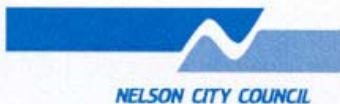


# planning safe events

safety guidelines  
for event managers



Nelson Safer Community Council



## **Acknowledgements**

These guidelines were coordinated and developed by the Health Action Trust on behalf of the Nelson Safer Community Council.








Many thanks to the individuals and groups who shared their experience and expertise. Particular thanks to the Nelson City Council, Nelson Police and the Alcohol Advisory Council of New Zealand.

## **Disclaimer**

The material in this booklet does not constitute legal advice or claim to interpret any part of any legislation. The Health Action Trust and Nelson Safer Community Council have endeavoured to ensure that the information included is correct at the time of publishing. These organisations accept no responsibility or liability for events that are organised using this publication.

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## Foreword

Nelson City has the twin advantages of a wonderful climate and amazing people. Not surprisingly public events are an essential part of living in and visiting Nelson. Events such as outdoor concerts, sports matches and food festivals provide important social and economic highlights for the City as well as the cultural direction.

Managing public events, particularly those where alcohol is served or available, requires planning. If they are not run well there is the risk of street disorder, violence, and property damage not to mention the added pressure on Police and health resources. Almost all of these problems can be prevented or minimised by following simple planning guidelines. Nelson City Council is to be congratulated for taking the general event planning guidelines and tailoring these for the region.

By following the guidelines Nelson will continue to promote and host a range of events that are fun for residents and visitors and allow all people to get home safely afterwards without causing harm to themselves or others.

My congratulations to Health Action for putting the guidelines together and to all those who participated in their development.



Sandra Kirby

Manager Southern Region

Alcohol Advisory Council of New Zealand

Kaunihera Whakatupato Waipiro O Aotearoa

## Who needs these guidelines?

If you're organising an event in the Nelson city area these guidelines will help you to address the health and safety issues at your event and reduce any potential problems. This is not intended to be a full event organising guide.

These guidelines are useful for events that are held for a specified duration, with a particular group of patrons, at a specific venue, with strict entry and exit points, such as sporting events, concerts & balls. They are also useful for less structured events, with general venue areas and durations, and less controlled entry and exit points, such as festivals, outdoor dance parties and concerts, and race meetings.

Spontaneous events with no point of organisation or control, that aren't confined to a specific area and occur simultaneously in different locations are more difficult to control and don't usually have an event manager or plan.

## Roles and responsibilities of event managers

The event manager is responsible for the overall organisation of the event. Being an event manager carries significant responsibilities, and many roles. Sharing the weight, by consulting and planning with other key agencies, is a really effective way of ensuring the event is safe and successful for the manager, staff, patrons and the local community.

The consumption and provision of alcohol is a key issue. Ineffective management of alcohol can lead to high-risk behaviours such as drink driving, unsafe sex, an increased risk of accidents and injury, street disorder, property damage and physical violence.

Event managers can prevent or reduce these problems by developing strategies around the provision and consumption of alcohol. By working alongside key agencies, event organisers can ensure patrons have fun safely without harming themselves or others, or causing disruption in the community.

## How to use the Guidelines for Safe Events

Having a clear, well-documented plan for your event is a crucial part to ensuring that it is safe and successful. The checklist enclosed in the middle of these guidelines will help you to work through your planning.

Each section is pattern coded and matches a section on the checklist. The checklist will help to document your planning and can be used with other key agencies who need to know details of the event. The booklet also includes key contacts and timeframes for planning.

### Event details

Start by working out the details of the event so that they are clear and accurate. Describe the event in simple terms so other key stakeholders can understand what you are planning. Describe the type of event including the main attractions. Refer to the checklist as a guide.



## Consultation and liaison

### Key Stakeholders

Key Stakeholders are the individuals, groups or organisations affected by, or involved in some way with your event, such as local police and neighbouring residents. Consulting with key stakeholders is important for ensuring the success of the event. Make sure you give stakeholders enough time to offer advice and plan any services you may be asking them to provide. Work out from the checklist who the key stakeholders are for your event.

### Community liaison

It's really useful to inform residents, businesses and others who may be affected by the event. Make them feel involved and give them the opportunity to deal with any concerns. That way you'll prevent complaints or problems arising during or after the event.



