

# Port Hedland Leisure

## Guidelines for Large Events



### Acknowledgement of Country

The Town of Port Hedland would like to acknowledge the Kariyarra, Ngarla, and Nyamal people as the Traditional Custodians of the Port Hedland lands. We recognise their strength and resilience and pay our respects to their Elders past and present. We extend that respect to all Aboriginal & Torres Strait Islander people of the local community and recognise their rich cultures and their continuing connection to land and waters.

### Purpose

This document is designed to list the additional documents required - dependant on your event size and type - and outline the responsibilities of the hirer for both prior to and during your event.

Please contact 08 9158 9753 if you would like to speak to the Port Hedland Leisure Events & Bookings Officer. The Port Hedland Leisure Customer Service team can be reached on 08 9158 9750.

This document is produced by the Town of Port Hedland. The Town wishes to thank the local community for their ongoing support for community-based events.

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## Facility Hire Conditions

Hire of a Port Hedland Leisure facility requires adherence to a number of conditions, these are outlined in the documents below;

- Terms & Conditions of Hire:  
<https://www.porthedland.wa.gov.au/documents/2739/facility-hire-terms-and-conditions>
- Seasonal Hire Policy (for seasonal bookings/clubs only):  
[https://www.porthedland.wa.gov.au/seasonal\\_hire\\_tcs.pdf](https://www.porthedland.wa.gov.au/seasonal_hire_tcs.pdf)
- Conditions of Entry (Wanangkura Stadium):  
<https://www.porthedland.wa.gov.au/documents/3645/wanangkura-stadium-conditions-of-entry>
- Conditions of Entry (Aquatic Centres):  
<https://www.porthedland.wa.gov.au/documents/3646/port-hedland-leisure-aquatic-centres-conditions-of-entry>

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### Additional Documentation Required

Depending on the event, the Town of Port Hedland requires certain additional documents to be provided by external hirers. The earlier these can be provided the better. For events over 150 attendees these need to be provided a minimum of 2 weeks out. Please review each item below and assess which may apply to your event.

#### Event Plan

Event Plans are required for events expecting over 150 attendees. Templates for both smaller and larger events can be supplied on request.

Key features of an Event Plan include:

- Event details: event name, contact details, venue details, event times, expected attendance
- Permits, licenses and insurance
- Health, safety and security on site
- Incident reporting: risk management, security personnel, emergency Marshals, first aid providers, emergency response plan and evacuation
- Public access to venue, overcrowding and accessibility
- Staffing: roles, responsibilities and contact details
- Inclement weather and cancellation plan
- Food and beverage
- Waste management
- Site layout

#### Risk Management

A separate risk management plan is required for events anticipating over 500 attendees *or* alcohol is being served.

You are required to supply a Risk Management Plan that identifies all the potential risks that may arise from holding your event and steps identified to mitigate such risks. The event organiser's strategies for emergency and risk management must comply with Australian Standards AS/NZS ISO 31000/2009.

All events are different and include different risks, but a basic risk plan may include;

- Alcohol service
- Security
- First aid response
- Critical incident response

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- Heat management (if applicable)
- Any specific site issues - pool, play ground etc
- Noise management
- Food safety

For more information please use the following resource: [An Introduction to Risk Management for Event Holders in Western Australia](#)

### Public Liability Insurance

Public Liability Insurance and a Certificate of Currency for an amount no less than \$10,000,000 is required for the following hirers:

- Incorporated bodies
- Companies
- Associations
- Corporate entities
- Casual hirers which use a Town of Port Hedland facility more than 12 times per annum in total

The Town of Port Hedland has an insurance policy arranged through the Local Government Insurance Services which provides public liability insurance protection for casual hirers of Town of Port Hedland owned and operated facilities. This policy covers hirers of venues for events such as weddings, parties, meetings.

Some activities are not covered under the Casual Hirers Policy. Each hire will be assessed on an individual basis.

### Traffic Management Plan

If partial or full road closures are required, a Traffic Management Plan must be submitted by an accredited provider holding an Advanced Worksite Traffic Management Certificate to the Town for approval.

