertainment, etc
- Confirm contractors once quotes are received.
- Collect public liability insurance policy documents from suppliers, contractors and entertainers
- Order merchandise if required
- Implement marketing campaign
- Check budget
- Begin local business consultation if the event is within a town centre
- Prepare staffing/ volunteer roster (do they require a Working with Children Check [WWCC]?)
- Prepare your Waste Management Plan (refer Councils checklist)
- Book a Welcome to Country with a local community group (refer to page 34)
- Confirm your Risk Management and Emergency Plans.
- Start preparing your Event Plan
- Prepare signage for the event venue

Very Low Impact Event Checklist

2-3 months before event

- Site Inspection
- Check all bookings
- Increase promotion
- Confirm AV, equipment, seating, infrastructure, entertainment, etc. are locked in
- Send Event Plan to contractors, suppliers, staff and stallholders

Day before and Day of the event

- Erect directional signage
- Pre-inspection of space
- Bump in equipment, infrastructure, etc.
- Check emergency exits and assembly points
- Brief contractors and staff

After the event

- Debrief with key stakeholders
- Post event survey
- Review of budget and pay suppliers
- Promote event achievements
- Thank Sponsors

Event Management and Approvals

Initial Planning

The success of any event begins with a well-thought-out initial plan. This crucial stage involves defining the purpose and goals, identifying the target audience, setting a realistic budget and choosing a suitable date and venue. Effective initial planning lays the foundation for smooth execution and helps anticipate potential challenges. By outlining key objectives, gathering input from stakeholders, and developing a preliminary timeline, organisers can ensure the event is both impactful and efficiently managed from the very start. In the initial planning process these areas should be considered:

The date of the event. Check what else is happening in the region at the time to ensure minimal double-up occurs

What is the purpose of the event? Have a clear objective

Where are you planning to host the event? Why that space and location? If the event is on private land, does it have the correct Development Consents?

Budget/sponsorship opportunities

Who is the event manager?

Is there adequate parking available?

Do you have a Wet Weather Contingency Plan?

Check with council what approvals are needed for your event

How many staff/volunteers are needed to host the event safely?

Do the staff or volunteers need a 'Working With Children's Check'?

What contractors are needed? For example amusements rides, security, traffic control, food vendors, structures, equipment, audio visual etc.

How will you evaluate the events' success? eg. by in-event and post-event surveys, emails, letters, social media data etc.

Will you require a welcome to country or smoking ceremony at your event?

Will you require two way radios for staff communication purposes?

Do you require a liquor licence?

Do you need a Traffic Management Plan?

Do you have a Public Liability Insurance Policy?

Plan your budget - expenditure and income.

For Federal, State and Local grant funded events, check that a representative from the corresponding body is available on your proposed dates.

Budgeting

Successful events are ones that do not exceed their allocated budget. A budget should be prepared at least 9-12 months ahead of the event to ensure it captures all incoming funds and all expenses.

First aid

Infrastructure

Traffic management

Security

Toilets

Waste

Licence fees

Public liability insurance cost

Cost of venue

Cleaning

Staging and audio visual

Staffing

Insurances

Marketing and communications

Welcome to Country

Activities

Theming

Artists and performers

A budget estimate for income from stallholder fees, sponsorship and contributions should also be included or considered.

Event Management and Approvals

Event Management Plan

Event Management Plans are important documents that provide a complete overview of the event for Operational Staff and Stakeholders. Details that should be included in this plan are:

- Event name
- Event location
- Date/start and finish times
- Event manager name and contact information
- Forecast weather and cancellation plans for bad weather
- Staff responsibilities and rosters
- Key event information such as roving entertainment, stage times, workshop times etc.
- Run sheet, including times for bump in and out
- Stakeholder contact information eg. Market/food stallholders, equipment suppliers, security, traffic, first aid, VIP's, entertainment, etc.
- Risk Assessment
- Welcome to Country details
- Emergency services contact information
- Accessibility
- Lost Children Procedure
- Parking location for staff and event attendees
- Stage running order/runsheet and MC contact details
- Public liability information for all stakeholders
- Plans for signage, crowd management, security, waste management, site, equipment, stallholders
- List of approvals – temporary food applications, traffic management, liquor license, aquatic license
- Emergency Evacuation Plans
- Detailed event site map including stallholder locations
- Traffic Management Plan

Site Plan / Map

An Event Site Plan should clearly identify the location of all inclusions at your event. This will be an important tool for your staff, contractors and supplies. A more fun and engaging map should be created for promotion.

When preparing a Site Plan you should consider all potential risk and crowd management issues. You might consider including:

- Emergency evacuation locations
- Entry and exit points
- First aid location
- Amusement rides
- Free water stations
- Defibrillator locations
- Bin locations
- Toilet facilities including accessible toilets
- Quiet spaces
- Stage/green rooms
- Vehicle and pedestrian access points to the event space
- Parking for general public, emergency services, VIP's
- ATM sites
- Smoking areas
- Food and market stall locations
- Special zones eg. Emergency Services Zone, Youth Zones
- Shelter locations
- Off-leash pet areas
- Fireworks exclusion zones
- Activity locations
- Lost children and lost property points
- Liquor licence areas
- Information stall locations
- Signage locations
- Security check points/ bag checks

Event Management and Approvals

Event Schedule/ Run Sheet

A detailed event schedule is essential for managing site bump-in and bump-out and for keeping everyone informed, both on and off site. It helps coordinate equipment deliveries, inform contractors of arrival times and guide onsite operations so key staff are aware of what's happening and when. It's also a valuable tool for communicating clearly with stallholders, volunteers and event staff. Details that should be included in this schedule are:

- Chronological breakdown of the event

- Bump-in and bump-out times and locations

- Equipment delivery times and location details

- Specific times of activations or presentations

- VIP arrival times

- Person responsible for each item on the run sheet

Operational Staff

Operational staff refers to employees or workers who are directly involved in bumping-in, bumping-out and being onsite during the event. When considering operational staff you should ensure they have the correct permits and licenses to carry out their work.

- People who have 'working with children checks' if they are working directly with children at the event. For example, face painters or staff dealing with lost children.

- Security guards

- Traffic controls

- Electricians

- Pyrotechnics

- First aid

- Sound and lighting technicians

- Entertainment



Funding Opportunities

Incoming Sponsorship for Events

If you are proposing to create sponsorship opportunities for business groups to support your event, start preparing a comprehensive sponsorship prospectus and include various levels of packages for example:

- **Naming rights**
- **Major**
- **Gold**
- **Silver**
- **Bronze**
- **Stage**

Ensure that packages have onsite activation opportunities as well as marketing and awareness inclusions for their business name and logo to be included on.

A legal sponsorship agreement should be created outlining the event details, the package inclusions and when the value of sponsorship is required to be paid. Both parties should sign this agreement.

Part of your preparations for sponsorship should ensure you can deliver everything you have included in your packages have a dedicated person managing the agreement. They should manage, invoices, invitations, logos etc.

A full report should be created post event detailing what has been delivered.

Council Event Sponsorship Program

Council is committed to supporting the community to host public events to ensure they are safe, successful and well-run.

Council is looking to assist Community events that highlight Hawkesbury's heritage, celebrate our river, enhance our town centres, assist towns and villages to become local hubs, create cultural experiences, promote and assist tourism and that create community and business connections.

- **Round 1 opens for funding applications in February each year**
- **Round 2 opens for funding applications in September each year**

Please refer to our website for more information on the [Council event sponsorship program](#).

Note: Council's Sponsorship Program only supports community not for profit events.

Community Sponsorship Program

The Community Sponsorship Program enables Council to work in partnership with our community to build a vibrant, connected and liveable Hawkesbury.

Council's Community Sponsorship Program provides financial assistance to support Hawkesbury based community organisations or individuals wanting to undertake activities that address key strategies and directions within Council's Community Strategic Plan.

A great place to find information about additional funding that is currently available from a wide range of funders is [community grants and support page](#).

There are three categories within the Community Sponsorship Program.

1. **Resilient Hawkesbury**
2. **Participation**
3. **Access to community facilities**

You can find information on the [Community Sponsorship Program and Strategy](#).