## Police liaison

Event organisers should involve the police from the start. Contact them at least 8 weeks before the event. Provide them with the following information to help them give you advice and support:

- The venue and timeframe for the event
- Expected numbers and target audience
- Proposed entertainment
- Security provision (name and contact for the security firm)
- Planning around alcohol
- Planning around food and water provision
- Emergency service provisions
- Emergency and evacuation procedures
- Details of any road closures or special permits
- A direct contact number for the event manager

contact

### **Nelson Police**

Telephone: 03 546 3840



## **Briefings and debriefings**

Planning meetings should be held with key stakeholders in the time leading up to the event.

**The Briefing** just prior to the event is vital to confirm details:

- the lines of command or control
- the timetable
- communication systems
- security and emergency procedures
- the management of alcohol.

**The Debriefing** held soon after the event is really useful for planning future events and will record:

- feedback from staff, patrons, key stakeholders and others.
- what did or did not work and why.
- how things were done.



## Regulations and Permits

Contact regulatory agencies well in advance. Input and advice from these agencies is critical to organising safe and successful events.

### Alcohol

If alcohol is being sold, or supplied at the event, it will require a licence.

Supply refers to selling tickets that include alcohol in the price. Even if you do not intend to sell alcohol it is useful to talk to the Liquor Licensing Inspector to clarify whether or not you need a licence. They can also help with suggestions for managing intoxicated patrons and other alcohol-related issues.

The 'licence holder' is the person who holds the licence, and is not necessarily the event manager. Some event managers hire a person or company to act as a licensee.

Applications are made to the Liquor Licensing Inspector, via the Nelson City Council or Tasman District Council, and considered by the District Licensing Agency (DLA).

date

**You must apply at least 20 working days before the event, but it is advisable to make contact around 2 months in advance, to allow time to clarify complications that might arise.**

Like the publican or manager of a bar, the licence holder at an event is responsible for ensuring that the Sale of Liquor Act requirements are met.

- The licence may include conditions regarding when and where alcohol may be sold, food requirements, types of containers and types of alcohol. These conditions must be strictly adhered to or the licence holder could face prosecution.
- The license holder is responsible for ensuring that liquor is not served to under-age drinkers. Staff should request to see photo ID of anybody they doubt. Fines of up to \$10,000 can be imposed for selling to minors. Minors found purchasing liquor can also be fined.
- The licence holder is also responsible for ensuring that liquor is not served to intoxicated people, or served outside of agreed trading hours. A licence

holder can be prosecuted in relation to incidents caused by intoxicated people who have been served at the event.

- It is also the licence holder's job to ensure that their staff understand the laws and how they work. Using experienced staff goes a long way towards preventing and managing alcohol-related incidents. The DLA can help with this.

**contact**

**Liquor Licensing Sergeant at the Nelson Police**

Telephone: 03 546 3840

**Nelson District Licensing Agency**

Telephone: 03 546 0433

**Resource Consent**

To find out if your event needs resource consent, ring the Planning and Consents staff at the Nelson City Council. Be prepared with details on: location, duration, numbers attending, rubbish and hygiene management systems, and environmental impact. They will tell you if you need to make an application. The application will have to include a brief assessment of any environmental effects.

**Noise**

It is important to consider the level of noise when selecting the venue, site layout, entertainment and sound system/s. Problems may arise with residents and businesses if noise levels are intrusive or excessive.

If your event is at a council venue, ring the Parks Operations and Maintenance Coordinator to obtain their guidelines and find out if there are restrictions that you need to be aware of with your venue.

The Council Environmental Health section also has information.