A general event traffic management plan is available through the Main Roads website at:

<https://www.mainroads.wa.gov.au/OurRoads/TrafficManagement/Pages/PlanPrep.aspx>

Full road closures and larger events require liaison with all relevant stakeholders including the Town, Police and Emergency Services.

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## Food or Alcohol at Events

If members of the public are attending your event and food is to be provided/sold, please complete the [Temporary Food Premises Application form](#). If your event is closed and no members of the public are to attend this is not required.

If there will be more than 1 vendor, each will need to complete individual forms or apply for a blanket license. For more information please contact the Environment Health Officer on 08 9158 9367 or [council@porthedland.wa.gov.au](mailto:council@porthedland.wa.gov.au). All food vendors must be registered under the Food Act 2008, unless eligible for exemption. The registration certificate must be able to be presented upon request.

If alcohol is to be **consumed** please ensure that you complete the [Application to Consume Alcohol on a Council Facility or Reserve](#).

If alcohol is to be **sold** an Occasional Liquor License needs to be obtained from Racing, Gaming and Liquor: <https://www.rgl.wa.gov.au/liquor/liquor-applications/application-kits>

## Covid-19

To manage the recent global pandemic each state of Australia has implemented Restrictions and Regulations surrounding controlling and limiting the effect of the pandemic on individuals and businesses.

Please see the Government of Western Australia's website for up-to-date details of what this entails: <https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-events>

## Room Layout

If you are hiring a function space (for example the Jimblebar Function Room) we will require a room layout so we can ensure this is arranged prior to your event. A blank layout and common room layouts are included in the online booking form, and can be emailed on request.

## Memorandum of Understanding (MOU)

If you are a seasonal or regular hirer, depending on your booking requirements we will draw up a Memorandum of Understanding together to ensure we have a mutual understanding of the responsibilities of each party for the duration of the season.

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### Hirer Responsibilities

An event organiser is defined as a legal entity responsible for the event. In most cases, this would be the director(s) of the organization/company holding the event. Legal liability and responsibilities are not diminished if the event is a community or not-for-profit event. All event organisers have a duty of care to provide for a safe event. The below list is a non-exhaustive detail of the responsibilities of external hirers to arrange for the event.

### Documentation

Hirers are required to read through the documentation as listed in the section above, assess which items are relevant to their event and submit 2 weeks prior to the event date.

### Hosting

At this stage Port Hedland Leisure do not offer the ability to host an event on behalf of a hirer. Hirers are required to have a representative on the event day to run the event including greeting and attending to their event patrons. The hiring of a Port Hedland Leisure space includes facility direction and information, and assistance on event day where practicable from Customer Service Officers (CSOs). This means that;

- CSOs **will** ensure the hired space is set in the layout provided
- CSOs **will** provide information and direction on facility resources (bathrooms, first aid, directions to facility areas, etc)
- CSOs **will** assist where possible with any requests (technical help with AV equipment, furniture, etc)
- CSOs **will** welcome guests when they enter the reception area and direct them to the hired event space
- CSOs **will not** necessarily be available to attend to non-urgent requests immediately dependant on their duties
- CSOs **will not** provide table service – e.g. water, tea and coffee. These will be set up and available from the servery if this is requested during booking.
- CSOs **will not** be responsible for managing entry to private events

### First Aid

The hirer is responsible to ensure there are adequately trained personnel at their event to administer first aid. Depending on your hired facility there are basic first aid supplied, further information can be found in the relevant Facility Details and Housekeeping linked documents below.

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### Fees and Charges

Fees and charges may be applicable for the following:

- Venue hire
- Bond
- Additional cleaning (can be arranged internally or externally)
- Additional staffing and/or after hours staffing – Customer service officers, duty managers, lifeguards
- Carpet lay down/pack up and/or cleaning
- Cancellation fee

In addition to this, event organisers are responsible for all operational costs associated with conducting their event. If there is any damage or need for additional cleaning as a result of the event, these costs will be charged to the event organiser.

The full list of the Town of Port Hedland fees and charges can be found [here](#).

### Security

If your event is high risk, security will need to be arranged and are to remain at the facility for the duration of the event. We will let you know during the booking process if your event comes under this category according to our risk matrix.