Image credit: Paulina Sobczak

Child Safety

Pre-Event Site Visit and Risk Assessment

Identify all entrances and exits to the event area, the security of boundary fences, hedges, or walls and whether any of the space needs to be cordoned off.

- Identify any specific potential risk features
- Check that the facilities and activities are accessible for children and young people with disability or accessibility needs
- Identify the nearest emergency healthcare facilities in your Event Plan
- Check that the parking facilities and event space include access for emergency vehicles
- Establish if other activities will be held on the site at the same time of the planned event or activity and assess any risk
- Check that mobile telephone coverage is available across the whole area

Staffing

- Determine areas that require event staff/volunteers as per the pre-event risk assessment
- Ensure all event staff/volunteers have been vetted and have current valid Working with Children Checks (WWCC)
- Provide event staff/volunteers with identification and identifiable clothing
- Ensure event staff/volunteers have access to a working mobile telephone and have been provided with key contact information
- If the area has poor mobile reception, then other forms of communication should be considered, such as two way radios
- Provide event staff/volunteers with clear roles and responsibilities and code of conduct documents, including their safeguarding obligation
- Develop event staff briefing notes that include, but are not limited to, missing children and young people procedures, group control measures etc

Working with Children Check (WWCC)

- A working with children check is mandatory for any person working on or in a child-related activity or event
- You can find more information on Working with Children's Checks [here](#)

Signage

- Prepare signage (appropriate for children and young people, including at their eye level) to help them find their way around the site/s and to locate event areas such as first aid etc
- Prepare signage that details the schedule of event/activity and location (if multiple events occurring). Depending on the size and complexity of the site, provide site maps for staff, volunteers, participants and community
- Establish and signpost an information/lost children point and establish a procedure to respond to lost/found children who have become separated from their parents/carers
- Prepare signage that clearly states that photos will be taken at your event and used for promotional purposes. Have a contact/ location listed for attendees to speak with if they do not want their child photographed



Child Safety

Pre-Event Site Visit and Risk Assessment

Having a lost children procedure is a very important element to your Event Management Plan. You should make sure that all operational staff are briefed about the procedure.

You may include operational staff such as:

Clear communication channels: Establish a clear communication system, such as two-way radios or a dedicated phone line, so staff can quickly report any lost children. Relay information to MC onstage

Designated reporting points: Set up a specific location where children can be taken if they are found and where parents or guardians can report lost children. This could be a "Lost and Found" station or a help desk

Emergency Services: Alert police and security

Event signage: Ensure there are signs and visible information about the lost child procedure in key areas around the event. This should include where to report lost children and who to contact for help

Record keeping: Ensure all details of the lost child incident (time, location, description of the child, any interactions with the child or guardian) are logged for future reference and to ensure proper follow-up if necessary

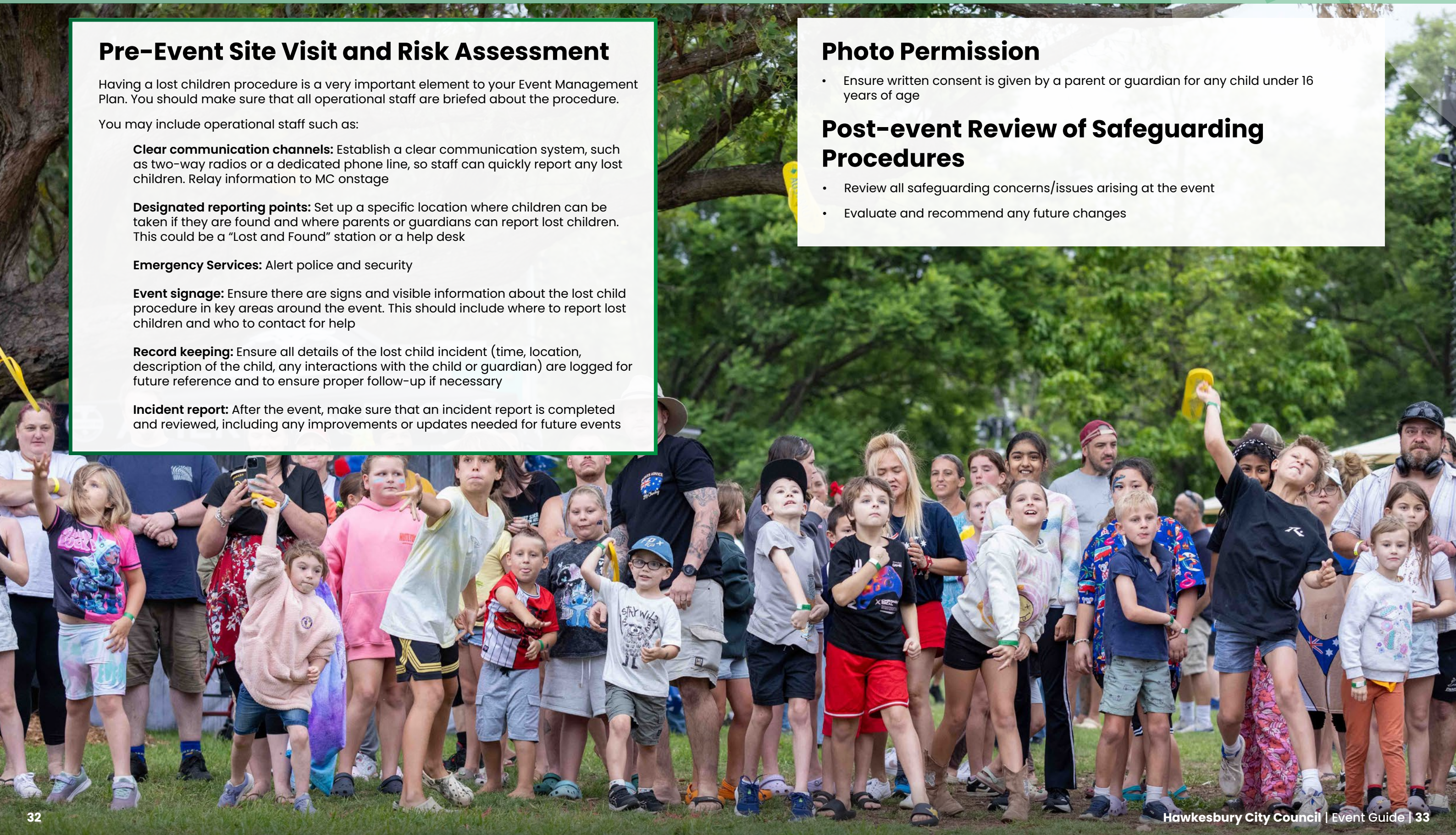
Incident report: After the event, make sure that an incident report is completed and reviewed, including any improvements or updates needed for future events

Photo Permission

- Ensure written consent is given by a parent or guardian for any child under 16 years of age

Post-event Review of Safeguarding Procedures

- Review all safeguarding concerns/issues arising at the event
- Evaluate and recommend any future changes



First Nations Protocols

Key Considerations for First Nations Inclusion in your event:

Acknowledgment of Country

Begin events with an Acknowledgment of Country, expressing respect for the Traditional Owners of the land. This can be done through a formal statement or a Welcome to Country.

Welcome to Country

If possible, invite a First Nations Elder or community representative to perform a Welcome to Country, which is a traditional and respectful way to acknowledge the land and welcome guests.

Smoking Ceremony

Invite a First Nations Elder or community representative to perform a Smoking Ceremony. This is a traditional Aboriginal and Torres Strait Islander practice used for cleansing and spiritual renewal, often performed before major events or as part of a Welcome to Country.

Cultural Elements

Incorporate First Nations cultural elements into the event, such as artwork, music, storytelling, or food. Be sure to do so with sensitivity and in a respectful manner and only if appropriate and in consultation with First Nations community members.

Engage with First Nations Communities

Reach out to local Aboriginal and Torres Strait Islander organisations or communities to discuss event planning and ensure culturally appropriate practices.

Respectful Language

Use respectful and inclusive language when referring to First Nations peoples. Consider terms like "First Nations," "First Peoples," or "Aboriginal and Torres Strait Islander peoples," as these terms are more encompassing and respectful of diverse identities.