**contact**

**Nelson City Council Planning and Consents**

Telephone: 03 546 0205

**Environmental Health**

Telephone: 03 546 0381

**Nelson City Council**

Telephone: 03 546 0200

**date**

**Resource consent applications take 20 working days to process, so file them well ahead of time. There is also a deposit of \$250 dollars.**

## Building Consent

If you are planning on erecting any structure larger than 10m<sup>2</sup>, (e.g. a stage, seating, marquee or scaffold) you will also need to discuss your plans with the Planning and Consents department of the Nelson City Council.

date

**If required, an application takes 10 working days to process and the building will need to be inspected. Costs vary because the application is assessed as it is processed.**

contact

**Nelson City Council**  
Telephone: 03 546 0249

## Fire Safety

The Fire Safety Department can help you if you need a Fire Evacuation Scheme, for example, if you are using large marquees. They can also help you with planning evacuation procedures.

date

**Contact the Fire Safety Department at least 14 working days prior to the event to let them know your plans.**

contact

**Nelson Fire Service**  
Telephone: 03 546 2100

Permits for open air fires, bonfires, hangi, and umu are handled by the Rural Fire Authority. They will advise on requirements, restrictions and any permit procedures.

date

Make contact about a month in advance to discuss your plans.

contact

**Rural Fire Network**  
Telephone: 03 544 2441

## Fireworks and explosives permits

To find out about fireworks and explosives permits contact Occupational Safety and Health (OSH).

date

**Allow at least two weeks prior to the event.**

contact

**Occupational Safety and Health (OSH):**  
Telephone: 03 546 8180

## Food and drinking water

- Having affordable, quality food on site helps patrons to have a good time, reduces the effects of alcohol, and increases the event revenue.
- Locating food vendors near to bars encourages drinkers to eat.
- If you are selling food, providing power, water or refuse management for food vendors, you will need to contact Environmental Inspections at the Nelson City Council. However, there are some exceptions, e.g. charity stalls, so check it out.

**date**

**In most circumstances food vendors will need to be registered, which takes up to 20 working days.**

**contact**

**Environmental Inspections at Nelson City Council**  
Telephone: 03 546 0381

- Patrons will need cold, clean drinking water to avoid dehydration and heat stroke and to counter the effects of alcohol. Water should be easily available free of charge at all times. Patrons should also be able to refill water containers.

## Road Closure

To temporarily close a road, or to stage a street parade, ring an Administration Adviser at the Nelson City Council.

Tell them your plans and they will assess whether or not you need to make an application. If so you will need to pay a fee of \$150 to the Parking Services, with additional costs for hiring signs.

For all road closures and most parades you will need to supply a Traffic Management Plan. The Administration Adviser can put you in contact with staff who can help you with this.

**date**

**Apply in writing at least 28 days prior to the event.**

**contact**

**Nelson City Council Administration Advisers**  
Telephone: 03 546 0225

## Power requirements

If you need to set up a temporary power supply for your event, or to upgrade your power to meet requirements, you can discuss this with the Nelson City Council. They may be able to help you work out the power requirements.

If the Nelson City Council cannot help you will need to contact an electrical contractor (see the yellow pages). There will be some costs involved for both the power usage and the set up.

date

**Contact the Council at least 1 month prior to the event.**

contact

**Nelson City Council Customer Service**  
Telephone: 03 546 0204

## Public liability insurance

This is an insurance policy held by an organiser to provide them with protection so they are not personally liable when there is a risk of damage or a third party brings an action against them.

For further information contact an insurance broker from the yellow pages in the phone book.



## **The Event**

The right venue will have a big impact on the success of your event.

Consider:

- Facilities: buildings, power, running water, and toilets.
- Proximity to other services: e.g. police, accident and emergency services.
- Access for emergency vehicles.
- Entry and exit for patrons, particularly in poor weather.
- Crowd movement within the site.
- Provision for people with disabilities.
- Hazards in and around the area.
- Proximity to residential areas
- Parking and traffic flow.
- Potential impact on the local environment.
- Disposal of waste and refuse.
- Weather factors including shade at outdoor events and contingency plans for rain.

A detailed site plan is very useful for planning and management. It can be used to:

- distribute for comment
- clarify planning
- guide the setting up of the event
- aid emergency response plans.

The Police, security, first aid and other emergency personnel should all have a copy.

Use the Planning Checklist as you develop your site plan.