A minimum ratio of 1:100 must be adhered to. All security personnel must be appropriately licensed in accordance with current WA legislative and regulatory requirements.

### Waste Management

All hirers are required to remove waste from the facility at the conclusion of their booking time.

If your event is going to have more than 200 people *or* goes over a meal time, you are required to arrange additional bins.

As a general rule of thumb, events generate approximately one litre of waste per person, per meal. This figure may vary based on the type of event and whether the event involves the sale of liquor.

The number of bins needed can be estimated by using the calculation below:

Number of people x Number of meal times = Total amount of waste in litres

Total amount of waste/240L (standard bin) = Number of bins required

For example: 1,000 people x 2 meal times = 2000L of estimated waste

2000/240 = 8 bins required



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Additional bins should be made available for licensed events.

Bins should be placed in prominent locations including:

- Entrances and exits
- Areas where food is consumed
- Along walkways and high traffic areas
- Near toilets/ other utilities

Bins are to be emptied and serviced as required throughout the duration of the event.

The silver public bins around Wanangkura Stadium *cannot* be used for event waste, these are for public use only and cannot be utilised for private events. To reduce attendee usage of these bins please place a hired bin in front of each silver public bin.

### Cleaning

General cleaning is included in the cost of hiring the facility. Additional cleaning charges will apply in instances where extra cleaning is required and will be at the cost of the Hirer.

If your event necessitates this by nature (attendee numbers, length of booking, food, etc) this will be discussed and arranged during the booking process. We can provide a quote from our cleaning contractor, or you can arrange this externally if preferred.

If your event has not pre-arranged cleaning and leaves an excessive mess, cleaners will be employed to clean and repair the venue to the standard required by Council. Any cost will be on-charged to the Hirer and written notification and photographic evidence will be provided to the Hirer within 48 hours of the function conclusion.

The event organiser must ensure that the venue and the surrounding area is maintained in a clean and tidy condition throughout the event, including the bump-in and bump-out phases, and is returned immediately after the event to the same condition (in the Council's opinion) as it was in prior to the event.

The Town encourages event organisers to minimise waste at events and promotes recycling of waste.

### Lost Property

Lost property will be collected and kept at the relevant customer service area at each facility. If it is clear that lost property is a result of an event the organiser will be contacted. If it is unclear, it will be added to the lost property collection and stored for 3 months prior to being disposed of.

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## Noise

Any public address (PA) system or electronically operated sound equipment must be approved by the Town. The only exception is the inbuilt Jimblebar Function Room PA system which can be utilised by any hirer of this area.

Noise from any amplified music or notification system used at the event must not exceed LAeq 15 minute  $\leq 75$  dB(A) when measured (at the nearest affected receiver).

The sound generated by the event shall be controlled and activity must not result in the transmission of 'offensive noise' as defined in the Protection of the Environment Operations Act 1997.

If during the event substantiated complaints or breaches of noise conditions occur, the event organiser must immediately reduce the noise to ensure the event complies with the noise levels specified in the noise conditions above.

## Behaviour of Attendees

Port Hedland Leisure facilities are open to the public during event and function bookings in the majority of cases.

For our Aquatic Centres this involves sharing public facilities such as bathrooms and pool space.

For Wanangkura Stadium this means multiple of our spaces such as the gym, group fitness room, creche, club rooms, indoor court, outdoor court, Jimblebar, and Yarrie room, may be in use consecutively by different user groups. Shared areas include the reception and customer service area, hallways, and bathrooms.

It is important to maintain respect for all users at all times.

## Accessibility

All events must ensure that people with disability have the same opportunities to other community members to attend events. The Town has an Accessible Events Guide with a checklist which is useful in planning your event. This can be downloaded from the Town website here: <https://www.porthedland.wa.gov.au/our-community/community/access-and-inclusion.aspx>

A [Personal Emergency Evacuation Plan](#) must be also submitted prior to your event for any patrons with access requirements that you know will be attending.

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## Facility Details and Housekeeping

The following documents contain facility information and housekeeping details including: amenities, evacuation plans, first aid locations and facility contacts. Please read through this prior to your event day to familiarise yourself with the hired facility.

