Guidelines for event management at La Larr Ba Gauwa Mountain Bike Park

a guide to planning and managing your event

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We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We are committed to genuinely partner, and meaningfully engage, with Victoria's Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices and their broader aspirations in the 21st century and beyond.

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Introduction

Background

La Larr Ba Gauwa Mountain Bike Park (the Park) opened in March 2018.

Production of guidelines for event management at La Larr Ba Gauwa Mountain Bike Park (guidelines) to support events at the Park was a condition of Mount Alexander Shire Council (the Council) Planning Permit provided to DELWP in 2017.

These guidelines reflect the principles developed by Council and the La Larr Ba Gauwa Park Committee of Management (the Park CoM).

Events at the Park

To host an event at the Park an event organiser will need to complete an application form and receive a permit from the Park CoM.

An event organiser should consider these guidelines when developing the application and designing their own Event Management Plan for approval by the Park CoM and Council.

Using the guidelines

The guidelines chapters are based on the event components listed below.

Each event component is further sectioned by event scale and described according to the scale or size of the event. A small-scale event of 150 people has different management needs to a large event of 1000 people.

Refer to the size of your event in each chapter to help create the Event Management Plan required for your event size.

Event components

The guidelines consist of four key components:

- Event staffing
- Event communications
- Emergency management
- Traffic management

Assumptions

Assumptions have been used to estimate the numbers of patrons (participants and spectators), and a patrons to cars ratio used in developing the guidelines. These are:

- The number of car spaces allocated for participants and spectators at each event size has been calculated as 75% of the event size participants and spectators. The rationale being that several people will arrive in the same one car so less than the total number of attendance is required in car spaces.
- Separate car parking areas have been designated for participants and spectators. However, in reality, spectators at MTB events usually arrive in the same car as participants - so the numbers listed in each event size should really be approached as a combined total of car spaces required, not separate.
- Parking capacity estimates have been calculated based on roads lengths and areas of open space to estimate car park capacity in each area. Note they are a guide only and a conservative count to allow for lost spaces, where it is not usable for some reason, has been taken.

Event scales

Four scales of event sizes have been calculated as a guide in this document. They are small, medium and large mountain bike events and events in the Oak Forest and are described in detail below.

Small event

- Number of patrons: Up to 200 participants / spectators
- Event management and event services required: Event administration, registration, first aid, etc
- Number of vendors: 1 - 2 food vendors
- Parking: Event staff and volunteers must park in Harcourt town with only essential event vehicles and event vendors to park within the event site
- Parking marshals: Must monitor and control parking in the Oak Forest

Medium event

- Number of patrons: 200-500 participants / spectators
- Event management and event services required: Event administration, registration, first aid, etc
- Number of vendors: 2-3 food vendors, industry, sponsors, etc
- Parking: Event staff and volunteers must park in Harcourt town with only essential event vehicles and event vendors to park within the event site.
- Parking marshals: Must monitor parking areas in the following sites: In Harcourt town; in the Park area signed ‘No Event Parking’ located at the corner of High St and Market St; and monitor the shuttle bus and/or VIP drop off point

Large event

- Number of patrons: Over 500 participants / spectators
- Event management required: Event manager, race director, communications and media manager, volunteer coordinator, emergency response, security, traffic
- Event services required: Event administration, registration, ticketing & entry, first aid, security, information & communication, people movement, emergency response, waste management, cleaning, track maintenance, event crew, race timers, equipment maintenance
- Traffic management required: 5+ parking marshals, traffic marshals and licensed traffic controllers in quantities as per advice from traffic management group
- Number of vendors: 3+ food vendors, industry, retailers, sponsors, etc
- Parking: Event staff and volunteers directed to park in Harcourt town with only essential event vehicles and event vendors to park within the event site
- Parking marshals: To monitor parking areas in town and in the Park, safe entry/exit of car park area
- Licenced traffic controllers to monitor crossing points and road closures

Event staffing

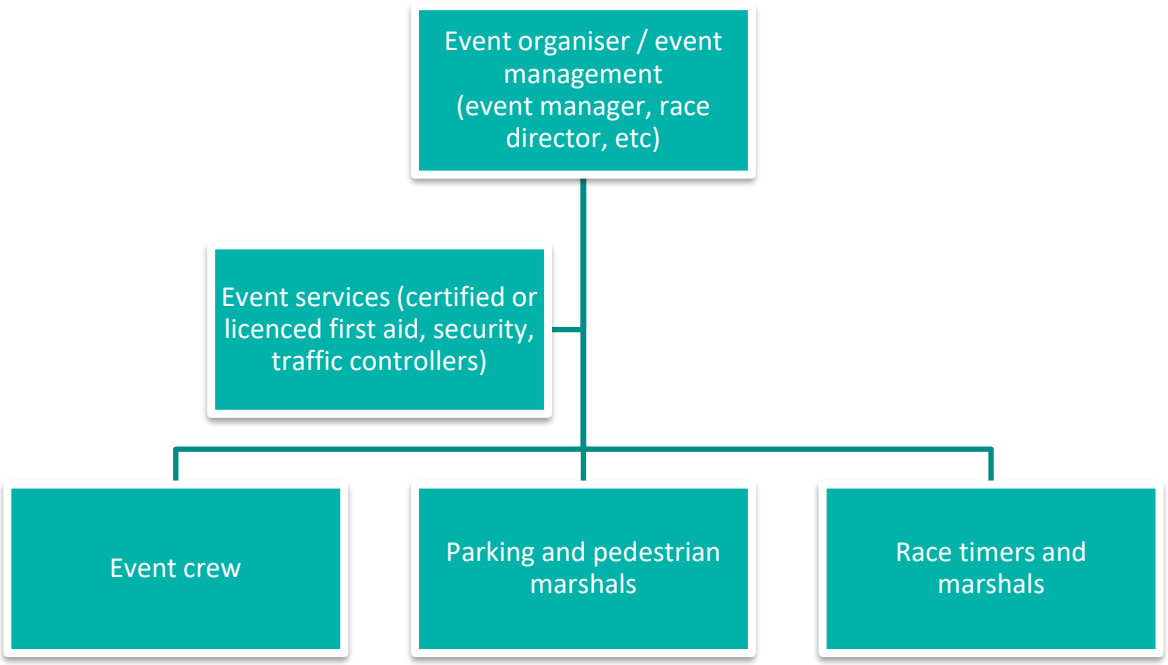
Roles and responsibilities

Events held inside the Park have a unique challenge in that the central event site is separated by several kilometres distance from the furthest point of the mountain bike trail and the patron car parking in town. Therefore, staff and volunteer levels must be adequate to cover both the running of the central event site as well as monitor and control the safe and orderly arrival and departure of patrons and spectators.

In determining roles and responsibilities, consideration must be given to all areas of event activity and the event footprint. This includes the event site, the mountain bike trails, car parking areas (in town, on a private property and/or in the Park) and the pathways between town and the Park. The exact quantity of staff and volunteers will depend on the size and complexity of the event. Staff and volunteer team numbers must also be enough to respond effectively to an incident or emergency. A staff and volunteers communications plan must be in place to ensure that everyone involved in managing the event has ongoing and efficient contact with event management.

The size of the staff and volunteer team will be dependent on the size of the event. As a guide, it is expected all events will implement the following event management structure:

- **Event management** - Responsible for the overall running of the event, responsible for implementing the risk management plan, coordinates the event bump in/bump out and run-sheet and manages event suppliers and contractors
- **Event services** - Responsible for implementing the risk management and traffic management plans, reports to the event manager



Event services are a combination of paid staff and volunteers engaged by the event organiser to assist with the overall running of the event and to implement the risk and traffic management plans.

Event crew and marshals are responsible for assisting with bump in/bump out, monitoring the safe and orderly flow of participants and spectators from car parks to event site and across the mountain bike trails and to respond and report any incidents to the event manager.

It is expected all staff and volunteers are briefed prior to the event.

Event management roles

Below is a general guide for event management roles. All event emergency management staff need to be identifiable, wearing vests / caps, be available at all times and be equipped with communication devices (either mobile phone or two-way radios).

Table 1: Event management roles

Roles	Small (up to 180 patrons)	Medium (up to 350 patrons)	Large (up to 1200 patrons)
Event management	Event organiser First aid Communications	Event organiser Chief warden First aid Public information, Communication/media (complaints hotline)	Event organiser Chief warden First aid Public information, Communication/media (complaints hotline)
Event staff	Registration Event marshals (2-3) Vendors (1-2)	Registration Event marshals Emergency management Volunteers Vendors	Registration Event marshals Traffic marshals Security Emergency management Volunteers Vendors
Security and crowd management	Event marshals (2-3) Event zones General public zones Allocated parking onsite	Event marshals (3-10) Traffic marshals Event zones First aid and water zones General public zones Allocated parking onsite Restricted areas Marshal areas Spectator zones Security – event infrastructure	Event marshals (10 - 40) Traffic marshals Event zones First aid and water zones General public zones Allocated parking – all areas Restricted areas Marshal areas Spectator zones Security – event infrastructure
Event emergency staff	Event coordinator/chief warden First aid officer Event marshals	Event coordinator Event warden / safety officer First aid officer Event marshals	Event coordinator Event safety officer Event warden First aid officer Event marshals Security contractor Ambulance service
Emergency agency presences	Inform emergency services (ambulance, Victoria Police)	St Johns Ambulance Service	Fire response may be required St Johns Ambulance Service

Security and crowd management

The following questions should be considered in determining security and crowd management requirements.

- Will security or crowd control be required for the event? If so, what type will be assigned? Provide company details and contact information.
- What aspects of the event will the security service take responsibility for?
- Are there any restricted areas that the general public cannot access? How will restricted areas be managed?
- If too many attendees are on site, how will this be managed?
- What arrangements will be made for lost or stolen property?

Toilet requirements

For events with high numbers of participants the event organiser should coordinate provision of portable toilets for the event and should not rely on the Park's toilet facilities. Factors to consider when deciding on toilet facilities required should be:

- Type of event
- Duration of the event
- Number of patrons
- Alcohol and food consumption

The following should be used as a guide only:

Table 2: Toilet facility requirements for events

Patron numbers	Males		Females
	Toilets	Urinals	Toilets
<500	1	2	6
<1000	2	4	9
<2000	4	6	12
<3000	6	15	18
<5000	8	25	30

Event communications

Good event communication is fundamental to a successful event from start to end. Event communication contributes to promoting the event to sell tickets, running an efficient and smooth event that results in return patrons, patron safety, happy neighbours and business that can benefit from the event.