Representation

Ensure First Nations representation on event committees, as speakers and in other event roles. This can help to ensure that the event is inclusive and reflects the diversity of the community.

Diversity, Equity and Inclusion (DEI)

Promote DEI principles throughout the event planning and execution. This includes addressing biases, promoting representation and ensuring that all voices are heard.

Local Knowledge

Utilise local First Nations knowledge and expertise. This can include hiring local Aboriginal artists, storytellers, or musicians to perform or share their knowledge at the event.

Our local community groups are:

- Merana Aboriginal Community Association – merana.org.au
- Dharug Custodian Aboriginal Corporation – 0415 770 163 | info@darugcorporation.com.au



Infrastructure and Equipment

Providing the correct infrastructure is vital for any event. When planning for infrastructure, one of the key considerations will be how many people you anticipate will attend your event.

Questions to consider are:

- How many toilets will you require?
- How much waste does the event generate?
- How much power will you need and will generators be needed (large or small)?
- Does the venue have a water supply and
- Will you be providing free water to your attendees?

Consider the following when planning the infrastructure for your event:

Toilets

If using Council facilities, it is the responsibility of the event organiser to ensure they are left clean after the event is completed.

Waste

General bins can be ordered when you book a Council venue, or by emailing customer service: council@hawkesbury.nsw.gov.au – associated fees are listed under [fees and charges in Council's Operational Plan](#) or you can [book these on Bookable](#) if using a council space.

Recycling services should be booked through JJ's Waste and Recycling on 1800 689 332.

Consider having volunteers at your event to help people sort their items into the right bins.

Power

Does the venue have accessible power?

Do you need to hire generators?

What type of power do you need – 3 phase, standard 10/15 Amp?

Have all cords been tag and tested?

Do you require an electrician onsite to check the power and cords?

Water

Does your event site have access to clean drinking water?

Do you need to hire a drinking water station?

Do your food stallholders have access to clean water for washing purposes or will you ask them to provide this?

Do you need a specific nozzle or key for taps?

Toilets

Portable toilets may need to be provided for the event. A suggested ratio of 1 to 25 females and 1 to 50 males applies.

FEMALE					MALE				
Toilets					Urinal				
Patrons	Alcohol	No Alcohol	Alcohol	No Alcohol	Patrons	Alcohol	No Alcohol	Alcohol	No Alcohol
<500	13	6	2	2	<500	8	2	3	1
<1000	16	9	4	4	<1000	10	4	5	2
<2000	18	12	7	6	<2000	15	8	9	4
<3000	22	18	14	10	<3000	20	15	10	6
<5000	40	30	20	17	<5000	30	25	12	8



Infrastructure and Equipment

Lighting

Evening events need to be well lit. Does your event space have existing lighting?

Do you need to hire lighting towers?

Does the parking area have lighting?

Does your pedestrian walkway have adequate lighting?

Will your stallholders need to BYO battery powered lighting?

Structures and Stages

Ensure all structures are weighted or pegged into the ground

Conduct a safety inspection of all structures before the event starts

Ensure that stage structures comply with NSW State Legislation

A DA might be required depending on the size and engineering of the structure and length of time it is in place

Ask for a design concept of the stage to ensure it is built and weighted in correctly

Public Liability Insurance is required from all contractors that supply structures and stages

Amusement Ride

If you wish to install or operate an amusement device on public land within the Hawkesbury Local Government Area then you will need to obtain a Permit prior to the event. This is done by lodging a Permit Application with Council under [Section 68 of the Local Government Act 1993](#).

Event Organisers will need to submit the following documents to Council for each applicable device:

Complete a Permit Application form. A Permit fee is applicable for certain rides (please see our Operational Plan for current fees and charges - www.hawkesbury.nsw.gov.au/your-council/fees-and-charges)

Provide Public Liability Insurance of minimum \$20 million that covers the amusement devices

Provide Registration Certificates for all mechanical devices (from [SafeWork NSW](#) or other State equivalent)

Provide a Site Plan indicating the location of each amusement device. Rides designed primarily for children (12 years and under) may require suitable fencing to restrict unauthorised access to moving rides. Fencing should be indicatively shown on the Site Plan.

The requirements that must be met for approval are set out in the [Local Government \(General\) Regulation 2021 Clauses 71-75](#) and the [Work Health and Safety Regulation 2011](#).

It is the responsibility of the event organiser to ensure that the ground or other surface on which the device is to be or has been erected is sufficiently firm to sustain the device while it is in operation and not dangerous because of its slope or irregularity or for any other reason.

The amusement device must be erected in accordance with all conditions relating to its erection as set out in the current Certificate of Registration.

Council reserves the right to inspect any equipment erected on Council owned or managed land.

Private land conditions:

If the amusement device is being setup and operated on private land, there is generally no requirement to obtain a Permit from Council. In that case, the landowner is responsible for ensuring appropriate insurances and safe-guards are in place. You should carry out a risk assessment and ask the ride operator for their risk assessment and paperwork described above. The device should be installed on firm, level ground.



Infrastructure and Equipment

Fireworks

Fireworks displays can only be held with a pyrotechnicians license or fireworks (single use) licence issued by SafeWork NSW.

The licensee must notify SafeWork NSW and the local Council of an intention to use any fireworks, crackers, distress signal or model rocket propellant device at least 7 working days before the fireworks, signal or device is to be used.

Licensees must include in their notification to Council the following:

1. A completed SafeWork NSW notification form.
2. A completed [SafeWork NSW Fireworks Display Checklist](#).
3. If the display is under a flight path, evidence that CASA (Civil Aviation Safety Authority) has been notified.
4. If the display is on water (i.e. on a barge) an Aquatic Licence from RMS (Roads and Maritime Services)

Once the applicable information above has been submitted, Council will assess your notification based on the following criteria:

1. The appropriateness of the location of the display, for example proximity to residences, hospitals, aged care facilities, animal shelters and overhead obstructions such as trees and power lines.
2. The reason for the display.
3. The types of firework that are proposed to be used, for example aerial fireworks (in particular salutes) are considered to have a much greater impact on surrounding areas than ground display fireworks. Councils can impose conditions on, restrict or prohibit the use of aerial fireworks.
4. The impact on any affected residents and businesses – noting, neighbouring properties must be notified appropriately of the intended display such as by the way of a letterbox drop. Council will need to decide what it believes to be a reasonable area of notification.
5. The impact on animal welfare in proximity to the display.
6. Public liability issues.
7. Noise and other pollution.
8. Public nuisance.
9. The proposed procedure for the disposal of spent fireworks.
10. The appropriateness of crowd and traffic management issues where the display is likely to attract crowds.
11. Any local conditions that the council may consider relevant.

If Council has no objections to the display a letter will be issued from Council outlining conditions to be adhered to.

Further information can be found [here](#).



Bookings, Permits and Public Areas

Booking Requests

Booking requests are made through the [online bookings system](#).

Not all events require a booking, if you are just coming to the park with family or friends and wish to use a BBQ or shelter, you are welcome to. All shelters and BBQs are first come first served, they cannot be booked.

However, you will need a booking for a proposed event if you are bringing anything into the park such as marquees, a PA/speakers, gym equipment or any other equipment or infrastructure, as these require permission. No vehicles are to be driven within a park without specific approval.

For use of any sporting grounds, please contact the [Hawkesbury Sports Council](#)

Parks, Reserves, Malls and Community Halls

Register as a new user on [Council's bookable page](#)

Make the booking request, providing as much information as possible including:

- Map depicting the location you would like to use
- Equipment you are bringing eg. PA, stage, fences, food trucks, fireworks, marquee.
- If you intend to sell alcohol and/or tickets to the event
- If you intend to drive on the grass
- Any supporting documents; risk assessment, public liability insurance, draft marketing materials, liquor licence request.

When making a booking you can request bins, power, water and access. A Council officer will usually respond to your request within five days of it being received.

Depending on the scale of the event, your application may need to be discussed at a Council meeting.

An application fee is charged. Please see Council's current Fees and Charges for details. A refundable bond for damages and keys may be required.

If electricity is available in the park, applicants will be charged per hour for its use.

If exclusive use of a park or reserve is required, allow additional time for requests to be assessed as it will require a report to Council. Additional fees apply.