## Safety Promotion

- Pre-event information and promotion can influence the expectations and behaviour of patrons attending the event.
- Any alcohol or other drug-safety messages or services, such as "sober drivers", chill-out areas, and safety teams should be promoted before the event.
- Draw attention to any rules such as age restrictions, bans on alcohol, smoking, or glass, and planned patron searches. If using a smokefree venue ring the Nelson Public Health Service for advice, information and promotional material including signs.
- If advertising or promoting alcohol, it is important to check with the local District Licensing Agency to check what you can and cannot do.
- If promoting health issues, such as safe sexual practice, ring the Nelson Public Health Service, or the Health Action Trust for advice, information and promotional materials.

contact

### **The Health Action Trust**

Telephone: 03 548 2798

### **Nelson Public Health Service Health Promotion**

Telephone: 03 546 1537

### **Liquor Licensing Sergeant at the Nelson Police**

Telephone: 03 546 3840

### **Nelson District Licensing Agency**

Telephone: 03 546 0433

## Ticketing

Well-organised ticketing and door control is crucial to the smooth running of an event.

- Ticketing, particularly pre-sales, allow event managers to predict numbers and control entry points and stagger arrival times if appropriate.
- Tickets are also a valuable means for disseminating information, and can be accompanied by specific information such as maps, transport details and safety messages.
- If selling tickets beforehand, it is important to ensure that they cannot be copied.

- The maximum capacity of a venue should not be exceeded and should include staff, performers and guests. Only sell tickets up to the venue capacity and monitor gate sales closely.

### **Gate/door control**

Think ahead to keep the door/gate management simple and effective. Aim to prevent congestion and reduce patron frustration.

Some considerations:

- Times when large crowds may arrive, e.g. at the start or before a main act. Staggering entry can reduce congestion.
- Allowing time for patrons to get into the event before it starts.
- Allowing smooth exit for times when large crowds leave.
- Staff numbers.
- Roles, responsibilities and policies must be understood by door/gate staff and security personnel.
- Wet weather provisions.
- Clear signage showing entry and exit points.
- Clear signage showing entry policy, including searches.
- Allowing time for any searches of vehicles or individuals.
- Allowing space and security for confiscated goods.
- Separate access for staff and entertainers.
- Access for wheelchairs.
- Systems for gate sales and monitoring numbers entering and exiting the venue.
- Systems for pass-outs.
- Clear drop-off and pick-up points.

### **Signage**

Good signage will help direct patrons to parking, camping, entrances and exits, toilets, food and water, smokefree areas, and first aid and safety services. Signs with rules relating to entry conditions and alcohol should be located so that patrons see them before entering the event, and at any licensed area.



## **Transport**

There are several advantages in providing transport. It helps

- patrons to get to and from the event.
- promote responsible drinking behaviour.
- to reduce the amount of vehicles coming and going.

Contact local transport providers, the Police and the Nelson City Council to discuss options. Avoid problems by having a contingency plan for poor weather or an early or delayed finish.

## **Parking**

- Allow space and a system for patrons to park their vehicles.
- Charging for parking may discourage patrons from bringing vehicles.
- Plan clear drop-off and pick-up points for taxis, buses and private vehicles.

## **Information and communication**

- Information services on site for patrons need to be visible and easy to find.
- Knowledgeable staff can efficiently solve problems and reduce confusion or tensions.
- For events running over a period of more than a day, it may be useful to provide an information/message board where patrons can communicate with each other.
- It is crucial to have an effective communication system for those staffing the event. The managers, security, health and safety and emergency services need to be able to communicate with each other and with their own staff.

Providing a contact list of key personnel and services to key staff will aid this.

- Test your communication system prior to the event and ensure that you have back- up equipment to keep it operational if there are problems for example, with power.

### **Lighting and power**

- All exits, aisles, corridors and toilets need to be adequately lit.
- Lighting around the venue, particularly near parking and camping (if applicable), can also be useful for preventing fights, theft and other problems.
- Have generators set up to return power quickly to a public address system and emergency lighting in the case of a power failure.
- Emergency services should also have access to the mains power.
- Power leads need to be laid so that they will not be tripped over or disconnected.

### **Toilets and hygiene**

- Provide adequate toilets for the numbers of patrons you expect.
- Consider separate facilities for staff including first aid services or entertainers.
- The amount of toilets you will need to provide depend on the use of alcohol, the mix of patrons and other factors like the weather. Portable toilet hiring companies will advise on the necessary numbers.
- Toilets should be visible, well lit, well stocked with paper and serviced during longer events.
- Washing or waterless hand sanitising facilities must be available to ensure hygiene.
- Consider queue management during intervals or high use times.