As such good event communication planning is needed. This section contains some key considerations when developing an event communication plan. The tasks and timing are to be used as a guide only and provide options to apply to your event for:

- different event scales
- target audience needs, and
- timing around the event – before, during and after an event.

Target audiences

There are five key audience types for events at La Larr Ba Gauwa, these are:

La Larr Ba Gauwa Committee of Management (the Park CoM) is the Land manager of the site where the event will occur

Stakeholders and event support – includes the Dja Dja Wurrung Clans Aboriginal Corporation, Mount Alexander Shire Council and Municipal Emergency Management Committee

Event patrons – Participants and spectators are essential for an event to occur and be successful

Residents and businesses – To minimise impacts and harness opportunities that arise from increased visitors to the location. Where events require parking

Event staff, contractors and volunteers – Including event management, contractors and volunteers (briefings, public Information, communication/media, complaints hotline, security and crowd management, registration, emergency management, volunteers, emergency announcements, signage, spectator access, general public access, restricted areas, security responsibility (infrastructure, crowd management)

Communications objectives

The purpose of an event communications plan is to:

- Organise the event and provide a great opportunity for event patrons
- Publicize and market the event
- Minimise the impacts on residents, business and patrons and ensure the smooth running of the event and that public safety is maintained on the day
- Support emergency management and response to minimise impacts on event patrons

Communication methods

Communicating to the audiences will have a different purpose and require methods and tools to be effective. A list of possible communication tools and their reach or purpose is outlined in the table below for your consideration. Communication methods at different events stages might include:

Before an event - Face to face meetings and phone calls; Website and Social Media; E-ticket – registration confirmation and map; Media Release and Article; Information Materials (maps, infosheets); Letterbox drop notifications; Temporary Signage, bollards and temporary fencing; Media and key messages

During an event - Ticket booth / registration / information desk; Cultural practices, Welcome to Country or Acknowledgement of Country; Complaints hotline; Two-way radio and Mobile phones; Signage, bollards and temporary fencing; Emergency announcement; Social media

After event - Face to face meetings and phone calls; Site visit for post event assessment; Website and Social Media and Media

Communications methods - when and why to use

Table 3: Communications methods - when and why to use

Method	Communication reach and purpose
Face to face meetings **Phone calls** **Emails**	**The Park CoM** Contact the Park CoM to confirm site availability, receive event application and form, event conditions and guidelines, seek permission/s, understand potential issues, opportunities and application requirements and determine approvals required. The Park CoM also manages further applications to the Dja Dja Wurrung Clans Aboriginal Corporation (DDWCAC) for a land use activity agreement and Mount Alexander Shire Council for an event permit where event parking occurs outside of the Park. Event organiser will receive an event permit, with conditions, prior to be able to promote an event. Event debriefing and post event site assessment may be required to identify remediation works required. This will be linked to permit conditions applied by the Park CoM. **Mount Alexander Shire Council** Event support includes grants for traffic management, bus hire for moving patrons and waste management services. Council's Tourism Officer for larger events and tourism information, links and promotion support. **Neighbouring properties** Liaise with Park neighbours to understand their potential issues to develop responses to minimise impacts and communication channels to inform of impacts. Impacts could include noise, extra cars, rubbish, loss of parking, dangerous driving and road closures, etc. Where impacts are potentially large then face to face meeting/s will be required. **Residents and business** Harcourt residents still wish to access their shops on event days. Refer to traffic management part of these guidelines. Ensure NO EVENT PARKING areas are clearly communicated to event patrons and marshalled to ensure residents can access these during the event. Local business includes Harcourt Progress Association (HPA), post office, cafés, BP service station, accommodation and cideries. Inform Harcourt businesses of the event so they can respond to opportunities the event presents. What additional opportunities can they create around the event? Are there partnership opportunities? **Emergency management** Apply the event emergency management guidelines contained in the document. Follow directions for events on days with predicted extreme weather. Inform emergency services of the event dates and details. Liaise during event planning to identify potential risks and mitigations. For larger events or significant weather periods (Nov to March) do you need to phone or hold meetings with the Municipal Emergency Management Planning Committee (MEMPC) to discuss emergency management requirements. The MEMPC is hosted by Mount Alexander Council and consists of members from Police, Ambulance Victoria, DELWP Fire Management, SES and CFA. Create an agreed Emergency Management Plan with Emergency Communications Plan and Operation Procedures. If a large event the may need approval by the MEMBPC or its members?
Dja Dja Wurrung people **Dja Dja Wurrung Clans Aboriginal Corporation (DDWCAC)**	The **Dja Dja Wurrung Clans** are the traditional custodians of the land on which La Larr Ba Gauwa Mountain Bike is located. An event application to the Park CoM will trigger an application to DDWCAC for a land use activity agreement (LUAA). This agreement will outline conditions required by DDWCAC for the event. An event coordinator can provide an Acknowledgement of Country. The DELWP guidelines of acknowledgement of Traditional Owners is provided in Attachment X DDWCAC can provide a cultural practice such as a Welcome to Country, Smoke Ceremony or other cultural practice at events on Country.
Websites	Promote event Patron event registration, online e-ticketing and collect patrons contact details (only to be used for emergency communications Communicate about: Maps of site; Parking; Registration; Site access and areas for spectators & competitors; Water at site; Weather and cancellation, report on event success **Mountain bike clubs -** Directly promote event through mountain bike club sites; La Larr Ba Gauwa Mountain Bike Park **Tourism and local business –** link to Council events and general tourism websites to promote the event and provide links to local accommodation, food, wineries and cideries and communicate on getting there and other things to do whilst visiting Harcourt.

Method	Communication reach and purpose
Social media - Instagram; Facebook; YouTube etc	Develop a social media strategy to implement before, during and after the event. Assign staff to moderate contributions. Share with stakeholders such as the Park CoM, mountain bike clubs, mountain bike trail builders, Harcourt Progress Association, local businesses, and Council. Promote event Provide real time reporting on event outcomes and enable patrons to comment to promote event and capture response to event. Capture feedback from posts etc.
Map **Info Sheet**	For Participants, spectators, residents and businesses. Map of Park and town to show parking, no parking zones, event management, trails, spectator area, no entry area, food & beverage, first aid, amenities, emergency exit etc Information sheet to make the event run smoothly. Could contain information such as • Preparing for event, on the day, permitted parking, participant sites, spectator sites and support, event infrastructure, food and beverage, first aid, amenities, emergency exits etc • Links to the location, getting there, staying there, etc. • Competitor packs including lanyards, time keeping equipment, race app, participant equipment storage facility. • Information such as map of race trails (paper and online), race times and spectator sites.
E-ticket **Ticket booth**	Confirms attendance of patrons, both event participants and spectators. Documents attendee names and contact details; Manage competitor and possibly spectator numbers. Provides direct contact with patrons to provide map of site and to communicate on parking, registration, accessing the site, spectator zones, event infrastructure, water at site, weather, cancellation. Revenue management for event. Reduces waste and manual handling of paper tickets. Onsite ticket booth - large events only – to manage visitor and confirm attendance numbers, manage revenue and crowd security at the two entrances to the Park. Two road entrances to Park.
Notification letterbox drop – event reminder	After the liaison and planning has occurred with key stakeholders, a notification via letterbox drop may be required to remind Park neighbours, residents and businesses of the event, its location, date, where NO EVENT PARKING locations are, side events (if any) and complaints hotline.
Media **(radio, print, TV)**	Contact local media – Harcourt, Castlemaine, Bendigo for media opportunities, to publicise event and communicate outcomes. Supply media releases and liaison with Radio, Print and TV (refer to Contact list in Attachment X), and possibly media article for smaller publications. Assign a media officer or event management person as spokesperson and to liaise with media. Develop key messages and story opportunities for consistent communication. Publicise the event to broad audience and inform Harcourt residents and business to minimise negative impacts on residents. Inform of the successful event and thank Harcourt and the Park CoM for their assistance and contribution.
Event management plan and **Event communications plan**	A plan must be in place to ensure that everyone involved in managing the event has ongoing and efficient contact with event management. It can contain emergency plan and emergency communications, waste management, describes partnership opportunities and issue management and can form part of the operating procedures and emergency procedures. Assign a media officer or event management person as spokesperson and to liaise with media. Develop key messages and story opportunities for consistent communication. Staff briefings may need to be held before, during and after an event - so that event staff manage are clear of roles, responsibilities, communication pathways. Ensure contact details for key people are collated and accessible – refer to Attachment X.
Staff, contractors, vendors and volunteers **Operating procedures; Briefings; Contracts.**	Event staff who are trained and skilled in event management contribute to event success. Traffic and event marshals to reduce impacts on town residents may be required. Staff need to know their role and responsibility, be familiar with the event sites, event details such as location and timing to assist direct patrons and emergency response. Develop operating procedures; briefings; contracts so that event personnel are clear of expectations, roles, responsibilities, lines of authority and communication pathways. They will know what to do to run the event and have something to refer to, as well as now what to do if there is an emergency. For larger events contracts and agreement will be required to manage liability. Walking the site, two-way communication and providing access to event information on sites like 'Slack' or 'Trello' or 'whats app' to host operating procedures and talk in real time could be useful.
Method	**Communication reach and purpose**

Zones, signage, bollards and temporary fencing	The level and range of zones, signage, bollards and fencing will be determined by the event scale. Zones will be dedicated to service or activity areas such as race area, spectator area, patron locations such as food or first aid, to direct traffic movement directions (parking, bus drop off) etc and are safety and ease of patrons. These will be marked by temporary fencing, bollards or signage to clearly communicate to patrons. Event services include event information, registration, first aid, food, toilets, water points, parking, drop off area, pedestrian and spectator areas, participant only, equipment storage and mechanics area, no go areas, security, event coordination, emergency coordination etc. Traffic management and road signage as per chapter X of these guidelines.
Registration and Information desk or marquees	Confirms attendees and directs them to their event section. Informs patrons of event details and provides communication between management and patrons. Support smooth running of an event by have dedicated site for receiving feedback and responding to patrons. Distribute event pack to patrons including event information map (paper & online) of race routes, race times, locations, event infrastructure & spectator sites. Large events will include Registration Marquee with staff to register and inform competitors and distribute packs for competitors, lanyard, participant equipment storage facility Large events will include Information Marquee with staff to inform spectators and competitors on maps and links to website showing competition area, race locations and time and spectator locations.
Traffic control infrastructure	To communicate change in on road traffic conditions
Complaints Hotline	A phone number for people to call if there is a significant negative impact of the event that requires management. Key messages and documentation process including a response person and time is required.
Two-way radio or mobile phones	Part of event communication plan Communication by event staff during the event to manage event and maintain communication. Be available to media, external stakeholder contact, emergency management and support via mobile phone. Decide if using mobile phones or two-way radios for the event. Record contact details or channels on Contact List (Attachment X) and make available to all event staff.
Emergency announcement	In the event of an emergency an announcement, who authorises it, message conveyed. Refer to Emergency Management section of these guidelines.
Event application form	Provides detail on event and requires event management plan and accompanying information based on the scale and complexity of the event. Where events occur outside the Park, the event application is submitted to inform Council of the event and seek permissions.