For Crown Reserves, Native Title Advice may be required.

Parks, Reserves, Malls and Community Halls

To book exclusive use of a park or reserve – six (6) months min. notice is required.

Large events or markets – three (3) months notice is required.

Small events – two (2) weeks notice is required.

Contact Customer Service – (02) 4560 4444 or council@hawkesbury.nsw.gov.au

Markets

Hawkesbury City Council has developed a Market Policy and Guidelines to assist market operators interested in setting up markets on Council-managed land within the Hawkesbury. This policy aims to establish a consistent process for assessing markets, guiding market operators through the application process, identifying suitable sites and considering other key factors when starting out.

If you are considering setting up a regular (rather than temporary or short-term) market on Council land, you can find separate guidelines [here](#).

Development Control

Some events may fall within the Exempt or Complying Development guidelines and will not require development consent to be obtained. Refer to the State Environmental Planning Policy (Exempt and Complying Developments) 2008 and Schedule 2 of the Hawkesbury Local Environmental Plan 2012. Should the proposed event not satisfy the relevant provisions contained therein, a Development Application (DA) may need to be submitted for Council consideration.

You can refer to Council's website or contact Council to speak with a Development Advisor for further information.

Application fees, based on the estimated cost of works for the proposed event, are payable in accordance with Council's Fees and Charges.



Music and Performers

Music Licensing

[OneMusic Australia](#) offers joint music licences so there is no longer any need for separate licence agreements and invoices from PPCA and APRA AMCOS.

Live Music

If you plan to use only live music at your event, and that music is protected by copyright (as most music is). You will need to apply for a licence at least three (3) weeks prior to your event. APRA AMCOS grants licences for the live performance, broadcast, communication, public playing and reproduction of its members' musical works through [OneMusic Australia](#).

Recorded Music

If you plan to use recorded music (including music videos or pre-recorded music that is part of a live performance by a DJ or other performer) you will need to apply for a licence.

PPCA (Phonographic Performance Company of Australia Ltd) grants licences for the broadcast, communication or public playing of recorded music (such as CDs, records and digital downloads or streams) and music videos through [OneMusic Australia](#).

First check with the venue or premises operator whether a blanket licence is already in place, in which case separate licences from [OneMusic Australia](#) may not be required, depending on the nature and details of the event and the scope of any existing licences which may be in place.

Paying Performers

Refer to the [Media Entertainment and Arts Alliance](#) to ensure you pay arts workers correct wages.



Noise Management Plan Requirements for Events Using Outdoor PA Systems

Events proposing to use outdoor personal amplification (PA) systems must prepare a Noise Management Plan. This plan is required to assess potential noise impacts and outline the management measures that will be implemented for the duration of the event.

The Noise Management Plan must include the following:

Event Details

Event duration specified

Event finish time specified

Site Layout

Site map provided

Stage location clearly identified

Speaker positioning shown on map

Surrounding Environment

Nearby sensitive receivers identified (eg. residences, hospitals, schools)

Existing noise environment described

Estimated or measured noise levels (dB) at sensitive receivers included

Acoustic Control Measures

Noise limiter details provided (if applicable)

Sound barriers or shielding measures described (if applicable)

Any additional noise mitigation measures outlined

Noise Monitoring

Noise monitoring program described

Method of monitoring explained (eg. equipment, locations)

Responsible personnel identified

Music and Performers

Complaint Management

- Complaint management procedure included
- Process for receiving complaints outlined
- Response and resolution process detailed
- Record-keeping process described

Management Responsibility

- Person(s) responsible for noise management identified
- Contact details provided for responsible personnel

Additional Requirements (if applicable)

- Event classified as medium or high impact
- Qualified acoustic consultant engaged (organisers are strongly encouraged to engage a qualified acoustic consultant. The consultant can assist in conducting the noise impact assessment and preparing the Noise Management Plan.)

Submission Requirements

- Noise Management Plan completed in full
- Submitted to Council
- Submitted at least one (1) month prior to the event

All events are to comply with [noise restrictions](#).



Food and Alcohol

Food Management

As an event organiser it is your responsibility to manage food vendors, including risk management and any required approvals.

All businesses, including not-for-profit and charity fundraisers, are required to sell safe and suitable food in compliance with the Food Standards Code. This includes businesses that sell food to the public at temporary events, such as festivals, markets and shows.

If you plan to have food at your event you will need to ensure that all vendors have the following:

Mobile food vendors must be registered with Council. Applications must be submitted a minimum of two (2) weeks before event. The application form can be found on [Council's website](#). Mobile food vendors must be registered with Council. An application fee applies. (Please see our Operational Plan for current fees and charges – www.hawkesbury.nsw.gov.au/your-council/fees-and-charges)

Food vendors coming from outside the Hawkesbury must also be registered with their local Council and be able to provide evidence of their registration.

Each vendor needs to have a Food Safety Supervisor available on site, with a copy of their certificate. Other food handlers should have completed the [online NSW Food Authority Food Handler Basics training](#).

Food vendors must comply with the NSW Food Authority "[Guidelines for food businesses at temporary events](#)" and "[Guidelines for mobile food vending vehicles](#)"

Public Liability Insurance Certificate (minimum \$20M).

Alcohol Management

As an event organiser, it is your responsibility to manage the responsible service of alcohol at the event. This includes all events, whether they are BYO, licensed with alcohol sales, or if tastings are offered.

To sell or supply alcohol at your event, you must obtain the appropriate liquor licence from Liquor and Gaming NSW.

Applications and more information for a temporary liquor licence can be found at the [NSW Department of Industry, Liquor and Gaming website](#).

You will also need to contact a local NSW Police Licensing Officer to obtain in-principle support for the sale, serving or consumption of alcohol at your event, as well as the following:

All vendor staff and volunteers involved in the sale of alcohol must hold the mandatory Responsible Service of Alcohol (RSA) certification and be aware of their responsibilities under the RSA legislation.

Your Alcohol Management Plan should include actions for briefing staff in relation to their duties in the responsible service of alcohol including, identifying and not serving minors.

A condition of the liquor licence and certificate of registration is that drinking water must be available free to patrons at all times that liquor is sold or supplied on premises. Penalties apply for not adhering to this condition.

Engage a licensee.

Contact: Windsor Police – 4587 4099

Council Officers can conduct inspections at temporary events under the [Food Act 2003](#). Inspection charges will only apply if an inspection is undertaken. Please see Council's current fees and charges for details. Council Officers will always show their identification before an inspection.

PLEASE NOTE: Food vendors are not allowed to trade on road reserves or easements.



Traffic and Parking

Traffic Management for Special Events

A special event (in traffic management terms) is any planned activity that is wholly or partly conducted on a road, requires multiple agency involvement, requires special traffic management arrangements and may involve large numbers of participants and/or spectators.

Examples include marathons, fun runs, cycling events, parades, horse rides, marches and street market days. The definition also applies to events conducted in their own venue, if the event requires special traffic management arrangements and multiple-agency support.

It is necessary to have qualified and experienced traffic controllers to ensure the safety of all participants, such as pedestrians, motorists and the controllers themselves. Information on traffic controllers and training can be found on the [Safework NSW website](#).

An event organiser planning to hold a special event has to submit an application to Hawkesbury City Council a minimum of six (6) months before the proposed event.

Applications should include details of the event and Public Liability Insurance, a Traffic Management Plan, Traffic Control Plan, route of the event, proposed road closures and any other transport aspects of the event.

Hawkesbury City Council's Local Traffic Committee will assess the traffic aspects of the event.

[Hawkesbury City Council's Special Event - Traffic Information Package](#) provides information regarding traffic applications and procedures for special events.

Event organisers are also advised to refer to Transport for NSW's [Guide to Traffic and Transport Management for Special Events](#).

Forms and Guides

These forms must be submitted with your Traffic Management Plan and merged within one document.

- [Traffic and Transport Management for Special Events Information Package](#)
- [Form A - Initial Approval Application Form](#)
- [Form B - Initial Approval Application Form](#)
- [Form C - Final Approval Application Form](#)
- [Guide to Traffic and Transport Management for Special Events](#)
- [Notice of Intention to Hold a Public Assembly](#) to be sent to Hawkesbury Local Area Command and Council.