### **Refuse and waste**

The event organiser is responsible for organising and providing refuse bins/skips. These may require emptying during the event. It is your responsibility to remove the bins, skips and refuse after the event and to cover any costs involved. This includes removing cigarette butts, litter and spills and stains. No refuse or liquids are to be dumped into stormwater sumps.

You should consider recycling cardboard, paper, bottles and aluminium.

## Safety Services

### Security

- Security will help to limit the problems that can arise during an event, both for staff and patrons. Professional, friendly but firm security staff can prevent confrontations and add to a good safe atmosphere.
- When deciding the appropriate type and numbers of security staff, consider the type of event, the expected numbers and crowd, potential security concerns, the site itself and the hours of operation.
- Consider the role of the security team in providing crowd management, searches, public safety, asset protection and cash security.
- Security teams should be included in communication systems allowing them to communicate efficiently with the event manager, health and safety crew, police and emergency services.
- Patrons need to know in advance if there are items that are prohibited at an event. Rules and regulations need to be clearly outlined on promotional materials and clearly displayed at entry points.
- Searches of patrons and their vehicles, and confiscation of items are often necessary, but can cause hostility. Options may be offered, including returning the property to their vehicle, or tagging items and returning them later.
- Security staff must be clear about refusal of entry and eviction procedures. These should be supported by the event manager, police and other relevant stakeholders.



## **First aid & safety teams**

- Provision of first aid/emergency medical services is crucial at medium-large events, or at any event where there is potential risk to participants, officials or the public.
- First aid services should be in a visible, sign posted location, and workers should wear obvious uniforms.
- St John Ambulance services are highly skilled at providing medical care at events. They can recommend the kind of coverage you will need. Payment is arranged in advance, and depends on the service provided. They will expect to discuss this with you.
- The service must be booked early and at the latest, 14 days in advance.
- First aid services need to be included in the communication system allowing them to communicate efficiently with the security staff, event manager, health and safety crew, police and other emergency services.
- At some events teams of youth workers and other trained staff can attend to help reduce problems, but may not be equipped to provide the level of medical care that First Aid services do. However, they can work alongside First Aid, security and the Police to supervise and support those who are becoming, or are already intoxicated from alcohol or other drugs.
- These teams have proved to be very effective in reducing alcohol and other drug-related harms and keeping young people safe.
- All services should be promoted and patrons should be encouraged to seek help for themselves and others if problems occur.

### **contact**

#### **St John**

Telephone: 03 546 9445

#### **HYPE (Help for Young People at Events)**

Telephone: 03 548 2798

#### **RaveSafe (mental and emotional support and chill out services)**

Telephone: 03 546 7034

## Emergency procedures

Developing effective risk management plans that include hazard identification, and evacuation procedures is essential.

A written plan should be provided to all those working on the event, the police and other emergency personnel. In case of an emergency the roles of the police and emergency personnel need to be clearly defined prior to the event.

Your local civil defence officer, fire service, or police can help you with these plans.

contact

### **Civil Defence Emergency Management**

Telephone: 03 546 9500

### **Nelson Police**

Telephone: 03 546 3840

### **Nelson Fire Services**

Telephone: 03 546 2100



contact

## **General Contacts**

For more information and advice on organising your event contact:

### **Nelson City Council Recreation Advisor**

Telephone: 03 546 0427

### **The Health Action Trust**

Telephone: 03 548 2798

[enquiries@healthaction.org.nz](mailto:enquiries@healthaction.org.nz)

## **Useful websites**

[www.epms.net](http://www.epms.net)

A comprehensive website dealing with the Event Project Management System.

[www.akcity.govt.nz/council/services/organising\\_events](http://www.akcity.govt.nz/council/services/organising_events)

Auckland's City Council site covering most issues related to organising an event.

[wwwRotoruaNZ.com/planningyourevent](http://wwwRotoruaNZ.com/planningyourevent)

A planning guide for public events.

[www.ndp.govt.nz/drugs/danceparties.html](http://www.ndp.govt.nz/drugs/danceparties.html)

The Ministry of Health's guidelines for organising safe dance parties.