Communication actions – possible for each event scale

The following three tables list communication methods and timing of event communications for the purposes of:

- Organise the event and provide a great opportunity to event patrons
- Publicize and market the event
- Minimise the impacts on residents, business and patrons and ensure the smooth running of the event and that public safety is maintained on the day
- Support emergency management and response to minimise impacts on event patrons

Before Event – possible communications actions

Table 4: Before the event suggested actions and timing

Audience	Small event (up to 180 patrons)	Medium event (up to 350 patrons)	Large event (up to 1200 patrons)
Committee of Management liaison	8 – 12 weeks before • Contact CoM to host event. • Submit application for approval. 14 days before • Event permit received 1 to 7 days before • Contact CoM to finalise event	12 to 16 weeks before • Contact CoM to host event. • Site visit with CoM • Submit application for approval. 14 days before • Event permit received Up to 7 days before • Meet with CoM to complete site condition assessment and finalise event	6 to 12 months before • Contact CoM to host event. • Site visit/s with CoM • Submit draft event management plan to CoM for comment. • Submit application for approval. 14 days before • Event permit received Up to 7 days before • Site visit with CoM to complete pre-event site condition assessment. • Contact CoM to finalise event
Participants and spectators	• Market and promote via website, social media, standard media • e-ticket – email registration	• Market and promote via website, social media, standard media • e-ticket – email registration • Social media and web media	• Market and promote via website, social media, standard media • e-ticket – email registration • Social media and web media • Tourism & local business links
Adjoining neighbours	4 weeks before • Phone to inform of the event and details	8 weeks before • Letter or phone and offer to meet. • Letter notification	6 to 12 months before • Letter and phone to meet and discuss event and manage issues. 2 to 4 weeks before • Letter notification
Residents and businesses	6 to 8 weeks before • Media article 2 to 4 weeks before • Letter notification	8 to 12 weeks before • Contact (by phone, letter, email) Harcourt Progress Association (HPA) and local business of event 2 to 4 weeks before • Media article • Letter notification 2 days before • Media coverage • Social media and web media • Temporary signage, fencing, bollards • traffic control infrastructure installed.	6 to 12 months before • Letter and phone to meet with Harcourt Progress Association (HPA) and local business to identify partnership opportunities 2 to 4 weeks before • Media article • Letter notification • Social media and web media - share with local sites to support their promotion 2 days before • Social media and web media • Media coverage • Temporary signage, fencing, bollards • Traffic control infrastructure installed.
Council Event Officers Tourism Officers	Part of event application	12 to 16 weeks before • Phone or meet to identify event support needs.	6 to 12 months before • Phone or meet to identify event support needs. • Tourism Officer advice and promotion support.
Dja Dja Wurrung Clans Aboriginal Corporation	4 to 6 weeks before • Part of event application. • Obtain Acknowledgement of Country script as per Appendix X	4 to 6 weeks before • Part of event application. • Phone to seek a Welcome to Country or obtain Acknowledgement of Country script as per Appendix X	6 to 12 months before • Letter and phone to meet and identify partnership opportunities • Phone to seek a Welcome to Country 4 to 6 weeks before. • Part of event application.
Emergency Services	Refer to Event Emergency Management Guidelines	8 to 12 weeks before Refer to Event Emergency Management Guidelines.	6 to 12 months Refer to Event Emergency Management Guidelines.
Event staff, contractors and volunteers, vendors	Operating procedures and briefings	8 to 12 weeks before • Liaise with vendors to identify opportunities for involvement • Operating procedures and staff briefings	6 to 12 months before • Liaise with vendors to identify opportunities for involvement • Establish contracts / agreements • Operating procedures and staff briefings

During the Event – possible communications actions

Table 5: During the event communication actions

Audience	Small event (up to 180 patrons)	Medium event (up to 350 patrons)	Large event (up to 1200 patrons)
Participants and spectators	• Registration / information desk • Map of the races and their times. • Online media – map and text for parking • Event marshal in town • Emergency announcement (as required)	• Ticket booth (if required) • Registration desk and pack • Information desk • Social media and web media • Temporary signage, fencing, bollards • Traffic control infrastructure • Traffic and event marshals in town and in park • Mobile phones or two-way radios • Media management • Emergency announcement (as required)	• Ticket booth / Entry • Temporary signage, fencing, bollards to define event zones and manage patron movement • Registration Marquee • Information Marquee • Social media and web media • Traffic control infrastructure and Bus staging area • Traffic and event marshals as per Event Traffic Management Guidelines • Media and key messages for media officer • Mobile phones or two-way radios for event management. • Complaints hotline • Emergency announcement (as required)
Adjoining neighbours	Mobile phone number for event coordinator	Mobile phone number for event coordinator	Complaints hotline Mobile phone number of event manager
Residents and businesses	• Event signage at LLBG • Online media – map and text for parking	• Map of event 'no-parking' zones • Social media • Traffic marshal as per Event Traffic Management Guidelines Event complaints hotline	• Map of event 'no-parking' zones • Complaints hotline • Social media • Traffic and event marshals as per Event Traffic Management Guidelines\Event complaints hotline • Event staff – public information officer, emergency management officer, traffic management officer
Dja Dja Wurrung Clans Aboriginal Corporation	Acknowledgement of Country as per Appendix X	• Acknowledgement of Country or Welcome to Country or Acknowledgement of Country	• Welcome to Country or Acknowledgement of Country
CoM and Council	• Event permit conditions	• Event permit conditions	• Event permit conditions
Emergency Services	• Implement Emergency Management Plan.	• Implement Emergency Management Plan.	• Implement Emergency Management Plan.
Event staff, contractors, volunteers, vendors	• Event briefing onsite. • Implement operation procedures • Mobile phone or two-way radio • Receive complaints and respond. • Communicate key messages to patrons during event (as required)	• Brief staff so they know their roles and responsibilities, including emergency management procedures. • Implement operation procedures • Mobile phone or two-way radio • Receive complaints and respond. • Communicate key messages to patrons during event • Inform patrons on event activities. • Event marshal in town and in park. Staff as per staff roles and responsibilities guidelines.	• Brief staff so they know their roles and responsibilities, including emergency management procedures. • Implement operation procedures. • Maintain internal event communication by mobile phone or two-way radio using correct comms channels. • Direct and communicate with event patrons in line with operating procedures. • Respond to media enquiries and complaints hotline. • Direct and control traffic, including buses, VIPs, patrons both on and off site. • Staff as per staff roles and responsibilities guidelines.

After the Event – possible communications actions

Table 6: After the event communication actions

Audience	Small event (up to 180 patrons)	Medium event (up to 350 patrons)	Large event (up to 1200 patrons)
Committee of Management liaison **And** **Council**	• Phone-call for debrief • Bond receipt if required • Remediation work if required • Social media to record event success	• Complaints hotline review • Site visit for post event site condition assessment • Remediation work where required • Bond receipt • Web media and social media to record event success	• Complaints hotline review • Meeting for event debrief • Site visit for post event site condition assessment • Remediation work where required • Bond receipt • Web media and social media to record event success
Participants and spectators	• Complaints hotline review	• Complaints hotline review	• Complaints hotline review • Review media (social, web, print, radio, TV) for feedback to inform next event.
Adjoining neighbours, Harcourt residents and business	• Complaints hotline review	• Complaints hotline review • Phone call for even debrief if required. • Recommendations for inclusion in Event Management Plan for next year.	• Complaints hotline review • Meeting for event debrief if required. • Recommendations for inclusion in Event Management Plan for next year.
Emergency Services	• Phone call for event debrief if required.	• Phone calls for event debrief if required. • Recommendations for inclusion in Emergency Management Plan for next year's event.	• Meeting debrief if required. • Recommendations for inclusion in Emergency Management Plan for next year's event.
Event staff, contractors, volunteers, vendors	• Debrief	• Debrief	• Debrief

Planning for emergencies

These procedures are for guidance only. You should speak to emergency services during event planning to ensure your event emergency management plan reflects the assessed risk. The scale of the event will also determine the level of emergency management preparedness and readiness required on the day.

An incident is a local event which may result in injury or damage to property and can be managed using standard procedures, for example fallen trees. The standard procedures to prevent and respond to an incident are described on the LLBG Operation and Event Emergency Management Plan in Section X.

An emergency is an event that may adversely affect persons and requires an immediate response from emergency services. The following emergencies are identified as relevant to the Park:

- Bushfire
- Severe weather event
- Personal injury / missing person and rescue
- Life threatening emergency

The stages of emergency management addressed here are: **Prevention, Preparedness, Response and Recovery.**

Prevention

Hazard identification and risk assessment

There are a number of hazards associated with running an event. A risk assessment and developing risk mitigation measures are key steps to prevent emergencies and to identify any potential hazards and the actions taken to minimise or eliminate those risks.

It is anticipated that the event coordinator will identify, assess, treat and monitor risk and ensure public safety. An example of a two simple approaches for hazard and risk framework is provided in **Attachment X**.