NOTE:

- Applications must be submitted to Council a minimum six (6) months prior to the event date.
- Late applications will incur a late fee, please see Council's current Fees and Charges for details.
- Applications will NOT be accepted within three (3) months of the event date.
- All applications and documentation are to be emailed to: council@hawkesbury.nsw.gov.au



Accessibility

When planning an event, you are [legally required](#) to provide access for people with disability.

Council is working to improve access and inclusion for all residents and visitors. A good measure of inclusion is when residents and visitors have equal access to participate in community life regardless of their disability, age, language, gender and sexuality, cultural observances or attitudinal barriers.

In the planning and delivery of an event, consideration should be given to how the program can eliminate barriers, improve access and be inclusive of all people.

Budget

Have you factored in the additional budget to address accessibility requirements?

Venue

Do you have the option to choose a fully accessible venue?

If not, are you and the venue prepared to implement accessibility provisions required?

Are there accessible public transport services near the venue?

Are there drop off points for vehicles close to the entrance of the venue?

Are there clearly identified accessible car parking spaces available near the entrance?

Is there a clear, continuous accessible path of travel (CAPT) from any public transport, parking or drop off points to the venue entrance? A CAPT is defined as a delineated pathway (minimum 1 metre wide) with no steps or barriers.

Is there a clear, continuous accessible path of travel from the entrance to all the areas being used as part of the event?

Are all doors wide enough (minimum 1000mm/1m) for a wheelchair user to get through?

Is the information/registration desk at a height that is accessible for a wheelchair user?

Are there accessible unisex toilets?

Is there a hearing loop? If not, can you install a temporary one?

Will audio description be provided for blind and low-vision attendees?

If the venue has fixed seating, are there removable seats for wheelchair users?

Is there provision for a breakout space or quiet room?

Is there a changing places amenity available for people with high support needs?

Is there provision to provide a tactile touch tour for the blind and low-vision community?

Infrastructure and Seating

Have you planned for alternative arrangements where any of the preexisting infrastructure has been identified as inaccessible?

Are any stages and risers accessible for performers and speakers, if required?

Have you designated an accessible seating area at the front of audience areas with an unimpeded view of the stage, speaker and/or Auslan interpreter? For a medium-sized event, aim to provide seating for 20 people as a minimum.

Transport

Are any additional accessible parking or drop off points required?

Have you provided the closest transport hubs to your event with estimated walking times and gradients?

Have you provided information about transport services affected by road closures?

Signage

Do you have clear signage to direct people to all event areas as well as amenities such as info booths, toilets and first aid?

Have you ensured signage is printed with clear contrast colours (white on blue) using the International Symbol of Access icon and is installed at a height visible to wheelchair users?

Are accessible pathways clearly identified?

Is there an accessibility map which highlights all the accessibility elements available?

Outdoor Events

Are there any structures obstructing any kerb ramps?

Are accessible portaloos and accessible water stations provided?

Do any street closures or fencing maintain the accessibility of kerb ramps or accessible paths of travel?

Will you be providing a break out space or quiet space in a shaded area?

Do any grassy areas need to be covered with flooring materials for easier mobility?

Are all cable trays wheelchair accessible?

Will a wheelchair charging station for power wheelchairs and scooters be provided?

Is there a priority queue with a wider lane for accessibility guests provided at all security entry points?

Accessibility

Assistance Animals

Are there facilities for assistance animals (eg. bathroom, water, shade)?

Have staff been briefed on the rules and regulations pertaining to assistance animals? ([Refer to NSW State Legislation](#))

Tickets and Registration

Do you have a registration form for accessibility guests? If not, can they note their specific requirements at the time of booking?

Are registration forms and booking systems in an accessible format with different submission options such as web, telephone and email?

Content and Information

Is any written information, such as programs, available in an accessible format for people who are blind or with low vision?

Is there an opportunity to provide audio description or other accessible formats for any visual information such as a presentation or video?

Do you need captions or an Auslan interpreter for any speakers or video?

Staff

Have your staff (including venue-supplied staff) and volunteers had disability awareness training and been briefed on any accessibility measures or requirements including emergency evacuation procedures?

Sound and Lighting

Have audiences been informed if there will be any flash lighting, strobes, smoke, loud noises or other special effects?

If the lights are dimmed for presentations, are any sign language interpreters still adequately lit?

Are portable microphones available for members of the audience who are invited to ask questions from the floor?

Catering

Are the catering tables or food vendors (including food trucks) at a suitable height for wheelchair users?

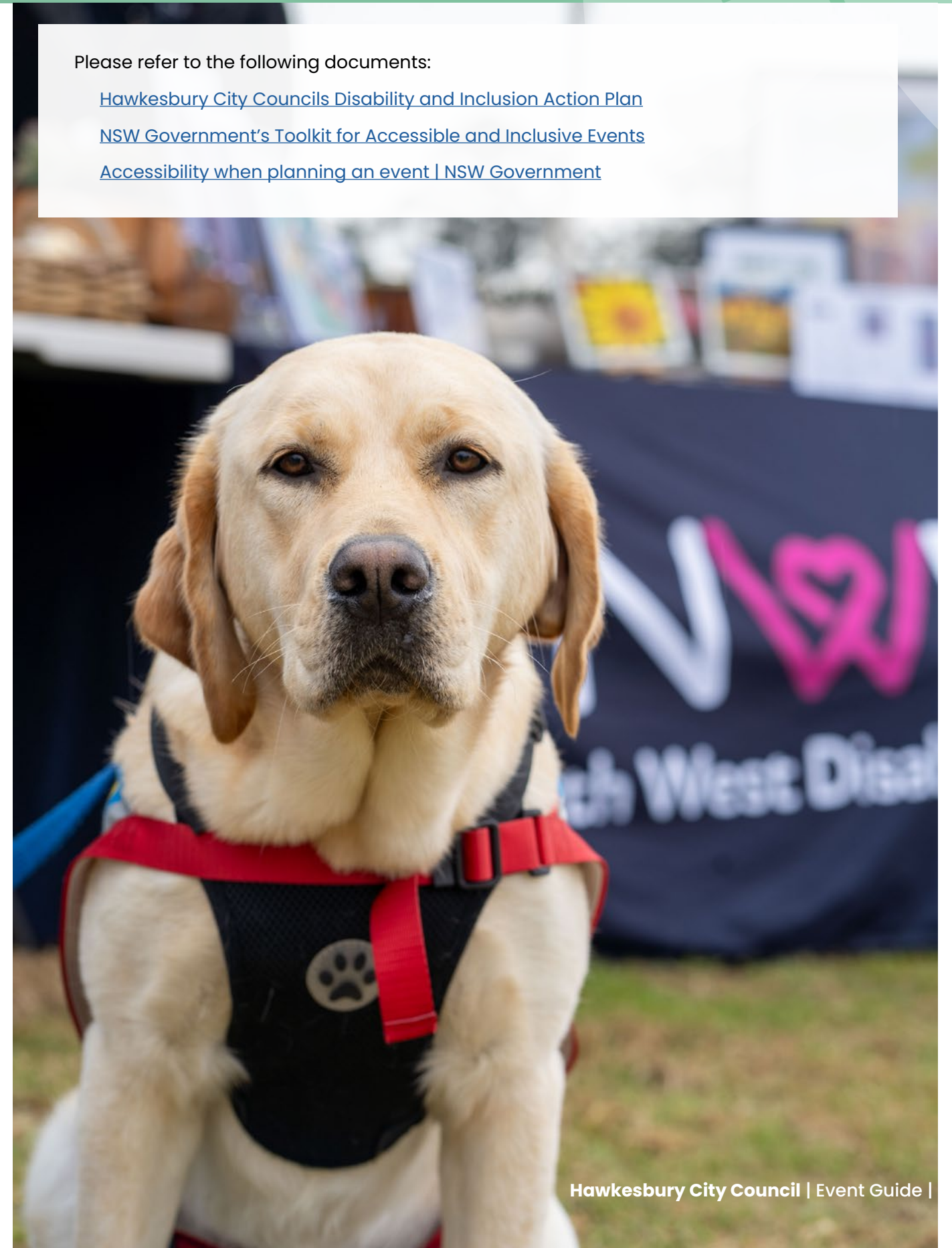
Are accessible seating and tables available?