Wanangkura Stadium

<https://www.porthedland.wa.gov.au/documents/3692/wanangkura-stadium-facility-details>

South Hedland Aquatic Centre

<https://www.porthedland.wa.gov.au/documents/3693/south-hedland-aquatic-centre-facility-details>

Gratwick Aquatic Centre

<https://www.porthedland.wa.gov.au/documents/3694/gratwick-aquatic-centre-facility-details>

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### Marketing

Is your event open to and of interest to the public? If so our marketing department may be able to assist with promotion.

A key component of holding any event is the ability to successfully market it to the local community. After all, an event requires people to attend to make it a success! The Town has an active stake in supporting the viability and vibrancy of locally run events. This is because all events contribute to the overall quality of life in Hedland.

### How can the Town help with marketing my event?

The Town has a range of digital and traditional media channels which can be used by Town Officers to raise awareness of community events. Mainly this is to promote Town run events, however they can also be utilised to market your local, grassroots event. The channels available include:

- Town of Port Hedland website events calendar
- What's On Guide, printed every two months (circulation 1500 – distributed to schools and points of interest in Hedland)
- Town of Port Hedland Facebook (~8,200 likes)
- Town of Port Hedland Instagram (~1650 followers)
- Town of Port Hedland LinkedIn (~630 followers)
- Town of Port Hedland email subscribers (~700 subs)
- Flyer creation (circulated by requester)

Marketing is often the deciding factor on whether an event is well attended or not. A phrase you'll sometimes hear is that people didn't go to something because they didn't know it was on, which as a Town we want to avoid happening where possible.

### What do I have to do to receive marketing assistance?

We will need key details on your event to be able to assist. A good starting point is the Town of Port Hedland website event calendar. All you have to do is log on to [www.porthedland.wa.gov.au](http://www.porthedland.wa.gov.au), click events and then click underneath "What's on" to submit your event's details. These details will then go to a Town Officer for final approval before it is published on the website.

<https://www.porthedland.wa.gov.au/events/submitevent.aspx>

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If you wish to receive social media exposure via the Town's channels, please email [media@porthedland.wa.gov.au](mailto:media@porthedland.wa.gov.au) and include the following information:

- Event title
- Background information
- Ideal number of attendees
- Key dates
- Relevant contacts
- Graphics
- Sponsor Logos

Please be advised it will be at the discretion of Town Officers whether your event's details are published on the Town's digital channels, and which ones are the most appropriate for use. However, events can always be published on the Town's website.

### How much notice should I give?

Ideally, four weeks' notice is the best time frame in order for Town Officers to process your request and leave enough time for promotion. If something is last minute, it will be at the discretion of Town Officers and the resources available at the time whether the request can be processed.

We look forward to working with you to assist in marketing your event!

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### My Event Checklist

|   |   |
|---|---|
| Enquire about my event and put through an online booking form   | √ |
| Receive quote from Events & Bookings Officer  | √ |
| Read this 'Guidelines for Large Events' document  |   |
| Adjust/approve quote from Events & Bookings Officer   |   |
| Receive confirmation letter from Events & Bookings Officer, advise if any changes   |   |
| Pay bond (if relevant)  |   |
| Assess which documentation is required, complete and send through; <ul style="list-style-type: none"> <li>• Covid-19 documentation</li> <li>• Event Plan</li> <li>• Room Layout</li> <li>• Risk Management Plan</li> <li>• Traffic Management Plan</li> <li>• Public Liability Insurance</li> <li>• Food/Alcohol permits</li> </ul> |   |
| Arrange any additional requirements and send through confirmation; <ul style="list-style-type: none"> <li>• Cleaning</li> <li>• Security</li> <li>• Bins</li> </ul>   |   |
| Ensure relevant parties are aware of responsibilities including; <ul style="list-style-type: none"> <li>• Noise</li> <li>• Behaviours of attendees</li> <li>• Accessibility</li> <li>• Lost property</li> </ul>   |   |
| Read through location Facility Details and Housekeeping document in preparation for event day   |   |
| If your event is open and of interest to the public, decide if you would like to submit it for TOPH marketing, and send in details if so.   |   |