Use a risk assessment to develop operating procedures and briefing notes. Also speak with key emergency services to design your event emergency management processes.

Preparedness

Emergency management plans

The scale of the event will determine the level of emergency management planning, preparedness and readiness required on the day. As well, the risks of the event will influence emergency preparedness.

Use the following suggested preparedness table to guide the development of your event's emergency management plan. The components have been described and vary depending on the scale of the event, the time of year and weather conditions surrounding the event.

An event emergency management plan will generally include the following emergency management components:

- Emergency management personnel
- Communication protocols
- Evacuation plan with site map showing access, emergency assembly and evacuation points
- First aid facilities – emergency coordination office for large events
- Emergency communications and contact details for event emergency management
- Hazard identification, risk assessment and safety plan

For large events an emergency management plan, including an evacuation plan, must be developed in accordance with ASNZ4360, 1999 for Emergency Risk Management and AS3747, 1995 for Emergency Control Organisations and Procedures for Buildings.

Large events may require the attendance of a number of emergency services. It is recommended that there is a designated **emergency coordination centre**, as distinct from an **event coordination centre**. The emergency coordination centre should be visible and/or signed throughout the site.

The site plan and key contact list should detail all emergency needs and be attached to the emergency management plan. An example contact list is in Attachment X.

The person with overall responsibility for the event is the event coordinator. The event coordinator is to determine the role that has overall responsibility for emergency response and emergency communication protocols.

An example of hazard and risk assessment matrix is provided in Attachment X.

The Department of Environment, Land, Water and Planning (DELWP) has conditions for public safety in Attachment X that an event coordinator must refer to when planning for their event.

Protocol for reporting of incidents and post incidents to the Committee of Management should also be outlined in the Plan.

Fire preparedness

As the site is public land, the Department of Land Water Environment and Planning (DELWP) is the responsible agency for fire response.

Planning for events between 1st November and 31st March MUST apply DELWP's conditions for public safety (refer Attachment X) for events planned within these dates. As well the event coordinator must liaise with DELWP who are responsible as the agency responsible fire management on public land.

An event coordinator will need to consult with DELWP during event planning stage to understand possible weather conditions for the time. Develop an event plan with additional emergency arrangements, including additional water provision, response to risk. Be prepared to implement the event plan for severe, extreme and code red fire danger ratings (FDR) days as required.

- Three catchment dams can be access by fire-fighting purposes. DELWP manages the dams.
- No fire-fighting equipment is held within the Park.
- No first aid facilities in the Park.

Park closure

The Park is closed when the **fire danger rating (FDR) is Extreme or Code Red.** \

NO EVENTS can occur in the Park when the fire danger rating is Extreme or Code Red.

Emergency Communication Plan

An Emergency Communication Plan must outline methods for communicating changes to the event schedule in response to predicted weather conditions; and responsibility for reporting emergencies to the relevant emergency service. Coverage for mobile phones is good across the site.

Liaise with DELWP Fire Manager to prepare the plan as the site is public land and DELWP is the responsible fire agency (at least 3 to 6 months before event).

Emergency contact numbers are provided at the rear of the main map at the trail head.

Agencies to liaise with when developing the Emergency Management Plan are SES, Police, DELWP, Ambulance and Mount Alexander Shire Council, who convenes the Municipal Emergency Response Coordination Group that meet regularly to support collaborative emergency management planning.

Communication with fire management between November and March

At minimum 3 to 4 months

- Consult with DELWP, and other emergency services as required, during planning stage to understand possible weather conditions for the time. Develop an event plan with additional emergency arrangements, including additional water provision and response to risk. Be prepared to implement the event plan for severe, extreme and code red fire danger ratings (FDR) days as required.

4 and 2 days prior to event:

- Contact the DELWP Murray Goldfields District fire manager/duty officer (24 hours) to discuss weather predictions and options.

Morning of the event:

- Contact the DELWP Murray Goldfields District fire manager/duty officer (24 hours) for advice on weather
- Maintain contact with the local CFA fire brigade.
- Enact Emergency Management Plan

Communication protocol

Emergency communication protocols will be developed at the event planning stage and be included in the event approval process. They will need to be developed for each incident types considered likely to occur after a hazard assessment had been undertaken.

Emergency communication protocols will need to consider

- How event management will communicate emergency situation to patrons ?
- In the event of an emergency an announcement, be clear on who authorises it, what is said, who delivers it. Ensure equipment, such as a PA system is working.
- The event organiser MUST implement communication procedures to advise of event changes, rescheduling or cancellation based on agreed event management response actions in a timely manner.
- How will patrons identify assembly and evacuation points, and pathways in order to enact emergency procedures – have these clearly marked in the Park and on maps.
- Where are the emergency response protocols documented? Do they need to be located around the Park and event site and available online for patrons and staff to refer to?
- Does everyone know their emergency role and communication procedure? Who is in charge?
- Brief event personnel (staff, volunteers, contractors and vendors) on safety and emergency response. Use your risk assessment to help develop procedures and briefing notes to inform staff, volunteers, vendors and contractors about the event and emergency management processes will increase the success of an event and uphold public safety.
- How will you communicate PARK CLOSURE if weather predictions require that an event is changed, rescheduled or cancelled, and communications during an event? Park closures must be delivered in a timely way. Inform of Park closure with direct email/SMS to registered participants, Park closure signs, website and through social media. In particular, utilise mountain bike user groups who have established social networks and communication channels. Park closures will automatically occur if the day of the event is classified as having a Fire Danger Rating of either Code Red or Extreme.
- An event coordinator must contact DELWP (24 hours) at 4 and 2 days prior to event to confirm predicated weather.

Emergency Staff and Services on Event Day

Maintain contact with the local DELWP Fire Duty Officer during the event and keep an eye on the BoM website for weather predictions and warning. The Chief Warden should carry a procedure document and loud hailer to communicate to patrons and staff. The table below outlines examples of emergency procedures by emergency type. These were appropriate examples at the time of creating the guidelines

Designated emergency and safety staff should wear vests/caps that identify their role in an emergency incident. They should also carry communication devices (either mobile phone or two way radio).

- For small events Inform emergency services (Ambulance, Victoria Police)
- For medium to large events consider if emergency service presence is required. These could include St Johns Ambulance, Ambulance Vitoria, Fire Response units from either DELWP or CFA. This will be determined through the risk assessment and discussions with emergency service agencies.

Contacts for event emergency management

A list of key emergency contacts should be displayed in the Event Coordination Centre, on-line, at first aid and information posts to be a quick reference for staff and volunteers involved in the event. Also consider having it available online for devices.

A basis for Harcourt contact details has been included and were current in November 2019 when these guidelines were created. To develop a list, Mount Alexander Shire Council maintains an updated emergency contact list at: https://www.mountalexander.vic.gov.au/Emergency_contacts

You MUST check all numbers, agencies and contacts for your event and not rely on the details below.

Access to the Park, emergency meeting points and evacuation

The emergency access tracks are well maintained. DELWP is responsible for ongoing maintenance of these tracks. Access is providing in the following ways:

- Picnic Gully Road extends into the Park to The Oaks Picnic area and provides an address for emergency services.
- Two helicopter landing sites.
- Lockable gates are in place at the northern end and the main access point on Picnic Gully Road that can be closed with signage.

Evacuation plan and assembly points

An Evacuation Plan that considers the location of any possible emergency, type of emergency, wind direction and velocity, and emergency assembly area.

Provide detail of the emergency meeting point/s.

Consider the type of emergency likely to occur, identify a suitable location to access the emergency, weather conditions and appropriate assembly area for safe assembly of patrons in response to a likely emergency event.

The plan must designate an Emergency Assembly Area which is a safe area to assemble and await instructions from emergency services.

In response to possible physical conditions designate a safe area for patrons to assemble and await instruction from emergency services when they arrive.

Locate emergency meeting points and access areas on a site plan. Ensure these are shared with emergency services if risk management requires it, and printed on information sources throughout the site and electronically.

Document map references for key areas in order to communicate these to emergency responders. Some key areas within the Park could be: Picnic Gully Road; Trail Head or The Oak Forest camp ground; Helicopter pad; Trail intersections; Trail numbers or names and GPS coordinates; ESTA markers and other access roads in the Park near the trails

Map References points for the following Park sites are:

- Park
- Picnic Gully Road
- Trail Head
- Helicopter pads
- Trail numbers & sites (where Park roads access the trails).
- Other access roads in the Park, near the trails.

Emergency Response

The Event Coordinator is responsible for the implementation of the plan for the duration of the event.

Emergency response remains the responsibility of the event coordinator until the emergency is resolved or handed over to the appropriate statutory emergency service (Police, Ambulance, Country Fire Authority, Department of Environment, Land Water and Planning and State Emergency Service).

First responder to an incident

Committee members will not always at the Park. First responder to emergencies in the Park will most likely be a park-user. Emergency response should include:

a. Ascertain nature and location of the emergency

b. Contact and seek advice from the appropriate emergency service.

c. Evaluate the situation and using all information available control entry to the affected area

d. Act as directed by emergency services. If requested and safe to do so, assist with directing people to a safe area.

Emergency announcement

One of the emergency response duties required may be to conduct an announcement over the public address system requesting participants to follow a directive. In the event of an emergency which requires an announcement, the following wording may be used.

ANNOUNCEMENT

"Attention everyone, this is an emergency announcement.

THIS IS A REAL EMERGENCY

THIS IS NOT A DRILL

On the evacuation tone please evacuate the area as directed by the Emergency Response Team and proceed to the emergency assembly area located at….[INSERT DETAILS]

'Please avoid [INSERT DETAILS]'

[Advise if there are any specific areas to avoid]

THIS IS NOT A DRILL"

Incident and responses

Emergency incidents identified as relevant to the Park: Bushfire; Injury; Severe weather event; Cultural heritage damage; Lost person/s and Environmental damage

Table 7: Incident type, emergency service and principles for actions required

Incident type	Emergency Service	Actions required
Bushfire / Fire in the Park	Department of Environment, Land, Water and Planning (DELWP) Murray Goldfields Fire District	As the site is public land, the Department of Land Water Environment and Planning (DELWP) is the responsible agency for fire response. Follow the procedure in Attachment 1 – Table 1 Fire Danger Day and Event Management Response and Actions The Chief Warden is to assess the situation and advise staff (using the communication devices) of their duties. These include: • Calling Fire Emergency Services on 000 giving a Map reference and the exact location of the fire • Making a decision as to whether the fire can be extinguished by staff, then assigning staff to do this. Only if safe to do so. • All access gates are to remain open. • If required, sound emergency alarm, use the loud hailer and place announcements over the PA system at each stage will also have to be done. • One staff member (if sufficient staff) will be contact officer and will tune into ABC 774 and keep the Fire Emergency Services informed of situation. • If it is safe to leave the site, ask the public, all personnel associated with the event and staff to proceed to the safest exit. • If it is not safe to leave the site, ask everyone to move to the Emergency Evacuation area where they should stay until the Fire Emergency Services has given the all clear. A register of names should be taken.