Please refer to the following documents:

[Hawkesbury City Councils Disability and Inclusion Action Plan](#)

[NSW Government's Toolkit for Accessible and Inclusive Events](#)

[Accessibility when planning an event | NSW Government](#)



Insurance and Risk Management

Identify, Mitigate and Manage Risks

Risks at events should be carefully analysed and then rated according to likelihood and impact. Control measures should then be developed to reduce the likelihood of risks occurring. Comparing the benefits and costs will help you decide your mitigation strategies. Focus on risks that have significant impacts or consequences.

Your Risk Management Plan should form part of your emergency management approach. Once you have developed your plan, continue to monitor, assess and manage risks throughout the planning of the event and during the event itself. See Event Risk Assessment template on page 68.

Reputational risk or the public perception of event risk is an important consideration, in addition to operational or public safety risks. Engage your communications team and organisational executives to consider communications risk or reporting requirements.

Invite as many people as possible involved with the event to identify potential risks. Risks can include, but are not limited to:

- Medical emergencies, eg. drug and alcohol issues, injuries, allergic reactions, food poisoning, heat stroke or exhaustion, etc.
- Terrorism, security breach or inadequate security
- Equipment failure
- Property damage or loss
- Larger than expected crowds
- Sun exposure or adverse/extreme weather
- Damage or injury from fireworks
- Electricity outages or surges
- Lack of care with hazardous materials
- Reputational risk and inadequate public messaging, including communications with event audience and non-event community.

This table can assist with identifying, mitigating and managing risks.

What are the consequences if the hazard occurs	What is the likelihood of the hazard occurring				Outcomes
	Very high risk Very likely to happen	High Risk Could happen	Medium risk Could happen but unlikely	Low Risk Highly unlikely to happen	
Kill or cause permanent disability	1 High	1 High	2 High	3 Medium	Class 1: Immediate attention. Do not start work. If work underway, immediately stop and make safe without delay. Class 2: Immediate attention. Do not start work. If work underway, immediately stop and make safe within 24 hrs.
Cause major property damage over \$50,000					
Serious injury or long term illness	1 High	2 High	3 Medium	4 Medium	Class 3: Heightened attention. Fix within 14 days.
Cause considerable property damage over \$10,000 under \$50,000					
Time off work requiring medical attention	2 High	3 Medium	4 Medium	5 Low	Class 4: Attention required within 1 month
Cause property damage over \$500 under \$10,000					
First Aid required, minor injury	3 Medium	4 Medium	5 Low	6 Low	Class 5 and 6: Business as normal, addressed within 6 months.
May cause property damage but unlikely					

Safety Considerations

PLEASE NOTE: Gas appliances should comply with SafeWork NSW and should not be enclosed within a stall.

Weather

Always have a Wet Weather Plan or a cancellation policy in place for your stakeholders and on any agreements with suppliers.

Councils Emergency Dashboard has links to various sites including the Bureau of Meteorology.

Medical Incidents

NSW Ambulance provides the following Frequently Asked Questions (FAQ) to assistant event organisers.

First Aid

Event organisers have a duty of care to people working, volunteering or attending your event. Having a first aid officer at your event provides a quick response to incidents that may happen. You should conduct a full risk assessment of your event to determine if your event requires first aid responders.

Keep records

[Keep records](#) of the [Risk Management processes](#) for legal reasons and so you can review and improve risk management for future events.



Sustainability

Hawkesbury City Council has an important role in demonstrating best practices in sustainable event management, while also providing the community with guidance to build their capacity to hold environmentally responsible events.

Council is committed to sustainability by ensuring that our programs, projects and operations do not compromise the ability of future generations to meet their needs. We consider the environmental, economic and social impacts in everything we do.

Managing events sustainably offers several benefits, including:

- Environmental protection
- Cost savings
- Reputational advantages
- Education, engagement and awareness
- Supporting the local economy

To successfully deliver sustainable events, collaboration and coordination across Council and its stakeholders; including residents, businesses, government agencies and other organisations is essential.

Supported by key Council strategies and plans, such as the Environmental Sustainability Strategy and Net Zero Emissions and Water Efficiency Strategy, this guide's Sustainability section provides practical guidance to improve the sustainability of events in the Hawkesbury.

Project Planning

Have you set up sustainability objectives for the event and decide what you want to achieve for your event?

Have you determined if you want to collect any data to measure impact, for example waste generation data?

Have you considered the environmental risks of your event and included them in the event's risk assessment?

Have you considered choosing a venue that is easily accessible and allows people to enter, exit and move around the site with ease and if accessible unisex toilet facilities are available?

Have you planned to do a post-event sustainability evaluation? An integral part of ensuring an event is sustainable is measurement, continuous learning and improvement. When undertaking the post-event evaluation, reflect on the sustainability outcomes and note down successes and learnings from the event.

Have you considered if the event can support a social cause or local community group? For example, include zero waste, donating leftover food to a food collection service or other collection for charity.

Have you considered if the event can provide volunteer opportunities? For example, providing experience to local students or community organisations.

Have you considered if any staff, volunteers or suppliers will require sustainability induction and if you should include this in your planning?

Have you developed a Project Plan which incorporates the sustainability principles outlined in Council's Sustainable Event Policy and these Guidelines?

Have you considered listing the key performance indicators (KPIs) and data to collect and included them in the Project Plan/Risk Assessment? *This will enable you to measure and track the sustainability performance of your event.*

If a face-to-face event, have you visited the physical event site before the event to do a review against the sustainability objectives and performance indicators? *For example, confirm transport access options and waste management requirements.*

Stakeholder Engagement

Have you made planning decisions that support your sustainability objectives?

Have you given everyone involved an opportunity to provide input to the sustainability of the event?

Have you influenced and gained participation in any sustainability initiatives?

Have you Influenced and created awareness of your events sustainability?

Have you identified and listed potential stakeholders that are directly or indirectly involved in or impacted by the event? Prioritise your list of stakeholders based on the level of impact or influence they have on your event sustainability objectives and who are critical to successfully achieving those objectives. For example, vendors providing food and serve ware have a high impact on waste objectives. Sponsors handing out printed materials have a high impact on resource use and waste. Media and communications teams have a significant influence over the sustainable stories and key messages communicated externally.

Have you developed and delivered tailored sustainability messaging for your stakeholders, according to their priorities? Ensure the key messages are consistent, clear and relevant for all stakeholders.

Have you engaged with local First Nations communities and/or representatives, particularly for significant events, on the incorporation of a Welcome to Country, or an Acknowledgment of Country into event proceedings and considered engagement of First Nations relevant suppliers and performers?

Have you identified opportunities suppliers and vendors can provide that may contribute to sustainability objectives? During supplier and vendor engagement, communicate your sustainability objectives and expectations clearly so they can respond appropriately.

Have you ensured all sustainability requirements are included in any stakeholder communications, supplier engagement, supplier contract clauses, attendee communications, media and promotion

Sustainability

Marketing and Communications

Have you aligned with Council's and/or your organisations sustainability objectives and commitments?

Have you developed communications to represent and promote the sustainability of your event?

Have you utilised multiple communication channels that considers the diversity of the Hawkesbury community?

Have you established sustainability marketing messages based on the event's objectives, key performance indicators and flagship initiatives?

Have you mapped any key sustainability messages to your identified stakeholders and included them in your Communications Plan for the event? When possible, communicate the intention of having a sustainable event to attendees and encourage participation. For example: ask attendees to bring their own reusable bottles, reusable bags, to download event materials on their personal electronic devices and to refuse single-use plastics. Consider incentivising sustainable behaviours. For example, offering a discount for bringing water bottles and reusable coffee cups.

Have you planned and designed event signage for reuse?

Food and Beverages

When providing food for an event, have you considered providing healthy choice options?

Have you considered sourcing sustainable harvested, locally sourced or seasonal catering or food and beverage vendor options?

Have you considered sourcing food and beverages to cater for all dietary requirement of attendees including but not limited to Vegetarian, Vegan, Gluten Free, Dairy Free and addressing specific allergies. Food and beverages should be clearly labeled to identify options.

