

Stakeholders, Security, Staff & Contractors

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1. Stakeholders

A stakeholder is anyone that has an interest in your event. Stakeholders are individuals, groups or organisations that are impacted by your event activity.

Events rely on a range of partners or stakeholders for design and delivery, so it is important at the outset to identify who the key stakeholders are for your event project for example customers, participants, performers, venues, volunteers, local businesses, local council, police, ambulance service, the local community, funding body, sponsors, media, etc.

Creating a Stakeholder list identifying who your stakeholders are and what interest they have in your event is a good idea.

2. Security

Not all events will require security. It depends on the type of event, the number of expected attendees and if alcohol is available at the event.

It is a good idea to arrange security, if there will be large sums of money at the site or if there are assets that need protection.

Council may include the engagement of a security service as a condition of its approval of the event. Whilst this may seem like an unnecessary cost, remember that it is in your best interest to ensure that all patrons at your event are kept safe.

Any negative publicity that your event attracts (i.e. an uncontrollable crowd) will be detrimental to the overall success of the event, and will influence the likelihood that the event will succeed in the future.

The NSW Police can advise you further on this issue and may be able to assist at larger events in accordance with the NSW Police Force Cost Recovery and User Charges Policy.

3. Staff

3.1. Operational Staff

You should consider having people with particular expertise at the event site to deal with situations that might arise.

The staff you require could include:

- Experts in handling hazardous materials, such as fireworks
- Electricians, gas fitters and plumbers
- Security guards
- Medical and first aid staff
- Qualified sound and lighting technicians
- Qualified personnel if the event is to be held on water, such as life guards.

Implementing effective child-safe policies and practices is the best way to protect the children involved in or present at an event.

3.2. Staff and Volunteers

Whether you are using paid staff on the day of your event or volunteers, some key points to consider:

- Ensure that the events insurance covers both staff and volunteers.
- Keep a register of all staff and volunteers and their duties.
- Induct all staff and volunteers onto the site. Brief them on the activities of the day, the communications plan, site plan and risk assessment.
- Provide clear direction on what they are required to do.
- Meet your Health and Safety requirements by providing all volunteers and staff with things such as safety vests, sunscreen, drinking water etc.

3.3. Volunteers

Volunteers can provide invaluable assistance in the coordination and running of an event.

The Centre for Volunteering (home of Volunteering NSW) can assist member organisations with recruitment of volunteers through the Volunteer Referral Service. For more details go to [The Centre of Volunteering](#).

Another good way to find volunteers for events is to approach local service or community groups such as Rotary Australia, Lions Australia, Volunteer Rescue Association, sporting groups and the local business chamber. As well as educational and training institutions that offer event or hospitality courses.

For local groups in the Federation Council visit the [Federation Council website](#).

You need to be aware of your rights and responsibilities in relation to volunteers.

These include:

- Insurance—seek professional advice about the type of insurance you will require to cover volunteer activity. You should also check to ensure that any existing insurance policies cover volunteers. Some you might consider are volunteers/workers personal accident, public liability, motor vehicle and professional indemnity liability.
- Occupational health and safety—volunteers are entitled to the same safe conditions that are provided to paid employees
- Appropriate orientation and training—to ensure volunteers are able to do their assigned job effectively. Volunteers serving alcohol at a licensed event must have their Responsible Service of Alcohol.
- Reference, police or other checks—depending on the role assigned to a volunteer (such as working with children) it may be necessary to carry out checks. If checks are relevant, volunteers should be advised and their permission sought

3.4. Sign On Sheets

All Staff, both paid and unpaid should be required to report to a central location and record their hours of work during the event. This is to ensure that Workplace Health and Safety laws are being abided by based on the fact that events often require extended hours of work so you will need to ensure that you are operating within the law.

4. Event Agencies

A range of government organisations share responsibility for events management and administer related legislation. Some agencies have specific responsibilities for assisting event planning and in particular with the development of an event emergency management plan.

These include:

[Ambulance NSW](#)

Responsible for assisting with an emergency management plan and providing care for the sick and injured

[Fire and Rescue NSW](#)

Responsible for assisting with an emergency management plan and providing a direct response to specific emergencies relating to fire and hazardous materials

[NSW Police](#)

Responsible for assisting with an emergency management plan and for the control of crowds, traffic and alcohol licence compliance

[Transport for NSW](#)

The Roads Services Division is responsible for any disruption to road users, application for a Road Occupancy Licence to secure event space and any other traffic issues relating to special events. The Maritime Services Division is responsible for all events directly involving NSW waterways.

The event organiser must also notify and consult with the following agencies as required- NSW Police Service, NSW Ambulance Service, NSW Fire and Rescue.

For events run on Council roads and paths, council will submit documents to the local Traffic Management Committee.

5. Contractors

Whilst contractors are independent it's important to note that as the event organiser you have the overall responsibility for the event site and the safety of all those coming onto the site.

Therefore any contractors will need to adhere to the requirements of the event site.

Contractors will need to ensure they have all the relevant qualifications and insurances in place to undertake specific works.

It is important that contractors have maintained this equipment to Australian Standards. It is a good idea to ask for evidence of this, and always ask to see a copy of their insurance.

Make sure you read the hire agreement and are aware of your obligations

6. Certificates Register

You will need to ensure that all staff, volunteers and contractors working on the event have any necessary qualifications in place such as Responsible Service of Alcohol (RSA), First Aid etc. Where necessary you should keep a list of all relevant personnel and their qualifications onsite.

7. Bump in / Out

During the event Bump-In and Bump-Out (the period where your event is setting up and packing up), the site is considered to be a 'Worksite'. Therefore visitors to your event should not be permitted to enter or remain on the site until the Set-Up and Pack-Up has been completed. All third parties including vendors and contractors should be made aware of this.

It is helpful to allocate designated times for certain suppliers to set up. A coordinated approach to setting up infrastructure followed by vendors and smaller suppliers will help ease congestion on your event site, and minimise the risk of incident with moving vehicles and people.

At times it can be difficult to distinguish the difference between your event visitors and suppliers and vendors etc.

To help safely manage the Bump In and Bump Out of your event, consider allocating all staff, and suppliers working on site a hi-vis safety vest to wear during these periods.

8. Run Sheet

These can be a good way of ensuring that you have the appropriate number of staff and contractors allocated to the relevant duties and that staff and contractors are aware of what's happening when, and where they are required to be.

Run Sheets should be developed in conjunction with all staff and volunteer coordinators, with copies distributed to all the relevant people for use on the day.