Incident type	Emergency Service	Actions required
Injury • a fall/collision • Tree/branch fall • Bite/sting • Dehydration • Vehicle accident in transit • Person hit by vehicle • Heat/cold injury	Ambulance	Provide Park maps with grid references for emergency response agencies as required. Know the locations of the two potential helicopter land sites and confirm their appropriateness with emergency services. Check for dangers to: Yourself; Bystanders; Injured/ill person. Contact the designated First Aid service. Notify Chief Warden and Event Safety Officer immediately. Remain with the injured person and provide appropriate support. If required designate someone to meet the Ambulance at the front car park and direct the Ambulance to the location of the accident.
Lost Person	Police	Notify Security, Chief Warden and Event Safety Officer immediately. They will determine if the severity requires police presence. Notify the all Event organisers using the two-way and asking "*emergency assist*" Notify the Police if required Provide detail of the procedure for a child or person being lost or found, where they will be taken, which staff will be assigned to them and how you will locate their parents, guardians or friends.
Personal Threat	Police	Notify Security, Chief Warden and Event Safety Officer immediately. They will determine if the severity requires police presence. Notify the all Event organisers using the two-way and asking "*emergency assist*" Notify the Police if required Do not do or say anything that may encourage irrational behaviour. If possible, alert any Event organisers in your vicinity and have them direct visitors away from the offender. Have as many people as possible complete the Offender Description form (attached).
Severe Weather	State Emergency Service (SES)	In the event of extreme weather, there may need to be a decision made to stop the event and if safe ask the public and participants to leave the site. The Chief Warden will monitor the weather all day. The Chief Warden, Event Safety Officer and Event Coordinator will decide on the action required and then implement this action. It is important to remove all potential hazards, if possible before the weather arrives, for example umbrellas or marquees. There is no significant shelter or infrastructure at the site and so there is no location for people to shelter if there is a severe weather event. Severe weather event may cause personal harm, trail/environment/cultural heritage damage. Hazards include fallen tree limbs, high winds, landslips, rock fall, flooding.
Explosion	Police	Clear area. Assist anyone in danger, if safe to do so. Chief Warden and Event Safety Officer to advise if ambulance, fire brigade or police are required and the nature and location of the emergency. If required dial "000" (or 112 on mobile). If required, Chief Warden and staff will assemble people (CHOOSE LOCATION) and set up first aid station. If possible, all public, all personnel associated with the event and staff will be evacuated from the site. Wardens will organise to isolate and contain any hazards resulting from the explosion.
Cultural Heritage damage	Dja Dja Wurrung Clans Aboriginal Corporation	
Incident type	**Emergency Service**	**Actions required**

Environment damage	Department of Environment, Land, Water and Planning (DELWP) Environment Protection Authority (EPA)	
Skeletal bone found in the park	Police	

Incident reporting process

- All incidents and emergencies must be reported. The chief warden will supply a council incident form that needs to be completed.
- If the incident requires the first aid service support, the first aid service will have their own forms to complete. The event organisers must make sure the Council Incident Form is also completed. This will be completed by an event personnel.
- All incident forms are to be left for the event coordinator.

Event parking

Small Events

For small events (under 200 patrons) parking is permitted in the Park (in The Oaks). The event organiser will determine if there is sufficient space in The Oaks event site layout to accommodate both event infrastructure and a car parking area. Parking areas should be clearly marked and where possible, pedestrian and cyclist routes positioned away from moving vehicles.

Larger Events

For larger events, parking areas will be outside the Park. In Harcourt, roads such as Danns Road, Thompsons Road, Harmony Way, High Street, Market Street have on-street parking. It is the responsibility of the event organiser to ensure people do not park in 'NO EVENT PARKING' areas in town. The event organiser must communicate this to event participants, spectators and event management prior to the event.

For larger events, it is recommended that event organisers include placement of 'NO EVENT PARKING signage and safety cones in the traffic management plan.

For larger events, additional parking space may be required. Parking options may exist in public open spaces such as Primary School grounds, Recreation Reserve, Pony Club and on private property. The event organiser will need to approach public and private property owners directly if they wish to pursue any of these spaces as a parking option. The availability and use of private property comes with its own liabilities – The event organiser will be responsible for assessing the suitability of the ground as event parking for their event and consider contingency plan options in the case land becomes unsuitable, unavailable or becomes impacted by heavy rainfall preceding the event. The event organiser is responsible for any reinstatement costs to repair any damage to the property (from vehicles etc).

The event organiser is also responsible for providing sufficient safety measures such as parking marshals, directional signage and pedestrian barriers, where required.

Event parking capacity estimates

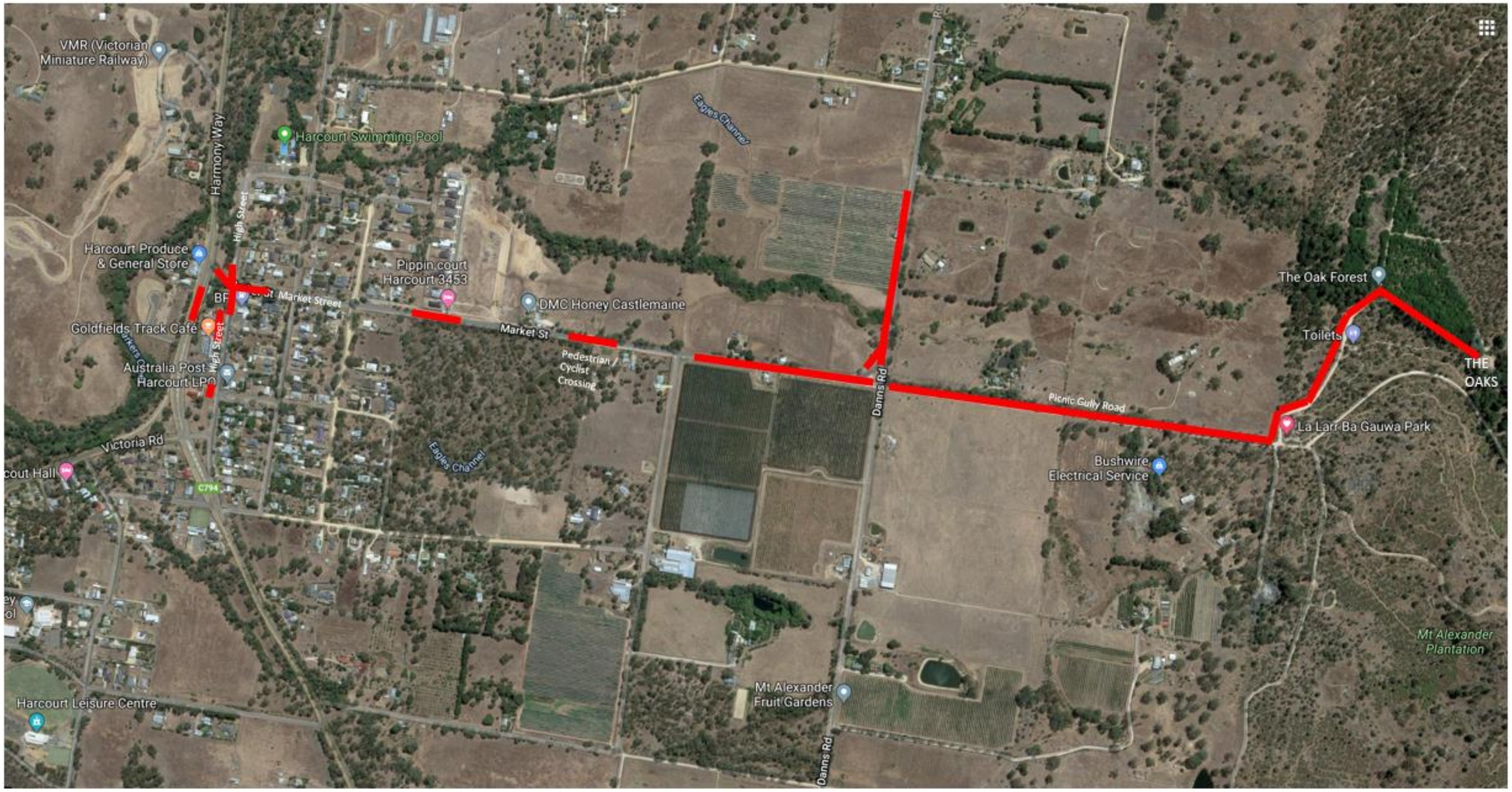
Location	Space
The Oaks	Parking within the event space, estimate 50-75 car spaces
Harcourt town	On-street parking throughout the town (excluding no parking areas), estimated 600 car spaces
Private property	Depending on the size of the paddock and condition of the ground, estimated 300-500 car spaces
Public spaces	Depending on the exact location and condition of the ground, estimated 100–300 car spaces

Note: Car park spaces are estimates and intended only as an indicative guide for event planning.

Strictly no parking areas

NO EVENT PARKING - Parking is not permitted is several areas around the Park including:
Intersection of Reservoir Road, Danns Road and Picnic Gully Road
Along the entire length Picnic Gully Road from Danns Road to The Oaks
Market Street – either side of the Market Street road crossing and on the crest of Market Street up to Pippin Court
Roadside of the BP or Café on High Street from Market Street intersection south to the end of the BP/Café building
Roadside of Cafe on Harmony Way
Car parking area for the Café on High Street
Off road and public car parking area for public toilets off High Street

Map: ‘NO EVENT PARKING’, HARCOURT



AREAS WHERE EVENT PARKING NOT PERMITTED, HARCOURT

Map is not to scale and is intended only as a guide.