When purchasing food and beverages, have you considered purchasing Fairtrade certified products? Such products can range from tea and coffee, chocolate and ice cream and beverages.

Procurement

Have you considered Council's Sustainable Events Policy?

Have you sent new and existing suppliers and vendors the sustainability objectives of the event?

Have you requested the supplier or vendor to outline what they can provide or contribute (for example, alternative products or services, or environmental data) in order to help achieve and track sustainability objectives?

Energy and Transport

When hiring vehicles (land and on water), have you considered fuel efficient vehicles such as electric vehicles or hybrids?

Have you considered holding your event in locations which promotes the use of active and sustainable transport options? Communications should include the encouragement of event attendees to use sustainable or active transport.

Have you considered providing local transport options? For example, a shuttle buses service.

Where lighting and/or audio-visual equipment is required, has consideration been made to use energy efficient lighting (LED) and audio-visual equipment? When possible, request data that can be used to provide evidence of reduced environmental impact.

Have you set plans to manage and monitor lighting or equipment to ensure that the use is optimal including use of timers and turning off equipment when not required and at the end of the event?



Sustainability

Local Environmental Impacts

Have you identified potential pollution impacts that the event may have? Including but not limited to air, light, noise, land and water.

Have you researched legislative regulations and local council requirements for protection of waterways and the general environment?

Have you ensured trees are protected from potential damage including no infrastructure to be attached to trees and implementation of exclusion zones for significant trees?

If fireworks are intended, have you ensured you comply with the Hawkesbury Fireworks (pyrotechnics) Display Policy?

Social and Cultural Inclusion

Have you made yourself familiar with the [Hawkesbury Disability Inclusion Action Plan \(DIAP\) 2023-2026](#)?

Have you made yourself familiar with [Reconciliation Action Plan \(RAP\)](#)?

Have you considered how your event ensures inclusiveness to culturally and linguistically diverse (CALD) backgrounds?

Have you ensured your event caters to all age groups (unless your event is a specifically targeted event, for example, Youth week or a Seniors event)?

Outcomes and Evaluation

Have you planned to conduct a self-assessment on how the event went in terms of achieving sustainable outcomes and what you may improve upon at the next event? Following your event, note down challenges, recommendations for improvements and opportunities for innovations.

Have you planned to include sustainability outcomes in internal, supplier and stakeholder debriefs and evaluations?

Have you planned to incorporate improvement opportunities into future event implementation plans and supplier contract clauses?

Have you planned to promote the sustainability achievements of your event following the event? If you set event objectives in the planning stage planning stage, then you could determine following the event if you achieved these objectives.



Waste and Resource Recovery

Hawkesbury City Councils goals for Waste and Resource Recovery include Resource Responsible Citizens, Generational Legacy and Environmental Stewardship.

Council is committed to protecting and enhancing the built and natural environment for current and future generations, and effective waste management and prevention at events plays a key role in achieving this.

Managing and preventing waste at events offers several benefits, including:

- Environmental protection
- Cost savings
- Reputational advantages
- Education, engagement and awareness
- Supporting the local economy

To successfully deliver events which support the Waste and Resource Recovery goals, collaboration and coordination across Council and its stakeholders; including residents, businesses, government agencies and other organisations is essential.

Supported by key Council strategies and plans such as the Waste and Resource Recovery Strategy and Litter Prevention Plan, this guide's Waste and Resource Recovery section provides practical guidance to improve the waste management, resource recovery and litter prevention of events in the Hawkesbury.

Waste Management

Have you included waste management in the events Project Plan and identified the waste streams that will be generated at your event?

Have you considered ways to eliminate or reduce certain waste streams entirely at the planning stage? For example, switching to digital solutions, limiting packaging, or requiring vendors to adopt zero-waste practices?

Have you ensured you have adequate waste management solutions to cater for the expected waste generation of the event? Consideration should be given to the type of waste generated and the expected number of people attending to ensure the correct number and streams of waste collection is available. For large events, the frequency of bin collections should also be considered.

Have you planned and mapped where bins will be placed? Best practice is to plan for bins to be placed at highly visible locations near food stalls and entries/exits. When providing a recycling service, a general waste bin should always be placed right next to any recycling bins to avoid contamination.

Have you designed appropriate signage to help attendees locate bins? Maybe on an event map or utilising signage to direct attendees to the closest bin.

Have you designed appropriate bin signage to help attendees know which waste stream the bin is for? Any signage should clearly indicate the type of waste that can be placed in different bins to help avoid incorrect bin usage.

Has consideration been given to the waste hierarchy? The hierarchy for waste should be 'avoid and reduce waste', then 'reuse waste', then 'recycle waste', then 'recover waste', then 'treat waste' and as a last resort 'dispose of waste'.

Merchandise, Printing and Signs

Have you explored alternative engagement strategies instead of giveaways? For example, offering digital vouchers, experiences, or competition entries to eliminate physical waste?

If providing giveaways, have you considered the environmental implications of the giveaway? Single use plastic giveaways should always be avoided. Avoid the use of showbags and giveaways from sponsors and vendors when possible. If giveaways cannot be avoided, preference should be given to reusable items and/or items made from recyclable or sustainable materials.

Have you planned to avoid disposable items? If disposable items are unavoidable, preference should go to using items that are recyclable or compostable.

If your event requires signage, have you considered using recycled materials? If using recycled materials, it is recommended to clearly label the signage highlighting that it is recycled to prompt community understanding of the sustainability of your event.

If outsourcing, have you request recycled, plastic free, or other sustainable options from suppliers?

Have you considered making all event communications electronic to minimise paper usage? This includes invites, programs, maps and materials for event planning such as agendas or reports. Where possible, consider using screens at the event to provide information or web email links to attendees for online resources rather than providing printouts.

If print materials are essential, have you considered making them double-sided and on recycled materials to avoid excess waste? Confirm attendee numbers to avoid overprinting.

Have you considered reusing as many existing signs, scrim, banners or other decorations for your event? Where new materials are needed, consider designing your materials to be reused for future events. Avoid dates or themes that require year on year new printing. Avoid custom build stands or displays.

Are you adhering to the NSW single use plastic bans? As per the *Plastic Reduction and Circular Economy Act 2021*?

Have you ensured any decorations are sustainable? For example, the use of glitter, confetti or balloons should be avoided.

Waste and Resource Recovery

Litter Prevention

If the waste management solutions you've organised to cater for the expected waste generation of the event are not adequate, have you organised for a 'back-up plan' to address this? For example, a post event clean up or extra bin collection service.

Have you considered incentivising people to use the waste management solutions? For example, utilising a scheme such as Return and Earn.

Have you considered having bin monitors? For example, having trained staff or volunteers at bins to assist with correct disposal and to answer questions. Another example for large events is having regular announcements reminding attendees to put their litter into the bin.

Have you considered education and awareness activities for litter prevention? For example, utilising the NSW Environment Protection Authority (EPA) 'Nature Hates a Tosser' campaign.

Have you considered focusing and investing in the prevention of priority litter items entering the environment? The priority litter items identified in the Hawkesbury (2025) include cigarette butts, beverage containers, litter fragments, takeaway packaging, snack & confectionery items and party items.

Have you considered undertaking a litter count post your event to determine which items were littered? This data could be used to better understand which items need to be addressed in your future event planning for litter prevention.

Food and Beverages

If holding an event where reusable cutlery, crockery and dishwashing stations are available (such as a community workshop or training event), have you planned to use reusables?

Have you provided drinking water on tap or in refillable jugs, coolers or water stations with reusable cups or bottles to encourage a reuse culture?

Have you promoted that attendees bring their own reusable water bottle to events?

When providing food for an event, have you considered avoiding individually wrapped items?

If catered, have you requested that all catering is supplied on reusable, washable plates, cutlery and cups. Where this is not possible request that recyclable or compostable serve ware is used.

Have you communicated with caterers and vendors that single serve containers and single-use items are to be avoided? These include milk, sugar, sweeteners, butter, condiments, salt and pepper, stirrers, straws, plastic fish with soy sauce or individually wrapped food items.

Have communicated to your caterers or food vendors, the most accurate number of attendees expected at your event? Communicate this with enough notice so that correct food quantities can be planned an ordered and waste minimised.