The **red line** on the above map indicates the areas where there is to be NO EVENT PARKING during an event. The event organiser must communicate this to event participants, spectators and event management prior to the event. For larger events, it is recommended that the event organiser ensures that planned placement of NO EVENT PARKING signage and safety cones is included in the Traffic Management Plan.

Area notes:

There is to be NO EVENT PARKING 20m either side of the pedestrian / cyclist crossing point along Market Street, NO EVENT PARKING 50m in all directions from the intersection of High Street and Market Street, NO EVENT PARKING in the car park areas adjacent to retailers and public toilets and NO EVENT PARKING along the road within the Park.

Map: VIP & SHUTTLE BUS PICK-UP AND DROP-OFF AREAS

VIP & SHUTTLE BUS AREAS **Map is not to scale and is intended only as guide.**

The **orange line** on the above map indicates the recommended route for an event shuttle bus. The event organiser may choose to schedule a shuttle bus to move participants and spectators from Harcourt into the Park.

Recommended drop-off and pick-up points:

Harcourt – near the corner of High Street and Bridge Street
The Park – the extension of Picnic Gully Road, near the trail head. Note: Cars and buses will need to reverse out of this location. A marshal is required at this location point.

Area notes:

The road into The Oaks is unsealed and prone to pot holes and water damage, therefore it is not recommended that buses drop-off or pick-up passengers in The Oaks.

Map: ACCESSIBLE PARKING

ACCESSIBLE PARKING AREAS **Map is not to scale and is intended only as guide.**

All public events should reserve appropriate car spaces for DISABILITY PARKING. The event organiser must communicate this to event participants, spectators and event management prior to the event.

For larger events, it is recommended that the event organiser includes placement of DISABILITY PARKING signage and safety cones in the Traffic Management Plan.

It is at the discretion of the event organiser to determine the suitable number and location of reserved DISABILITY PARKING areas.

The above map identifies existing DISABILITY PARKING spaces on Harmony Way and at the entrance road to The Oaks.

Traffic management plan

Pedestrian and cyclist movement and vehicle access must be planned to ensure there is no disruption to neighbouring businesses or homes, and to ensure clear access by emergency services and event staff. Depending on the size of the event, the event organiser may be required to draft a formal traffic management plan for approval by Council.

Events that are expected to have a significant impact on the town of Harcourt due to the increased number of cars parking in town will need to implement road closures and speed reductions required to maintain safety around the event area. Applications for road closures and speed reductions must be made to Council, accompanied by a formal traffic management plan. The traffic management plan must be drafted and installed by a licensed traffic control company.

The traffic management plan is required to include:

- A map showing times and locations any 'road treatments' (e.g. partial or full road closures, speed reductions signage and licenced traffic controllers)
- A map showing pedestrian / cyclist route to and from the Park
- Provision of adequate car parking, including overflow car parking and contingency plans
- Provision of advanced notification of the event and road treatments to local businesses and residents
- Designated pick-up and set-down points for disabled parking, event management, shuttle buses and VIP drop off

Council can provide the event organiser with details of a licensed traffic management company to implement and manage the traffic management plan. Council does not provide the associated road signs.

Recommended road treatments

To assist with your planning, DEWLP has drafted a traffic management plan map featuring the recommended road treatments. These road treatments are intended to be used as a guide only. The event organiser must consider what is most appropriate for their specific event as requirements will vary depending on the scale of the event, the timing of the event, the time of year and weather conditions surrounding the event.

Speed reductions areas required:
Market Street to intersection with Thompsons Road
Intersection of Reservoir, Danns and Picnic Gully Roads
Picnic Gully Road to be designated 40km/h for all events with signage and bollards. If the road is dusty and dry and likely to have a lot of traffic, a water spray is also recommended

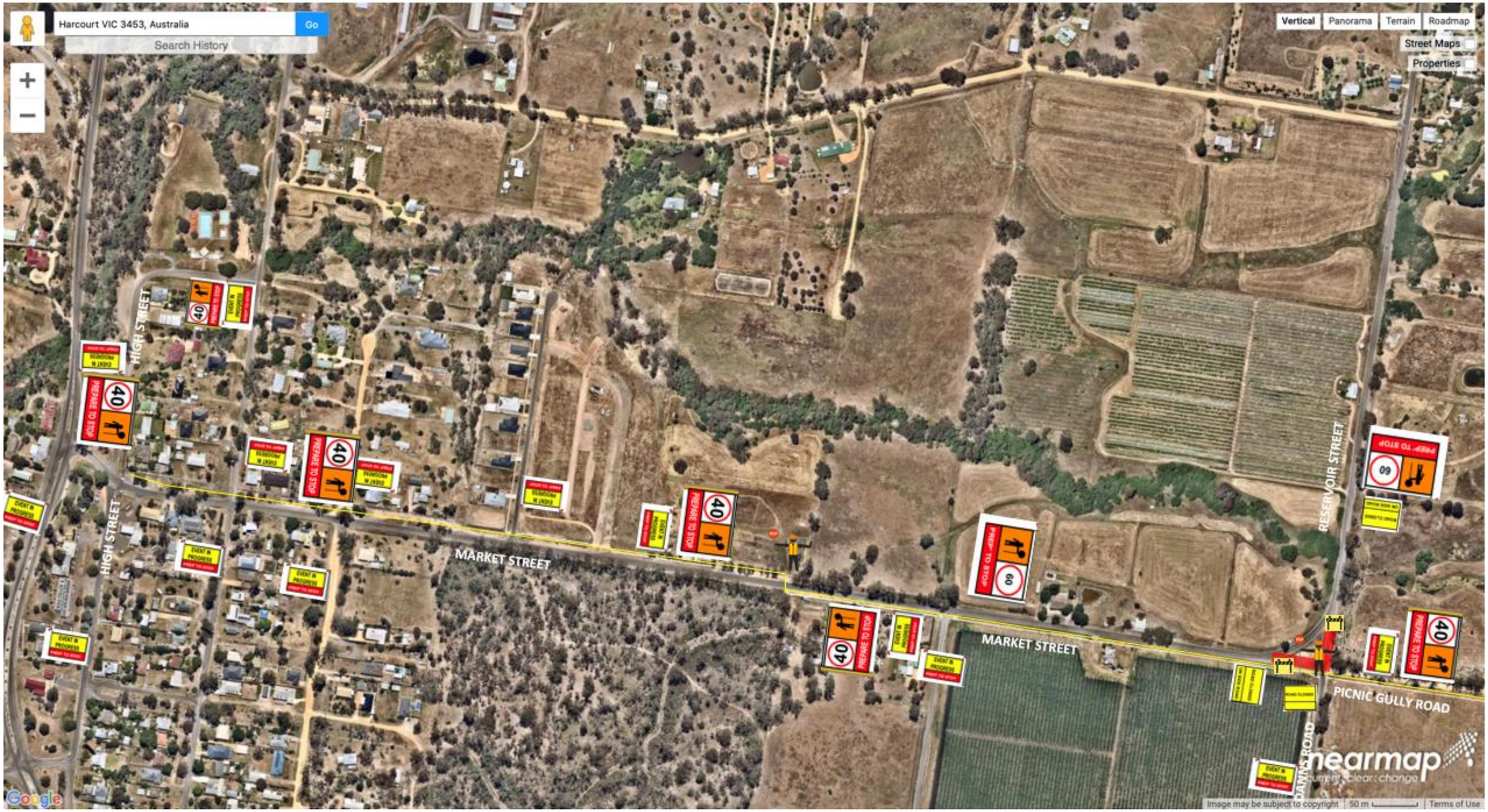
Traffic marshalling required:
Reservoir Road, Danns Road and Picnic Gully Road intersection (licenced traffic controllers required to manage partial road closure / stop and hold of cars along Danns Road)
NO EVENT PARKING areas must be marshalled on event days in town. To perform this role, marshals are not required to be licenced traffic controllers, instead can be skilled event crew.
Overflow parking areas and private property areas. To perform this role, marshals are not required to be licenced traffic controllers, instead can be skilled event crew. (marshals may be skilled event crew, they are not required to be licenced Traffic Controllers to fill this role.

Road treatments for LARGE events

Traffic management plan for events expected to attract approximately **200 cars and over** (spectators and participants)

Road treatments:
1. EVENT IN PROGRESS signs throughout Harcourt and The Park
2. SPEED REDUCTION in Market Street (40km/hr and 60km/hr)
3. SPEED REDUCTION in Reservoir Street (60km/hr)
4. SPEED REDUCTION in Picnic Gully Road (40km/hr)
5. Traffic controller and hold & release at pedestrian/ cyclist crossing point on Market Street
6. Traffic controller and soft road closure at intersection of Danns Road and Picnic Gully Road
7. Traffic controller and hard road closure at event site (The Oaks)

Map: Road treatment and signage – LARGE event (Map 1 of 2)



Map is not to scale and is intended only as guide.

Map: Road treatment and signage – LARGE event (Map 2 of 2)

Map is not to scale and is intended only as guide.

Road treatments for MEDIUM event

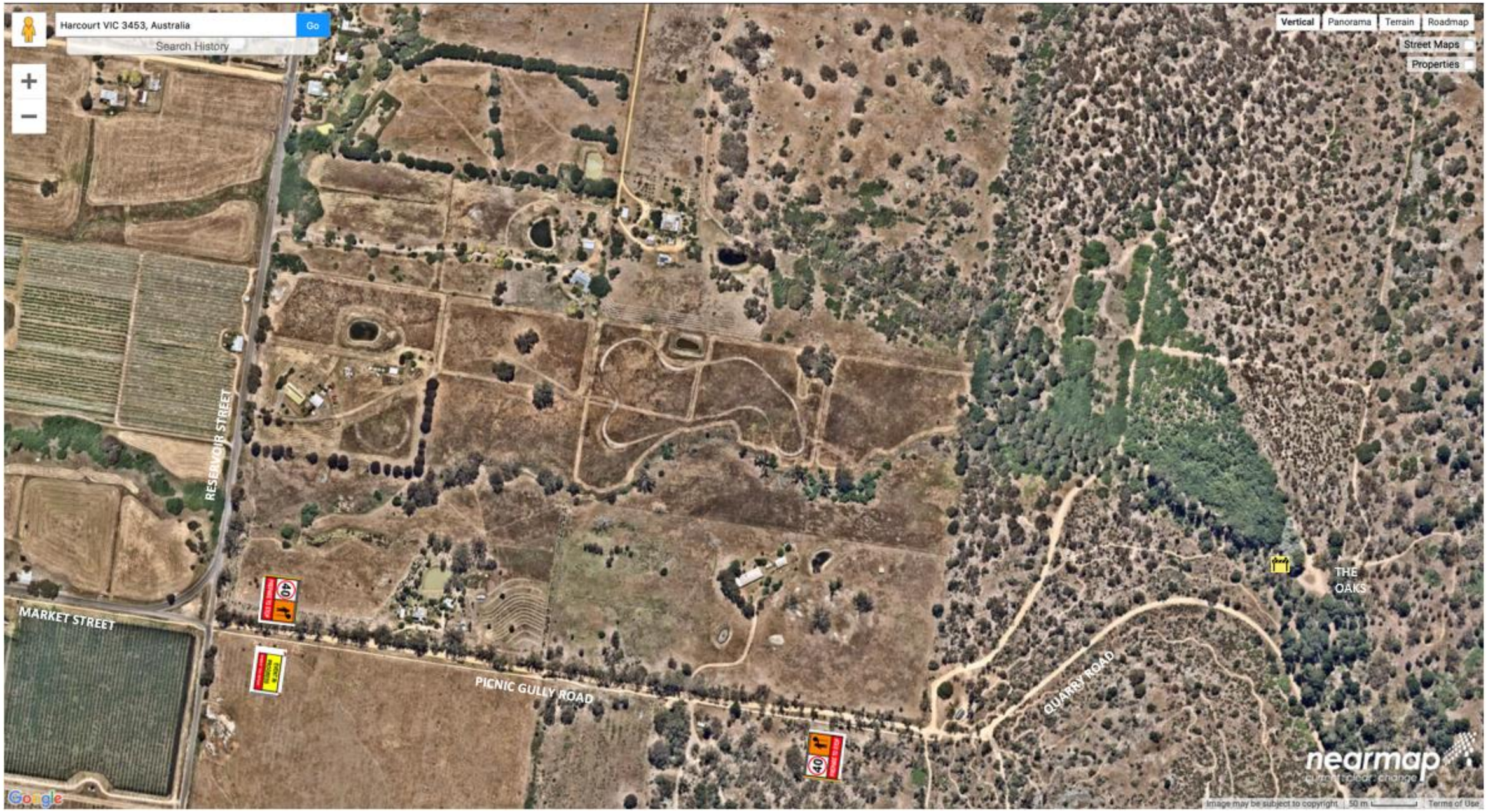
Traffic management plan for events that expect to attract approximately **100-200 cars** (spectators and participants)

Road treatments:
1. EVENT IN PROGRESS signs throughout Harcourt and The Park
2. SPEED REDUCTION in Market Street (40km/hr and 60km/hr)
3. SPEED REDUCTION in Reservoir street (60km/hr)
4. SPEED REDUCTION in Picnic Gully Road (40km/hr)

Map: Road treatment and signage for MEDIUM event (Map 1 of 2)

Map is not to scale and is intended only as guide.

Map: Road treatment and signage - MEDIUM event (Map 2 of 2)



Map is not to scale and is intended only as guide.

ROAD TREATMENTS FOR SMALL EVENT

Traffic management plan for events that expect to attract approximately **under 100 cars** (spectators and participants)

Road treatments:
No Road Treatments

Road treatment and signage for a SMALL event (Map 1 of 2)

Map is not to scale and is intended only as guide.

Road treatment and signage for a SMALL event (Map 2 of 2)

Map is not to scale and is intended only as guide.

Attachment A – Contact Lists

Table 8: Key Contact List
This is a guide only and was current as of February 2020. It will need to be updated and added to.

Contact	Channel or details
Committee of Management (CoM) for La Larr Ba Gauwa	https://lalarrbagauwa.harcourt.vic.au/ events@lalarrbagauwa.harcourt.vic.au
Dja Dja Wurrung Clans Aboriginal Corporation	http://www.djadjawurrung.com.au/ 5444 2888
Mount Alexander Shire Council	https://www.mountalexander.vic.gov.au/Event_planning_and_applications 5471 1700 • Includes staff in areas of Events, Waste, Tourism and Emergency Management
Web sites	https://lalarrbagauwa.harcourt.vic.au https://www.rockyriders.com/ http://www.mtbbendigo.com/ • Includes for LLBG Committee of Management, Mountain Bike Clubs, Tourism promotion, Mountain Bike Trail
Tourism & local business for Harcourt	https://harcourt.vic.au https://www.harcourtvalley.com.au https://progress.harcourt.vic.au
Social media	Facebook - lalarrbagauwapark Instagram - @lalarrbagauwamtb Subscribers – friends on channel such as Facebook; Instagram; YouTube; Twitter; Other – slack, house party,
Letterbox drops – notifications	Harcourt residents and local businesses including Cafés, BP petrol station, Post Office, accommodation, Wineries and Cideries
Media	• The Corr (news@harcourt.vic.au) – local monthly Harcourt newspaper • ABC Central Victoria • The Core – Harcourt Newsletter • Castlemaine Mail • Bendigo Advertiser
Complaints Hotline	
Emergency Services	Refer to event management guidelines and Key Emergency Contact List in Attachment X.

Table 9: Emergency Key Contacts

This is a guide only and was current as of February 2020 and will need to be updated and added to.

Position / Organisation/Alerts	Contact Details	Contact
Emergency incident (life threatened, fire, person injured or lost)	000	Ambulance, Police, Fire (DELWP/CFA), SES
Event Coordinator		
Event Safety Officer		
Chief Warden		
First Aid Officer		
Media Officer		
Community Liaison Officer		
Harcourt Contact		
Volunteer Coordinator		
Police	13 14 44 – non emergency 5473 2099 - Harcourt Castlemaine 5470 4100	
Fire Management - DELWP (The Park is public land)	5430 4600	Duty Officer 24 hours Planning purposes Fire response and management on public land.
Ambulance	000	
VicSES (for flood / storm emergency assistance)	132 500	Switchboard
Municipal Emergency Management Planning Committee (MEMPC)	5471 1700 Info@mountalexnader.vic.gov.au	Mount Alexander Shire Council Municipal Emergency Officer Representatives for response agencies from Council, Police, DELWP (Department of Environment Land Water and Planning), CFA, SES and recovery agencies such as Department of Health and Human Services, local community groups.
First Aid		
Castlemaine Hospital	5471 1555	

Country Fire Authority (CFA) Harcourt	5474 2310 0422 689 554	Secretary Lynda Wilson Captain Andrew Wilson Fire response and management on private property.
CFA Sedgewick		
Taxi – Castlemaine	5472 3377	
Event Bus Hire	5471 1700	Mount Alexander Shire Council Event Officer
Pollution	1300 371 842	Environment Protection Authority – Pollution Watch Line
Vic Emergency Hotline	1800 226 226	www.emergency.vic.gov.au
Weather Warnings	9669 4000 1300 659 217 (automated advisory information line)	www.bom.vic.gov.au/vic/warnings
Poisons	13 11 26	Poisons Information Helpline
Wildlife Incident	1300 094 535	Wildlife Victoria
Emergency Broadcast	774 AM 91.1 FM	ABC Radio
Traffic Alerts – road closures Regional Roads Victoria	131 170 Traffic Hazard Reporting & Advisory Service	https://traffic.vicroads.vic.gov.au/
Coliban Water	132 412	
Department of Health and Human Services	1300 650 172 TTY users phone (03) 13 3677 then ask for 1300 650 172	
Goulburn Murray Water	1800 064 184	
Powercor	132 412	
VicSES – Emergency Information Line (operates during large-scale emergencies)	1300 842 737	
WorkSafe – Incident Reporting Line	132 360	
Cultural heritage incident	5444 2888 1899 762 003	Dja Dja Wurrung Clans Aboriginal Corporation Aboriginal Victoria

Land Management issues	5430 4444	Land and Built Environment, DELWP

Attachment B - DELWP (2017) Harcourt Mountain Bike Park – Event guidelines for bushfire safety. Conditions for management of public safety at La Larr Ba Gauwa Park

La Larr Ba Gauwa Park

Bushfire safety for events held between

1 November – 31 March

Conditions for management of public safety

1. The event organiser must submit the following documents to both the Committee of Management and to DELWP Loddon Mallee (Murray Goldfields Fire District Manager or Duty Officer*):
    a. A detailed evacuation plan that includes expected numbers of participants, spectators and officials; expected time of arrival, commencement, duration of and departure from the event and nominates evacuation locations.
    b. A detailed set of contingencies for the event, according to the predicted/actual Fire Danger Rating (FDR), including but not limited to:
        i. Cancellation
        ii. Rescheduling
        iii. Scale back
    c. A communications plan outlining the methods and persons responsible for communicating changes in the event schedule as required.
2. The event coordinator must contact the DELWP Murray Goldfields Fire District Manager/Duty Officer, to discuss event preparations and the predicted fire weather for the duration of the event as detailed in Table 1 (overleaf). The parties will use forecast weather and Fire Danger Rating (FDR) to determine the event management response and actions. Based on the existing fire and weather activity within the Fire District, discussions will include:
    a. forecast weather,
    b. emergency planning and resource commitments,
    c. each day's planned contingencies.
3. The event organiser must implement communication procedures to advise of any event course changes, rescheduling and/or cancellation, based on agreed event management response actions, in a timely manner.

Definitions:

- *DELWP District Manager/Duty Officer (DDO) – 03 5430 4644
- Forecast: the predicted weather and FDR issued by the Bureau of Meteorology for the day/s the event is organised.
- Day of: The weather on the "Day of" the event.