Have you encouraged food vendors to offer smaller portion sizes or "half serves" to reduce food waste?

Have you considered arranging for a pick-up of any leftover food that will otherwise go to waste. For example, OzHarvest or SecondBite.



Communications Plan

Media

Allow plenty of time for contacting the media. The most focus should be in the three to four (4) weeks leading up to the event. Allow time for the media's deadlines. For example, the Hawkesbury Independent are published at the beginning of every month, The Hills to Hawkesbury News is published fortnightly.

It is important to target the correct media for your event and the people you are encouraging to attend.

For smaller events, make up a general media release and mention that other story angles and photos are available.

Social Media

Use social media platforms to promote the event – Instagram, Facebook or Threads are some of the major platforms available which appeal to different audience segments.

Post updates, event teasers, countdowns and behind-the-scenes, create a event page on the Facebook page. NOTE: If your event is supported by Council, please tag/acknowledge Council in your social media post.

Hashtags: Create a unique event hashtag and use it on all posts. This makes gathering data about the success and reach of posts easier.

Respond to comments and messages, engage with followers.

Posters and Flyers

There are a number of community noticeboards located in the Hawkesbury at local shopping centres and Council's Richmond Library and Hawkesbury Central Library.

You can also approach local businesses for permission to locate flyers at their business.

Posters and flyers are not permitted on telegraph or light poles, or erected roadside on signage boards.

Accessibility for Marketing and Communications

Does your website follow [web accessibility standards](#)?

Are there multiple methods of contact available such as a phone number, email address or telephone typewriter (TTY) number?

Does your written material use a large and clear font style, with good contrast between text and background?

Are your communications using appropriate inclusive language (eg. 'accessible toilets' rather than 'disabled toilets') and plain English?

Is any written information, such as programs, available in an accessible format for people who are blind or with low vision?

Banners

Hawkesbury City Council has banner poles available for advertising charitable, community and not-for-profit events.

They are in three locations: Ham Common; Clarendon and North Richmond.

Bookings run from Tuesday to Monday and are for a maximum period of two (2) weeks.

Banners should not exceed 4.5 metres in width, a 1 metre drop and should have air holes.

The community banner poles set consists of two poles (8m in height) between which a banner is supported. Up to three banners can be displayed on a community banner pole at anyone time.

Public Liability Insurance is required.

Further information regarding banners [HERE](#).

Book your banner pole [HERE](#).



Checklists / Templates

Event Risk Assessment

Details of Event			
Event Name/Background:			
Event Location:			
Event Date:		Event Organiser:	
Risk Assessment Date:		Review/Revision Date:	

Event Information			
Number of Participants		Site Capacity	
Participant Groups		First Aid Arrangements	
Access and Egress		Safety Responsibilities	
Marshalling Arrangements		Crowd Control and Security	
Stalls		Provision of Toilets	
Water Supply		Electricity Supply	
Waste Services and Disposal		Fire Safety	
Food and Alcohol		Animals	
Amusement Ride Licences (SafeWork NSW)		Other	
On-Site Contractors			

Hazard Identified (eg. slip/trip)	Hazard Caused By (eg. wet floor/uneven surface)	Initial Risk Score		Control Measure Type	Brief Description of Control	Residual Risk Score		Person Responsible
		H/M/L	Score			H/M/L	Score	
EXAMPLE - Trip Hazard	Uneven surface	L	5		- Keep site tidy. - Walk through to be completed for any noticeable issues prior to event - Ensure we go over ground to make sure there are no evident areas of concern that people would trip or hurt themselves. <i>In the event hazards are addressed on the day, team to isolate the area with a cone, tape or clear obstruction such as a table or what is available to us.</i>	L	6	Event Organiser

Control Measures (Detail)			
Short Term / Immediate Controls	Incident Report Ref. No.	Medium / Long Term Controls	Incident Report Ref. No.

Consultation			
Name	Stakeholder	Signature	Date

What are the consequences if the hazard occurs	What is the likelihood of the hazard occurring				Outcomes
	Very high risk Very likely to happen	High Risk Could happen	Medium risk Could happen but unlikely	Low Risk Highly unlikely to happen	
Kill or cause permanent disability	1 High	1 High	2 High	3 Medium	Class 2: Immediate attention. Do not start work. If work underway, immediately stop and make safe within 24 hrs.
Cause major property damage over \$50,000					
Serious injury or long term illness	1 High	2 High	3 Medium	4 Medium	Class 3: Heightened attention. Fix within 14 days.
Cause considerable property damage over \$10,000 under \$50,000					
Time off work requiring medical attention	2 High	3 Medium	4 Medium	5 Low	Class 4: Attention required within 1 month
Cause property damage over \$500 under \$10,000					
First Aid required, minor injury	3 Medium	4 Medium	5 Low	6 Low	Class 5 and 6: Business as normal, addressed within 6 months.
May cause property damage but unlikely					

[Click here to download a copy of this Event Risk Assessment Template.](#)

- ☐ **CLEANING:** Use washable cleaning cloths rather than disposable paper towel.

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Budget:

Activity	Stakeholders	Timeframe	Details	Responsibility	Cost	Status
Signage	(Digital, VMS, banners, wayfinding, amenities, parking, pedestrians, etc)					
Online	(Social media, website, what's ons, influencers, etc)					
Print	(Flyers, posters, postcards, site maps, tickets, vouchers, etc)					
Media / Other	(Newspaper, television, radio advertising; media releases, promotional materials, etc)					

[Click here to download a copy of this Communication Plan Template.](#)

Contacts, Useful Links & Further Reading

Traffic

Transport for NSW (TfNSW) 24-Hour Traffic Enquiry Line: 13 27 01 | www.livetraffic.com

Hawkesbury Police Area Command: (02) 4587 4099

SafeWork NSW

131 050 | www.safework.nsw.gov.au

NSW Liquor and Gaming

www.liquorandgaming.nsw.gov.au

One Music Licence

www.onemusic.com.au

Media and Advertising

Hills to Hawkesbury News: 0439 034 187 (published fortnightly)

Hawkesbury Independent: 4588 5055 (published monthly)

Pulse FM: 0434 440 553

River FM: 0439 876 876

Hawkesbury Community Radio: (02) 4589 9899

Local Aboriginal Community Groups

Merana Aboriginal Community Association: merana.org.au

Dharug Custodian Aboriginal Corporation: 0415 770 163 | info@darugcorporation.com.au

Hawkesbury Showground

Hawkesbury District Agricultural Association (HDAA):

(02) 4577 3591 | hdaa@hawkesburyshow.com.au | www.hawkesburyshowground.com.au

Waste

Recycle bin bookings: JJ Richards – 1800 689 332

General Waste Council bin bookings: Customer Service (02) 4560 4444

NSW Government Event Start Guide

www.nsw.gov.au/departments-and-agencies/premiers-department/community-engagement/event-starter-guide

Accessibility

[NSW Government's Toolkit for Accessible and Inclusive Events](#)

[Hawkesbury City Council's Disability and Inclusion Action Plan](#)

[NSW Health's Toolkit for Accessible and Inclusive Events](#)

[NSW Government's Accessibility Guide for Planning an Event](#)

NSW Ambulance FAQs for Event Organisers

www.ambulance.nsw.gov.au/__data/assets/pdf_file/0006/552480/NSW-Ambulance-Responsibilities-of-Event-Organisers-FAQ.pdf

Hawkesbury City Council

Customer Service: (02) 4560 4444

Environmental health Team: (02) 4560 4575

Hawkesbury Visitor Information Centre: (02) 4560 4620

Council's Events Team: 4560 4444 | events@hawkesbury.nsw.gov.au

Hawkesbury City Council Website: www.hawkesbury.nsw.gov.au

Councils Emergency Dashboard: disaster.hawkesbury.nsw.gov.au

Hawkesbury City Council What's On: www.hawkesbury.nsw.gov.au/your-council/events/whats-on

Discover The Hawkesbury What's On: www.discoverthehawkesbury.com.au/whats-on

Book a Council Venue, Banner or Flag Pole

www.hawkesbury.nsw.gov.au/your-spaces/book-a-space





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Phone

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Email

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