Note: Total Fire Ban declarations do not influence this process

Attachment C – Fire Danger Rating and Event Management Response and Actions

Table 10: Fire Danger Rating and Event Management Response and Actions

FDR Level	Consultati	Event Management Response and Actions
LOW *to* VERY HIGH	Forecast & Day-Of	• Contact DDO 4 and 2 days prior to event to discuss forecasted weather and any other emergencies occurring in the area, • No specific actions required – considered 'normal' conditions:
SEVERE	Forecast	• Contact DDO 4 and 2 days prior to event to discuss weather forecast and any other emergencies occurring in the area, • Event Organiser to stipulate how contingency options will be enacted given the forecast conditions, • Event Organiser to maintain contact with DDO in lead up days if required, • Monitor the Emergency Management Victoria website Access Warnings and Information page: www.emv.vic.gov.au.
	Day of	• Contact DDO on the morning of event to discuss forecasted weather and any other emergencies occurring in the area, • Event Organiser to stipulate how contingency options are being enacted given the forecast conditions, • Event Organiser to maintain contact with local CFA brigade, • Ensure all emergency plans and event contingencies are in place, • Monitor the Emergency Management Victoria website Access Warnings and Information page: www.emv.vic.gov.au.
EXTREME	Forecast	• Contact with DDO to commence 4 days and as required again by Duty Officer prior to event to discuss forecast weather and any other emergencies occurring in the area, • Event Organiser to stipulate how contingency options will be enacted given the forecast conditions, • Monitor the Emergency Management Victoria website Access Warnings and Information page: www.emv.vic.gov.au.
	Day of	• Contact DDO, on the morning of event to discuss forecasted weather and any other emergencies occurring in the area, • Event Organiser to stipulate how contingency options are being enacted given the forecast conditions, • Event organisers maintain contact with local CFA brigade, • Monitor the Emergency Management Victoria website Access Warnings and Information page: www.emv.vic.gov.au.
CODE RED	Forecast	• Event permit will be withdrawn and the event will be cancelled
	Day of	• Event permit will be withdrawn and the event will be cancelled

Attachment D – Contingency for discovery of Aboriginal cultural heritage items

6. Contingency for discovery of aboriginal cultural heritage items

It is expected that further cultural material, particularly surface and subsurface artefacts, will be identified during maintenance works. Due to the high potential for further cultural material to be identified in low density distributions across the site, the steps below for dealing with additional cultural heritage must be applied where any of the following are identified:

- 5 or more stone artefacts;
- Any earth features;
- Any soil deposits;
- Any ground, abraded, polished, hammered, or unusually utilised stone material;
- Any engravings;
- Any stone features; and/or
- Any additional scarred trees or rock shelters.

The following steps apply:

1. All works must cease and temporary safety webbing or fencing erected without ground disturbance at 10 metres (buffer zone) around the location of the suspected Aboriginal cultural heritage, with signage displayed clearly identifying the location as a 'No-Go-Zone'. The suspected Aboriginal cultural heritage must not be removed. Work may continue in other parts of the Activity Area outside of the buffer zone.
2. A Heritage Advisor (HA) who is a fully qualified Archaeologist and the Registered Aboriginal Party (RAP) must be notified of the discovery by DELWP (Land and Built Environment Client Manager) within two working days. To enable this, DELWP must be notified on the day of discovery or the first working day after discovery.
3. A Heritage Advisor who is a fully qualified Archaeologist and a RAP representative will inspect the reported discovery as soon as possible to determine if the find is Aboriginal cultural heritage; and if so, must first explore opportunities with DELWP (Land and Built Environment Client Manager) to avoid or minimise harm to any identified Aboriginal cultural heritage. If the reported discovery is determined not to be Aboriginal cultural heritage by the HA and the RAP representative, the activity may recommence.

Attachment E - Hazard Identification and Risk Assessment

There are a number of hazards associated with running an event. A how to short guide identify a hazard and assess risk:

How to "Short" Guide identify a hazard and assess risk

1. Establish the Context

- Determine who your stakeholders are and how you are going to engage them.
- Scope the risk. Determine what is and out. The project management framework has some useful documents to assist in scoping the risk.
- Are there any laws governing this risk?

2. Identify the Risks

- What are the 'things' that, if left untreated, have the potential to cause harm or damage?
- Think about things, individuals or groups of people who may be affected by each of the risks.
- Determine the When, What, Where and How.

3. Analyse

- What is the Likelihood, Consequence and allocate a Risk Rating.
- Caution: Be realistic. Eg: The consequence of a fall is most likely either a broken bone or bruising and swelling, not death.

4. Evaluate

- What are the major controls that are in place?
- Are there any improvements that can be actioned?
- All OH&S risks need to be reduced 'as low as reasonably practicable'

5. Treat

- Allocate an action owner and a time frame

6. Monitor and Review

- Once complete set a day to review the risk assessment.

Table 11: Template for recording risk management

Risk Management Assessment

Event name and scope:

Person completing assessment:

Date of event:

Hazard *(What is the thing that has the potential to cause harm?)*	**Action of Injury / Harm** *(What action needs to occur for the hazard to cause injury or harm?)*	Likelihood	Consequence	Risk Rating	**Proposed Controls** *(What are we currently doing to reduce the risk?)*	**Action Required** *(What improvements can we make to further reduce the risk?)*	**Action Owner**	**Action Due Date**
Example: Slips, trips and falls from electrical cords placed across paths.	*People tripping over cords*	*Likely*	*Minor*	*Significant*	*Safety officer to walk across site before and during the event to monitor pathways*	*All stall operators to be aware of areas to remain clear. Remove hazards as they are identified.*	*Event Safety Officer*	

Below are two simple risk matrix that can be used to identify any potential hazards and the actions taken to minimise or eliminate those risks.

Risk Matrix – Example 1

This risk management framework is described in more detail in DELWP (2015) *Committees of Management – Responsibility and good practice guidelines*

Table 12: Consequences assessment table – example 1

	Consequence		
Likelihood	High	Medium	Low
High	A	A	B
Medium	A	B	C
Low	B	C	D

Table 13: Risk ranking and classification

Rank	Classification
A	Risk is intolerable and cannot be justified on any grounds
B	Risk must be reduced unless the cost or effort of reducing the risk is grossly disproportionate to the benefits gained
C	Risk may be reduced unless the cost or effort of reducing the risk is disproportionate to the benefits gained.
D	Maintain current system of monitoring and review. Generally, no additional action is required to reduce the risk.

Table 14: Consequences ranking and description

Consequences	Description
Low	Financial – under 10% of annual income and/or cash balance Safety – minor injury possibly requiring on-site first aid only Assets / maintenance – minor repairs or remediation Relationship management – local issue for resolution, user satisfaction affected for a short period
Medium	Financial –10 to 40% of annual income and/or cash balance Safety –injury requiring medical attention Assets / maintenance – major repairs or remediation, or construction works Relationship management – issue raised with CoM, DELWP or Shire Council for resolution. Major issue impacting user satisfaction affected in the long period
High	Financial – over 40% of annual income and/or cash balance Safety – life threatening or permanent injury or death Assets / maintenance – irreversible damage to reserve or loss of asset Relationship management – issue raised with police or at court level for resolution or action. Issue causing irreparable damage to relationship with users.

Table 15: Likelihood ranking and description – example 1

Likelihood	Description
Low	Could occur at some time (less than once in 10 years)
Medium	Might occur at some time (At least once in 3 years)
High	Will probably occur in most circumstances (at least once in a year)

Risk Matrix – Example 2

Table 16: Consequences assessment table – example 2

Likelihood → / Consequence ↓	Rare	Unlikely	Possible	Likely	Almost Certain
Catastrophic	20	40	60	80	100
Major	16	32	48	64	80
Moderate	12	24	36	48	60
Minor	8	16	24	32	40
Insignificant	4	8	12	16	20

Low	Moderate	Significant	High
Acceptable – No action required. Manage as routine process.	**Tolerable – Action required to manage the risk.**	**Intolerable - Urgent Action required to manage the risk. Monitor closely.**	**Unacceptable – urgent attention is required.**

Hierarchy of Controls

Most Effective → **Least Effective**

Eliminate	Substitute	Isolate	Engineer	Administration

Table 17: Likelihood ranking and description – example 2

Likelihood	Description
Almost certain	The event is expected to occur in most circumstances (e.g. daily/weekly). High level of known incidents (records/experiences). Strong likelihood of re-occurring, with high opportunities/means to re-occur.
Likely	The event will probably occur in most circumstances (e.g. monthly). Regular incidents known (records/experiences). Considerable opportunity or means to occur.
Possible	The event could occur at some time (e.g. over 12 months). Few infrequent, random occurrences (recorded/experienced). Some opportunity or means to occur.
Unlikely	The event could occur at some time (e.g. 2-5 years) No known incidents recorded or experienced. Little opportunity, means or reason to occur.
Rare	The event may occur in exceptional circumstances (10 years). Highly unheard of. Almost no opportunity to occur.

Table 18: Consequence Table

Description	OHS	Financial Loss	Reputation	Regulatory	Strategic
Catastrophic	Multiple deathsor terminal illness. Spill or toxic gas release. Major impact on the environment.	> 50% of revenue	Very high customer sensitivity and irreparable damage to Council name	Dismissal of Council	Selection of a strategic direction that negatively impacts on the future of Council
Major	Death, serious injury or terminal illness to single person. Spill or toxic gas release outside work area. Moderate or temporary impact on environment.	20% - 50% of revenue	Significant customer sensitivity and damage to Council name	Material fines and restrictions on Council operations due to regulatory non-compliance. Senior employees charged for breaches / fraud.	Selection of a strategic directions which requires significant resources, both monitoring and time to correct, impacting a part of Council.
Moderate	Injury resulting in lost time > 20 days. Spill or toxic gas contained by emergency services.	10% - 20% of revenue	Moderate customer sensitivity and damage to Council name impacting noticeably on business activities	Fines due to regulatory non-compliance	Selection of a strategic direction, which impacts on smaller parts of Council and will require consider considerable resources to correct.
Minor	Medical treatment required. Spill or toxic gas release contained by routine process. Low impact on environment.	2% - 10% of revenue	Minimal customer sensitivity and damage to Council name.	Censure due to regulatory non-compliance	Minimal impact on Strategic / operational objectives
Insignificant	No Injury or first aid only. Nuisance spill. No environmental impact.	< 2% of revenue	No impact on reputation of Council	No regulatory impact	Consequences are dealt with by routine operations impact.